

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 09/09/2019
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11942716	(X3) DATE SURVEY COMPLETED 07/17/2019
NAME OF PROVIDER OR SUPPLIER WESTCHESTER OF WINTER PARK	STREET ADDRESS, CITY, STATE, ZIP CODE 558 N. SEMORAN BLVD. WINTER PARK, FL 32792	

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

0000 - Initial Comments

A Complaint investigation #2019006958 and #2019008096 were conducted at Westchester of Winter Park on _____ and _____. Deficiencies were identified at the time of the investigation.

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

Based on observation, record review and interview, the facility failed to honor resident rights for laundry services and shower services as detailed in the residency agreement for 1 of 6 residents (#3).

Findings:

On _____ at 10:34AM, resident #3 stated she had been unable to get her linens changed by the staff and had to get her granddaughter to do it when she visits. She said she has to "beg" staff to get a shower. Her shower schedule was posted on the _____ of her room door, and showed 3 times a week (Tu, Th, Sa). Resident #3 stated she's lucky if she gets one each week. She stated she had to do her own personal laundry, but the clothes washer had been broken for 2 weeks. She has been sending laundry home with her daughter. She stated the facility does not do her laundry, and she said it would cost extra to have them do it.

Review of the health assessment for resident #3, dated _____, documented diagnoses including gait instability and _____. She uses a wheelchair for ambulation. She required assistance with bathing.

Review of the residency contract for resident #3 revealed she moved into the facility on _____. Her contract was signed on _____. On page 1 of 13, the contract documented, "Weekly Laundry and Linen Services: Laundry services provided include the laundering of personal linens, towels and clothing; ironing and dry cleaning are not included." A separate page entitled "Personal Laundry Agreement" was signed and dated on _____ and has a checkmark next to "Community will complete resident laundry" as the choice made by the resident/family.

Review of the grievance log revealed a grievance dated _____ showing the resident stated her sheets were not being changed on a consistent basis. The form noted the nursing staff and housekeeping were notified. The form noted the grievance was resolved stating "linens will be changed according to schedule."

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On ... at 3:25PM, the administrator stated she was not aware the contract for resident #3 included laundry services. The administrator confirmed the self-service washers were broken and said new ones were on order. She did not have a date for when they would be delivered and installed. The grievance from ... regarding bed linens not being changed was brought to the administrator's attention again today at 1:15PM. At 3:25PM on ..., she stated she was unaware of the first grievance, as it was before she worked in the facility, but she had already made arrangements for the linens and clothing to be washed in their skilled nursing facility next door. Class III D152 - Physical Plant - Safe Living Environ/Other - 58A-5.023(3) FAC Based on observation and interview, the facility failed to ensure all appurtenances were maintained in good working order when neither of the 2 of the washing machines available for resident use were working. Findings: On ... at 10:30 AM, resident #3 stated the washing machines had been broken for about 2 weeks. She stated her daughter had to take her laundry home with her to wash it. She stated the care of personal laundry was not included by the facility unless they paid extra, so she normally did her own wash. She said this week she noticed residents from the first floor coming to the end floor because that washer was broken as well. On ... at 10:50AM, resident #4 stated she did her own personal laundry, but the washer had been broken for a while, but she wasn't sure exactly how long. She said her pile of dirty clothes was growing. On ... at 1:30PM, the front desk receptionist stated resident #1 was not in the facility but had gone down the street to do his laundry. Observation of the 2nd floor of the laundry room found a single washing machine and a single dryer. The washing machine had a paper sign taped to the top which stated, " Washer machine is down. New washer ordered and will be in soon." There was no date on the sign. (photographic evidence obtained) On ... at 4:30PM, the administrator confirmed the washers on the 1st and 2nd floors were both		

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broken and new washers had been ordered. Class III Z814 - Background Screening Clearinghouse - 435.12(2)(b-d), FS Based on Agency background screen website review, personnel record review and interview, the facility failed to maintain the current employment status of employees within the Agency's Background Screening Clearinghouse for 1 of 8 staff employees (Staff C). Findings: Review of the facility employee roster on the Agency website on did not revealed staff C, the Business Office Manager. On at 4:30PM, the administrator confirmed the finding and stated staff C was shared with the skilled nursing facility and she did not know she had to include The Business office Manager on the assisted living roster as well. Unclassified		