

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11942718	(X3) DATE SURVEY COMPLETED 03/26/2019
NAME OF PROVIDER OR SUPPLIER WESTCHESTER OF SUNRISE (THE)	STREET ADDRESS, CITY, STATE, ZIP CODE 9701 WEST OAKLAND PARK BLVD SUNRISE, FL 33351	

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

0000 - Initial Comments

An unannounced licensure complaint survey, CCR #2019000036, CCR #2019001545 and CCR #2019001089 was conducted on ... and ... at The Westchester of Sunrise, License #7440. The facility had a deficiency at the time of the survey.

0079 - Staffing Standards - Levels - 58A-5.019(3) FAC

Based on observation, interview and record review, the facility failed to establish and maintain the required number of direct care staffing hours required per week. In addition, the facility failed to maintain a written work schedule that reflects its 24-hour staffing pattern for a given time period.

Findings Include:

On ... at 12:23 PM, this surveyor interviewed (representative) with the Local County entity charged with advocating for persons in facility. It was stated, that they have received a lot of complaints on the facility, mainly it started about four months ago. It was stated they probably reduced staff, and now there is not enough staff to help residents with their ADLs, making beds, assisting to go to the bathroom and things. The representative also stated, "The Administrator states that all they are doing is to make residents be more responsible in taking care of themselves."

During the complaint survey conducted on ... /2019, this surveyor requested and reviewed the facility's staffing hours of direct care staff. Review of the schedules for ... and ... (through ...), revealed that the facility is not meeting the required weekly staff hours. The facility has a current census of 122 residents; requiring the facility provide Six-Hundred, Sixteen (616) hours weekly of direct care staff. Review of the staffing schedule revealed that the facility is currently providing an average of Three-Hundred, Sixty-Eight (368) direct care staff hour per week. Reviewing the facility schedule revealed the daily direct care staffing hours varied by day. For example, this surveyor observed the following:

- A) Sunday ...:
- 1) 7:00 AM - 3:30 PM = 2 nurses, 2 aides = 24 hrs
 - 2) 3:00/3:30 PM - 11:00 PM - 1 nurse and 2 aides = 24 hrs.
 - 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs.
 - 4) Administrator = 8 hrs.
 - 5) Wellness Coordinator = 8 hrs. (Total of 80 weekly hours).

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B) Monday : 1) 7:00 AM - 3:30 PM = 1 nurse, 1 aide = 24 hrs 2) 3:00/3:30 PM - 11:00 PM - 1 nurse and 1 aide = 16 hrs. 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs 4) Administrator = 8 hrs 5) Wellness Coordinator = 8 hrs. (Total of 80 weekly hours). C) Tuesday : 1) 7:00 AM- 3:30 PM = 1 nurse, 1 aide = 16 hrs 2) 3:00/3:30 PM - 11:00 PM - 1 nurse and 1 aide = 16 hrs. 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs 4) Administrator = 8 hrs 5) Wellness Coordinator = 8 hrs. (Total of 64 weekly hours). D) Wednesday : 1) 7:00 AM - 3:30 PM = 1 nurse, 2 aides = 24 hrs. 2) 3:00/3:30 PM - 11:00 PM - 1 nurse and 2 aides = 24 hrs. 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs 4) Administrator = 8 hrs 5) Wellness Coordinator = 8 hrs. (Total of 80 weekly hours). E) Thursday : 1) 7:00 AM - 3:30 PM = 1 nurse, 1 aide = 16 hrs 2) 3:00/3:30 PM - 11:00 PM - 1 nurse and 1 aide = 16 hrs. 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs. 4) Administrator = 8 hrs 5) Wellness Coordinator = 8 hrs. (Total of 64 weekly hours). F) Friday : 1) 7:00 AM - 3:30 PM = 1 nurse, 1 aide = 16 hrs. 2) 3:00/3:30 PM - 11:00 PM - 1 nurse and 1 aides = 16 hrs. 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs 4) Administrator = 8 hrs 5) Wellness Coordinator = 8 hrs. (Total of 64 weekly hours). G) Saturday : 1) 7:00 AM - 3:30 PM = 1 nurse, 2 aides = 24 hrs		

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

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2) 33:00/3:30 PM - 11:00 PM - 1 nurse and 1 aide = 16 hrs. 3) 11:00 PM - 7:30 PM = 2 Med-Techs = 16 hrs 4) Administrator = 8 hrs 5) Wellness Coordinator = 8 hrs. (Total of 64 weekly hours). Based on the weekly schedule(s) observed, this represents an average of 496 hours per week of direct care staff hours worked. This surveyor observed that the above was consistent for additional weeks reviewed for _____ and _____. In addition, during interviews conducted with facility residents on _____, this surveyor was informed of the following: Confidential interview #3 on _____ at 9:46 AM, stated "Sometimes it take a while for assistance, depending on time of day." Also, this surveyor pulled the alarm in resident' bathroom. 4 minutes later no one had come. Confidential interview #4 on _____ at 9:54 AM, stated "The staff is okay, but they limited the CNAs so it's slow getting help now." Confidential interview #5 on _____ at 9:59 AM, stated, "Staff is okay, but not always get help." Confidential interview #7 on _____ at 10:15 AM, stated "These people are well occupied, and can't come all the time." Confidential interview #8 on _____ at 10:31 AM, stated, "Yes, I have had to use the call button. "They don't always come or come timely." Confidential interview #2 on _____ at 10:50 AM, stated, "I _____ on floor once at 5:30 AM. I called and was yelling and no one came. (Resident) came and assisted me." Confidential interview #13 on _____ at 11:40 AM, stated, "They don't have enough CNAs. They have one CNA on the entire floor, and one on the second floor." Also stated, "There was two, now it's been cut down to 1 (per floor). It's a moan among 3:00 PM to 11:00 PM by residents here, that they don't have enough aides." Also stated, "The staffing in the dining room in understaffed. People come and sit for a while before they get served. That's not right." Confidential interview #1 on _____ at 1:38 PM, stated, "At night time there are two CNA's on the floor. During the day, 2-sometimes 3, which is rare."		

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During numerous confidential staff interviews conducted on and between 10 and 3 PM, it was revealed that the facility does not have enough direct care staff to meet the needs of the residents. During interview with AL Manager and Wellness Coordinator on between 3:05 PM, the AL Manager stated they reduced the hours because their residents do not have a lot of needs. "Most of our residents do not have a lot of needs, so, I can't seetheir acuity" the AL Manager also stated that many of them have their own HHA. This surveyor informed that staffing levels are based on a facility's census, not the acuity of the residents. And, that private duty aides cannot supplant the facility's staffing requirement, unless they are with the facility to provide services on their behalf. On between 3:05 PM and 3:25 PM, this surveyor met with AL Manager, Wellness Coordinator and Regional Nurse Consultant. This surveyor shared the findings of the survey, and the finding regarding insufficient staffing levels at the facility. They acknowledged the findings. Class III		