| STATEMENT OF DEFICIENCIES | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X3) DATE SURVEY COMPLETED |
|---|---|---|
| | **AL11910406** | **06/05/2019** |
| NAME OF PROVIDER OR SUPPLIER<br>**CRESTVIEW MANOR** | STREET ADDRESS, CITY, STATE, ZIP CODE<br>**603 NORTH PEARL STREET**<br>**CRESTVIEW, FL 32536** | |

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

**0000 - Initial Comments**

An unannounced complaint survey for allegations contained within complaint numbers 2019007725 & 2019006197 was conducted at Crestview Manor on and . A Biennial survey with Extended Congregate Care Services (ECC) was conducted in conjunction. Deficient practice was identified at the time the survey.

**0056 - Medication - Labeling and Orders - 58A-5.0185(7) FAC**

Based on record review and interview, the facility failed to make every reasonable effort to ensure that prescriptions for residents were refilled in a timely manner for 1 of 3 residents (resident # 42).

The findings include:

Review of the Medication Observation Records (MORs) for Resident #42 showed the medication 800mg, ordered to be taken once daily at 5 AM, was circled as not given on and , with no explanation on the MOR as to why the medication had not been provided to the resident on those dates.
Interview with the Med Tech on , at approximately 11:30 AM revealed that the facility was out of the medication. This medication was also circled as not given on and , , with no explanation on the MOR as to why the medication had not been provided to the resident on those dates.

Continued review of the resident's MORs showed the medication ( ) 100mg, ordered to be taken once daily at 5AM was circled as not given on , 10th, 11th, 12th and 13th, 2019 with no explanation in the MOR as to why the medication had not been provided to the resident on those dates. This medication was also circled as not given on , 3rd, 4th, and 5th, 2019 with an explanation noted on the backside of the MOR for and that stated "resident out of Norvoir100mg." There was no explanation on the MOR as to why the medication had not been provided to the resident on and 5th, 2019.

During an interview with Resident #42 on , at approximately 11:30 AM, the resident stated, "I've had to wait for important meds for almost a week."

During family interview conducted on , at approximately 4:20 PM with daughter of resident # 42, the daughter confirmed that there were "a couple of times when the pharmacy didn't have mom's meds."

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Class III

**0152 - Physical Plant - Safe Living Environ/Other - 58A-5.023(3) FAC**

Based on observation and interview, the facility failed to provide a safe and hazard free living environment for residents by failing to keep carpets clean, failing to maintain ceiling tiles in good repair, failing to maintain bathroom/shower rooms in a functioning manner, failing to maintain in a manner to minimize ligature risks, failing to maintain an environment free of pests, failing to keep the facility kitchen clean and free of pests, and failing to store medications and chemicals in a safe manner.

The Findings Include:

On at 11:01AM an initial tour of the facility was conducted. The carpet throughout the first floor of the facility was noted to be very stained and in poor condition and there were multiple ceiling tiles either missing, with holes in them, stained, or in overall poor condition. During the tour, it was noted that three of the facility's bathroom/shower rooms had signs on the doors indicating they were out of order. There were multiple storage rooms throughout the facility that were noted to be unlocked and easily opened by anyone passing by them. In one of the storage rooms located on the hallway near , there was noted to be an open bottle of cleaning chemicals. The gallon size bottle of cleaner was about 75% full and was observed with no lid. In another storage closet, close to #, there was a gift type bag observed with what appeared to be a resident's personal items that included two bottles of pills that were labeled as a homeopathic type medicine (Photographic Evidence Obtained). On the front hall, between two staff offices, there was another storage closet noted with an overwhelming smell of something .

On at 2:28PM, an interview was conducted with the facility maintenance man and the facility supervisor. The facility supervisor confirmed the facility had been dealing with bed bugs off and on for about 4 years. She stated they would lay dormant at times, sometimes for up to a year, and then flare up. She stated they had treated 2 rooms in past two weeks for bed bugs and the health department had been out to inspect. She also confirmed they had caught a mouse in a trap last week and stated that they couldn't use bait due to facility pets (cats & turtles), so they used sticky traps instead and would call pest control if they need to. She and the maintenance man both confirmed they had been following the recommendations they received from their pest control company. The facility supervisor also stated the facility would be hiring a janitor that would come in on weekends and deep clean the kitchen and shampoo the carpets, as well as other deep cleaning tasks. She also stated they were in the process of getting some positions for another maintenance man and a few housekeepers. The

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maintenance man confirmed they had several bathroom/shower rooms that were not currently operational due to a problem with a couple of toilets overflowing upstairs. He stated he had not been able to fix the problem so they had a plumbing company come and were in the process of getting quotes to have all the non-operational bathroom/shower rooms fixed. He stated there was still on tub working on the 2nd floor of the facility and 3 shower rooms functional on the first floor. He also stated they had just gotten 2 boxes of ceiling tiles and would be replacing them based on recommendations from the health inspector.

On at 2:47PM, the maintenance man and the facility supervisor were escorted to the storage closets where concerns were identified during the initial tour of the facility. They both confirmed there were chemicals not stored properly in one closet, over the counter medications not stored properly in another and both confirmed the presence of something in the third storage area shown.
On at approximately 11:00am, observation of the employee break room was conducted. This room was a large open area with no doors. Staff or residents could walk in the room at any given time. The break room contained a refrigerator, microwave, vending machines and employee restroom. On the right side of the room, close to the bathroom door, there were phone type noted to be coming from a ceiling tile. These were long and hanging from the ceiling and then observed to be wrapped around a curtain, as if being used to hold the curtain away from the window. These presented a significant risk for ligature to the residents.

On at 1:47PM, an interview was conducted with Resident #33, who stated, "You can hear rats in the ceiling, and they have roaches. They tell us sometimes that a guy is coming to spray and to leave our doors open, but the times I have seen him come all I see him spray is the kitchen; they don't ever go in the rooms."

On at approximately 1:20 PM, tour of kitchen with Employee E. Upon entrance to the facility kitchen, the handwashing sink was observed without a trash can close by and it took approximately 3 minutes for the water to get warm. Per Employee E, the water had trouble getting hot because they were using the dishwasher. Observation of the area behind the facility's emergency water supply revealed what appeared to be pest droppings, under the facility's three compartment sink there were roaches noted, the ice scoop was on the floor behind the ice machine and the door to the ice machine had a black substance noted to the door. There was a freezer in the dishwashing area where staff reported they kept donated food. Upon inspection of this freezer, it was observed to contain ground beef, sausage and other frozen meats. One package of the ground beef was noted with a use by date of . Per kitchen staff, they do use the donated food items to serve to residents; however, they stated they always checked the date. Behind the freezer in the dishwashing area, a roach was noted, there was opened cereal on the counter and open cookies in the cabinets, and under the counter,

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behind the dishwasher, there was a roach. There was a fan over one of the sinks in the kitchen and no screen on the opening where the fan was, under the meat thawing sink, there was a black dirty area (photographic evidence obtained). At the end of the tour, an interview was conducted with Employee E who stated thay used an outside company to provide deep cleanings of the kitchen, but stated the kitchen staff also cleaned after each shift. When asked when the kitchen had last been deep cleaned, she stated, "sometime last year."
Review of Proof of Service Summaries from the facility's pest control company confirmed the facility had been dealing with ongoing issues related to the presence of rats, bed bugs and roaches for multiple months and showed the same recommendations made for several consecutive months.
1. Trees/vegetation touching overhanging the roof must be sealed to prevent pests such as roof rats from entering the facility. Trim to prevent rodent entry to structure. This same recommendation was made in , , , , , and .
2. Cracks or damage to walls and holes around pipes must be sealed to deny pest access inside the building. Please repair to prevent pest entry. This same recommendation was made in , , , , , and .
3. Debris, such as insects, is collecting in cabinets and under appliances in the interior area of the kitchen. Please remove debris to prevent unsanitary conditions and by pests. This same recommendation was made in , and .
4. Bait stations are required to help control rodent activity at this facility. We suggest purchase of bait station for effective rodent coverage.
5. Water leak/standing water inside kitchen behind and underneath dishwashing area and around refrigerated appliances. Please remove water and repair leak to prevent unsanitary conditions and by pests.
6. An accumulation of food and other debris found under sinks and large appliances in the kitchen. Please remove food products to prevent attracting pests. This was reported in

On at approximately 2:00pm, in an interview with Resident #24, the resident revealed that approximately six months ago she had seen rats and bugs in her room, but the facility had placed a rat trap under her sink and caught three rats. Resident denied seeing any rodents since then, but stated she heard some rats up in the ceiling about two days ago.

CLASS III