

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11963950	(X3) DATE SURVEY COMPLETED 02/13/2019
NAME OF PROVIDER OR SUPPLIER BENEVA LAKES ASSISTED LIVING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 743 S. BENEVA ROAD SARASOTA, FL 34232	

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

0000 - Initial Comments

An unannounced complaint survey for CCR #2018017226 was conducted at Beneva Lakes, an assisted living facility (license # 6563) in Sarasota, Florida.

The complaint contained 2 allegations which were substantiated with deficiencies.

The following is description of the deficiencies.

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28() FS 429.27

Based on resident and staff interviews and observation , the facility failed to honor residents rights and provide a safe, decent living environment and provide appropriate response to resident's voiced grievances.

The findings included:

On at 10:04 a.m., Resident #1 said there were a few people that drank every single day, a few of them they got rid of. Resident #1 said the problem is they aren't going in their rooms to drink, they are all around the building.

On at 10:26 a.m., Resident #3 said other residents get drunk around there all the time, they are smoking in the rooms and you can smell it in the halls. Resident #3 said all night long the front door opens and closes, they are coming and going all night long. Resident #3 said she told the Executive Director (ED) and the ED did warn them and took the benches by the front door away, but now the people that don't drink and smoke are complaining because there are no benches to go out and sit on. Resident #3 said one guy would drink and throw the bottles all over on the ground.

On at 11:14 a.m., Resident #4 said other residents get real belligerent and intoxicated. They disturb her visitors, asking them for money and asking her dad to stop at the store for them. Resident #4 said she doesn't even know what their names are and she tries to keep her distance. Resident #4 explained her room is near the lobby and they are drunk out there and get loud at night. She said she stays in her room a lot because she doesn't want to be part of the drama. Resident #4 said the drunk residents take away from the night staff, because they are too busy cleaning up somebody from being drunk and then she get her medications late because they are too busy taking care of them. Resident #4 said she has made mention of it to the med techs and spoke to the psychologist about it. Resident #4 said the front door does make a lot of noise at night and there are people in and out of it all night

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long. Resident #4 said sometimes they have friends that are getting drunk with them and she doesn't know if it's a resident or someone off the street. They don't introduce new residents so you never know if they belong there or not. A review of the facility grievance log through _____ showed no documented grievances regarding disruptive residents or the front door. On _____ at 11:32 a.m., the Maintenance Director said there had been a problem with the front door working. They ordered a retro part and it is now fixed. He said as far as he knows, the door does not physically lock. He can shut it off, but there is no lock on it and the residents go in & out those doors all night long to smoke. On _____ at 10:43 a.m., the ED said she has only been with the facility a month. She said they do have a few residents that cause problems with intoxication. Resident #5 is one of these and she has talked with him and told him these behaviors will not be tolerated. He had a friend that was coming in and causing problems and the friend is no longer allowed on campus. The ED said they had a third issue with Resident #5 the prior evening and will be issuing a 45 day notice. The ED said the front door was out for a time before she worked here but it has been repaired. She said the doors are not locked at night at this time and smokers go out there at night. She said she is working on having smokers moved to the indoor courtyard so the front doors can eventually be locked. The ED said at night the building is only staffed by direct care staff, no security, no one on front desk. No way to know who is coming and going. The ED said she recognized the issues and has plans to rectify, just hadn't been here long enough to get plans in place. Class III 0167 - Resident Contracts - 58A-5.025 FAC; 429.24 FS Based on record review and resident and staff interviews, the facility failed to honor contractual rights regarding services to be provided to the residents. The findings included: Resident contracts specify laundry services will be provided weekly. On _____ at 10:04 a.m., Resident #1 said there have been problems getting laundry done, it is supposed to be done once a week. Resident #1 said her laundry day is Monday and it was Wednesday		

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and they haven't done her laundry yet. She said she has a doctor on Friday and worries she won't have clean clothes to wear. She said she didn't know why they didn't do her laundry, it's erratic. On at 10:15 a.m., Resident #2 said there has been a problem getting her laundry done for a couple months and at times, it can be up to a month before her laundry is done. She said they had no washing machines for a while. Resident #2 said they have complained, but they don't do anything about it. On at 10:26 a.m., Resident #3 said the regular housekeeper was out for about 3 weeks. She explained the girls next door (Skilled Nursing Facility) were covering and they were horrible. One of the girls would take the stuff out to wash, bring them in a great big bag and drop them on the floor not folded. Resident #3 said when they were covering it would take weeks to get the laundry done. Resident #3 said the machines were broken and when they did get new machines in, they were smaller than the ones they had before and they have to work twice as hard to get the laundry out. On at 10:25 a.m., the Clinical Director said many of his patients complained to him about the laundry not being done and several had told him they weren't going on visits with family and friends as they were embarrassed because they didn't have any clean clothes to wear. On at 10:00 a.m., Staff A (activities) said housekeeping has been short staffed and she has heard residents complaining about laundry not getting done. On at 10:14 a.m., Med Tech Staff B said there has been a problem with laundry being done as there has been a shortage of housekeepers. Staff B said he has heard several residents complain their laundry hasn't been done for a few weeks and it has been going on the last months or so. Staff B said the machines were out for a while, but he believes it was mostly staffing issues. On at 11:01 a.m., the Housekeeping Director said a couple of machines were down for a while, they ordered new machines and they were replaced. When they were down, the laundry was taken to the Skilled Nursing Facility next door and washed there. The Housekeeping Director admitted this would take a little longer than usual. She said residents are supposed to be getting laundry done once a week. The Housekeeping Director said there is no formal process if laundry is missed, the residents can just tell the housekeeper and they look into it. On at 10:43 a.m., the Executive Director (ED) said she has been with the facility 1 month and when she first came, the normal housekeeper wasn't here and there had been a delay with laundry. The		

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

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ED said she has hired another housekeeper and now has two housekeepers 5 days a week and they have 3 machines. The ED feels this will help rectify the issues. Class III		