

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11968516	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 11/06/2025
NAME OF PROVIDER OR SUPPLIER CAMELLIA AT DEERWOOD			STREET ADDRESS, CITY, STATE, ZIP CODE 10061 SWEETWATER PKWY JACKSONVILLE, FL 32256		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETE DATE
A 000	Initial Comments A complaint investigation (complaint #2025016333) was conducted at Camellia at Deerwood on . Deficiencies were identified at the time of survey.	A 000			
A 030	59A-36.007(5) FAC; 429.28() FS 429.27 Resident Care - Rights & Facility Procedures 59A-36.007 (5) RESIDENT RIGHTS AND FACILITY PROCEDURES. (a) A copy of the Resident Bill of Rights as described in Section 429.28, F.S., or a summary provided by the Long-Term Care Ombudsman Program must be posted in full view in a freely accessible resident area, and included in the admission package provided pursuant to Rule 59A-36.006, F.A.C. (b) In accordance with Section 429.28, F.S., the facility must have a written grievance procedure for receiving and responding to resident complaints and a written procedure to allow residents to recommend changes to facility policies and procedures. The facility must be able to demonstrate that such procedure is implemented upon receipt of a complaint. (c) The telephone number for lodging complaints against a facility or facility staff must be posted in full view in a common area accessible to all residents. The telephone numbers are: the Long-Term Care Ombudsman Program, 1(888)831-0404; , Rights Florida, 1(800)342-0823; the Agency Consumer Hotline 1(888)419-3456, and the statewide toll-free telephone number of the Florida Hotline, 1(800)96- or 1(800)962-2873. The telephone numbers must be posted in close proximity to a telephone accessible by residents and the text must be a minimum of 14-point font.	A 030			

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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A 030	Continued From page 1 (d) The facility must have a written statement of its house rules and procedures that must be included in the admission package provided pursuant to Rule 59A-36.006, F.A.C. The rules and procedures must at a minimum address the facility's policies regarding: 1. Resident responsibilities; 2. _____ and tobacco use; 3. Medication storage; 4. Resident elopement; 5. Reporting resident _____, neglect, and _____. 6. Administrative and housekeeping schedules and requirements; 7. _____ control, sanitation, and standard precautions; 8. The requirements for coordinating the delivery of services to residents by third party providers; 9. Assistive devices; and 10. Physical _____. (e) Residents may not be required to perform any work in the facility without compensation. Residents may be required to clean their own sleeping areas or apartments if the facility rules or the facility contract includes such a requirement. If a resident is employed by the facility, the resident must be compensated in compliance with state and federal wage laws. (f) The facility must provide residents with convenient access to a telephone to facilitate the resident's right to unrestricted and private communication, pursuant to Section 429.28(1)(d), F.S. The facility must allow unidentified telephone calls to residents. For facilities with a licensed capacity of 17 or more residents in which residents do not have private telephones, there must be, at a minimum, a readily accessible telephone on each floor of each building where residents reside.	A 030			

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A 030	Continued From page 2 429.28 Resident bill of rights.- (1) No resident of a facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, the Constitution of the State of Florida, or the Constitution of the United States as a resident of a facility. Every resident of a facility shall have the right to: (a) Live in a safe and decent living environment, free from _____ and neglect. (b) Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy. (c) Retain and use his or her own clothes and other personal property in his or her immediate living quarters, so as to maintain individuality and personal dignity, except when the facility can demonstrate that such would be unsafe, impractical, or an infringement upon the rights of other residents. (d) Unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any time between the hours of 9 a.m. and 9 p.m. at a minimum. Upon request, the facility shall make provisions to extend visiting hours for caregivers and out-of-town guests, and in other similar situations. (e) Freedom to participate in and benefit from community services and activities and to pursue the highest possible level of independence, autonomy, and interaction within the community. (f) Manage his or her financial affairs unless the resident or, if applicable, the resident's representative, designee, surrogate, guardian, or attorney in fact authorizes the administrator of the facility to provide safekeeping for funds as provided in s. 429.27.	A 030			

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A 030	Continued From page 3 (g) Share a room with his or her spouse if both are residents of the facility. (h) Reasonable opportunity for regular exercise several times a week and to be outdoors at regular and frequent intervals except when prevented by inclement weather. (i) Exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, nor any attendance at religious services, shall be imposed upon any resident. (j) Assistance with obtaining access to adequate and appropriate health care. For purposes of this paragraph, the term "adequate and appropriate health care" means the management of medications, assistance in making . . . for health care services, the provision of or arrangement of transportation to health care . . . , and the performance of health care services in accordance with s. 429.255 which are consistent with established and recognized standards within the community. (k) At least 45 days' notice of relocation or termination of residency from the facility unless, for medical reasons, the resident is certified by a physician to require an emergency relocation to a facility providing a more skilled level of care or the resident engages in a pattern of conduct that is harmful or offensive to other residents. In the case of a resident who has been adjudicated mentally . . . , the guardian shall be given at least 45 days' notice of a nonemergency relocation or residency termination. Reasons for relocation must be set forth in writing and provided to the resident or the resident's legal representative. The notice must state that the resident may contact the State Long-Term Care Ombudsman Program for assistance with relocation and must include the statewide toll-free	A 030			

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A 030	Continued From page 4 telephone number of the program. In order for a facility to terminate the residency of an individual without notice as provided herein, the facility shall show good cause in a court of competent jurisdiction. (I) Present grievances and recommend changes in policies, procedures, and services to the staff of the facility, governing officials, or any other person without _____, interference, coercion, discrimination, or reprisal. Each facility shall establish a grievance procedure to facilitate the residents' exercise of this right. This right includes access to ombudsman volunteers and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups. (2) The administrator of a facility shall ensure that a written notice of the rights, _____, and prohibitions set forth in this part is posted in a prominent place in each facility and read or explained to residents who cannot read. The notice must include the statewide toll-free telephone number and e-mail address of the State Long-Term Care Ombudsman Program and the telephone number of the local ombudsman council, the Elder _____ Hotline operated by the Department of Children and Families, and, if applicable, _____, Rights Florida, where complaints may be lodged. The notice must state that a complaint made to the Office of State Long-Term Care Ombudsman or a local long-term care ombudsman council, the names and identities of the residents involved in the complaint, and the identity of complainants are kept confidential pursuant to s. 400.0077 and that retaliatory action cannot be taken against a resident for presenting grievances or for exercising any other resident right. The facility must ensure a resident's access to a telephone to	A 030			

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A 030	Continued From page 5 call the State Long-Term Care Ombudsman Program or local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and , Rights Florida. 429.27 Property and personal affairs of residents.- (1)(a) A resident shall be given the option of using his or her own belongings, as space permits; choosing his or her roommate; and, whenever possible, unless the resident is adjudicated or under state law, managing his or her own affairs. (b) The admission of a resident to a facility and his or her presence therein shall not confer on the facility or its owner, administrator, employees, or representatives any authority to manage, use, or dispose of any property of the resident; nor shall such admission or presence confer on any of such persons any authority or responsibility for the personal affairs of the resident, except that which may be necessary for the safe management of the facility or for the safety of the resident. This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to establish an effective system to prevent the spread of pests. This has potential to affect all residents' right to a safe and decent living environment. Findings Included: On , in an interview with Staff B, at 6:15am, she stated that a lot of the residents' rooms had roaches. The pest control company	A 030		

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A 030	Continued From page 6 only sprayed the rooms that requested it. The bigger problem was not being addressed, what was being done was not effective in eliminating the roaches. On _____, in an interview with the Administrator at 6:30am, she acknowledged they were having a problem with roaches. They currently had pest control coming in. They came out twice a month and sprayed rooms that requested spraying. She stated they were getting bids from other pest control companies because whatever they were doing wasn't working, based on the number of roach sightings they had every single month, even every week. The staff documented which resident apartments they saw roaches in using the pest sighting book. A review of the pest control inspection reports and service receipts, revealed the following: On _____ they performed bimonthly treatment and treated _____, 342, 351, 437, the memory care office, 2nd floor nursing area and the kitchen area. On _____ they performed bimonthly pest services and treated units 244, 236, 326, 335, 339, 342, and 443. On _____ they treated _____ and saw (pest) activity they believed to be due to other people bringing in items, delivery boxes, and even coming under the door from the hallways. On _____ they performed biweekly pest control and treated units 433, 350, 346, 344, 339, 326, 324, 249, 236, and 244. On _____ they performed biweekly pest control interior and exterior and treated _____. On _____ they performed a requested return service for _____, a trouble call. On _____ biweekly pest control was performed and _____ was treated.	A 030		

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A 030	Continued From page 7 On they did a follow up post clean out follow up in (for German cockroaches), and treated for roaches, fruit flies, general treatment and kitchen roaches. On they inspected and treated for ants, roaches, and common pests in , and 351. As of , the pest sighting log showed roach sightings in . In an interview with Resident #1 in , at 9:20am on , she stated had seen bugs in her room. Her family member, who was present in the room with her at the time, stated that she saw a live German cockroach go under the coffee maker the day before, and housekeeping had just cleaned her room. An observation of Resident #1's bathroom floor revealed a few German cockroaches between the toilet and the wall. In an interview with Resident #2 in , at 9:35am on , she stated that the week before, she was asleep in her bed and at 3:00am she was woken up by a bug crawling on her . She turned the light on and saw it. She squished it between the sheets and then picked it up with a tissue, it was a roach. She flushed it down the toilet. She had seen lots of roaches in her bathroom. At 9:34am on , Staff D, a caregiver, stated she had been working at the facility for approximately 5 weeks and she was aware of sightings of roaches. She reported her concerns to maintenance. In an interview was conducted with Resident #3 in , at 10:00am on . She stated that they had pets in their apartment, and they had seen roaches. Her husband had seen live	A 030			

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A 030	Continued From page 8 German cockroaches in the kitchen and in the bathroom within the past few days. In an interview with Resident #4 in _____, at 10:10am on _____, she stated that the night before last she saw a roach crawl on the wall by the kitchen sink. She also had fruit flies. She kept bug spray in her room and when she saw a bug she would kill it. An observation of Resident #4's bathroom conducted at 10:10am on _____ revealed a live German cockroach crawling in the cabinet under the sink. At 10:10am on _____, Staff C, a medication technician who had worked at the facility for about a year, was interviewed. She stated that there were some issues with pests. Staff reported pest sightings to the front desk. In an interview with Resident #5 in _____, at 10:20am on _____, she stated that they did have roaches in the apartment and when they saw them they would call downstairs and report it. Then the pest control company would come and spray. Photographic evidence obtained. Class III	A 030			