| STATEMENT OF DEFICIENCIES | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X3) DATE SURVEY COMPLETED |
|---|---|---|
| | AL11968121 | C<br>02/12/2019 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| **R AND C ULTIMATE CARE, LLC** | **2660 SE WESTSIDE AVE**<br>**PALM BAY, FL 32909** |

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

**0000 - Initial Comments**

AMENDED STATE FORM

A complaint inspection #2018017170 was attempted on . The R and C Ultimate Care, LLC assisted living facility (license #12039) had a deficiency at the time of the visit.

Complaint Investigation #2018017170 was conducted on , , . R and C Ultimate Care LLC, license #12039, had deficiencies at the time of the visit.

**0025 - Resident Care - Supervision - 429.26(7) FS; 58A-5.0182(1) FAC**

Based on record reviews and interview, the facility failed to document in the resident's record when 1 of 4 sampled residents (#4) was sent to the hospital.

Findings:

Review of the facility's admission and discharge log revealed resident #4 was admitted to the facility on and was discharged to the hospital on .

Resident #4's record did not contain any documentation to indicate he was sent to the hospital and no documentation of health care provider notification.

On at 11:20 a.m. the manager confirmed the findings and said she received a phone call from the resident's son on telling her that his dad was and his was high so she instructed his son to take him to the hospital.

Class III

**0076 - ( ) - 58A-5.0186 FAC**

Based on record reviews and interview, the facility failed to have written policies and procedures that explained its implementation of state laws and rules relative to ( ) and failed to provide all the required documents to 2 of 4 sampled residents (#2 and #3) at the time of admission.

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SUMMARY STATEMENT OF DEFICIENCIES
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Findings:

Resident #2's residency agreement was dated .

Resident #3's residency agreement was dated .

The agreements contained a facility document that indicated a statement of the facility's policy regarding was provided at the time of admission.

On at 10:50 a.m. a request was made to review the facility's written policies and procedures on .

On at 10:56 a.m. the manager said the facility did not have written policies and procedures for . In addition, she said that at the time of admission, the residents, or their representatives, were given only a blank form and were not given information regarding advance directives, as required.

Photographic evidence obtained.

Class III

**0090 - Training - - 58A-5.0191(11) FAC**

Based on personnel record reviews and interview, the facility failed to ensure 2 of 2 direct care staff (A and B) received at least one hour of training in the facility's policy and procedures regarding ( ) that included information in Rule 58A-5.0186, F.A.C.

Findings:

Caregiver A was hired on . Her personnel record contained a certificate of training on however, the date of the certificate was which was prior to her hire date. In addition, on at 10:56 a.m. the manager said the facility did not have a policy and procedure.

Caregiver B was hired on . Her personnel record contained a certificate of training on , dated , however on at 10:56 a.m. the manager said the facility did not have a policy so caregiver B could not have received the required training. On at 11:58 a.m. the manager said only the wording in the Rule was used for training purposes.

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SUMMARY STATEMENT OF DEFICIENCIES
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Photographic evidence obtained.

Class III

**0190 - Administrative Enforcement - 58A-5.033( ) & (3)(b) FAC; 429.075(6)**

Based on observation and interview, the facility failed to cooperate with the Agency personnel during a complaint investigation conducted on by demanding that the Agency personnel depart the facility property and discontinue its regulatory inspection.

The findings are:

In an interview with the facility assistant administrator on at 2:00 pm, she stated that she did not agree with the Agency's method and procedure to perform staff, guest and resident interviews during this inspection.

In an interview with the facility assistant administrator on at 2:20 pm, she stated that she was hesitant to provide any cooperation to the Agency during this inspection because she felt that the complaint allegation involving administrative documentation was not valid.

In an interview with the facility assistant administrator on at 2:30 pm, she stated that resident #1 was admitted to the facility on or about and remained as a resident for approximately 10 days before he was discharged. She stated that she did not have a facility admission/discharge log for review at that time.

In an interview with the facility licensee on at 2:45 pm, he stated that the Agency was not supposed to conduct complaint investigations at his facility by requesting to review any records and perform interviews with its residents. He stated that he wanted to know who lodged the complaint against the facility and he wanted to review the complaint summary so he can determine what to provide to the Agency. He stated that the facility would comply with an Agency inspection if the Agency inspector was a nurse who provided the facility a list of documents it needed for review and the facility was allowed several hours to produce said documents. He stated that it was not sufficient for the Agency personnel conducting this inspection to give the facility an Agency business card and display a photo identification so the facility can comply with the Agency inspection process. He was provided with the Agency filed office supervisor contact telephone number at this time.

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SUMMARY STATEMENT OF DEFICIENCIES
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In an observation on at 2:55 pm, the assistant administrator did not provide a facility admission/discharge log or any documentation relating to resident #1's admission or discharge.

In an interview with the licensee on at 3:00 pm, he stated that the Agency personnel must leave the facility property at that time and he gestured that the Agency inspection cannot continue .

Class III

**0200 - Emergency Environmental Control - 58A-5.036 FAC**

Based on record reviews and interview, the facility failed to develop written policies and procedures for its Emergency Environmental Control Plan (plan) that addressed the care of residents occupying the facility during a declared state of emergency.

Findings:

Review of the facility's plan revealed no documentation that addressed the care of residents occupying the facility during a declared state of emergency, specifically, a description of methods to be used to mitigate the potential for heat related injury including wellness checks by assisted living facility staff to monitor for signs of and heat injury and a provision for obtaining medical intervention from emergency services for residents whose life safety is in jeopardy.

On at 12:15 p.m. a request was made to review the facility's policies and procedures for its plan.

On at 12:45 p.m. the manager said the facility did not develop written policies and procedures for its plan and she was unable to provide additional documentation.

Class III