

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11911439	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 02/04/2026
NAME OF PROVIDER OR SUPPLIER FOUNTAINS RESIDENCE AT MILL COVE			STREET ADDRESS, CITY, STATE, ZIP CODE 9960 ATRIUM WAY JACKSONVILLE, FL 32225		
(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 # 2025008607, 2025013222, 2025009180, and 2025014573) was conducted at Fountains Residence at Mill Cove on 2/3/2026-2/4/2026. Deficient practice was identified at the time of the survey.	A 000			
A 052	429.256(3-5); 59A-36.008(3) Medication - Assistance with Self-Admin 429.256 (3) Assistance with self-administration of medication includes: (a) Taking the medication, in its previously dispensed, properly labeled container, from where it is stored, and bringing it to the resident. For purposes of this paragraph, an insulin syringe that is prefilled with the proper dosage by a pharmacist and an insulin pen that is prefilled by the manufacturer are considered medications in previously dispensed, properly labeled containers. (b) In the presence of the resident, confirming that the medication is intended for that resident, orally advising the resident of the medication name and dosage, opening the container, removing a prescribed amount of medication from the container, and closing the container. The resident may sign a written waiver to opt out of being orally advised of the medication name and dosage. The waiver must identify all of the medications intended for the resident, including names and dosages of such medications, and must immediately be updated each time the resident's medications or dosages change. (c) Placing an oral dosage in the resident's hand or placing the dosage in another container and helping the resident by lifting the container to his or her mouth. (d) Applying topical medications.	A 052			

AHCA Form 3020-0001

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

TITLE

(X8) DATE

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A 052	Continued From page 1 (e) Returning the medication container to proper storage. (f) Keeping a record of when a resident receives assistance with self-administration under this section. (g) Assisting with the use of a nebulizer, including removing the cap of a nebulizer, opening the unit dose of nebulizer solution, and pouring the prescribed premeasured dose of medication into the dispensing cup of the nebulizer. (4) Assistance with self-administration of medication does not include: (a) Mixing, compounding, converting, or calculating medication doses, except for measuring a prescribed amount of liquid medication or breaking a scored tablet or crushing a tablet as prescribed. (b) The preparation of syringes for injection or the administration of medications by any injectable route. (c) Administration of medications by way of a tube inserted in a cavity of the body. (d) Administration of parenteral preparations. (e) The use of irrigations or debriding agents used in the treatment of a skin condition. (f) Assisting with rectal, urethral, or vaginal preparations. (g) Assisting with medications ordered by the physician or health care professional with prescriptive authority to be given "as needed," unless the order is written with specific parameters that preclude independent judgment on the part of the unlicensed person, and the resident requesting the medication is aware of his or her need for the medication and understands the purpose for taking the medication. (h) Medications for which the time of administration, the amount, the strength of dosage, the method of administration, or the	A 052			

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A 052	Continued From page 2 reason for administration requires judgment or discretion on the part of the unlicensed person. (5) Assistance with the self-administration of medication by an unlicensed person as described in this section shall not be considered administration as defined in s. 465.003. 59A-36.008 (3) ASSISTANCE WITH SELF-ADMINISTRATION. (a) Any unlicensed person providing assistance with self-administration of medication must be 18 years of age or older, trained to assist with self-administered medication pursuant to the training requirements of Rule 59A-36.011, F.A.C., and must be available to assist residents with self-administered medications in accordance with procedures described in Section 429.256, F.S. and this rule. (b) In addition to the specifications of Section 429.256(3), F.S., assistance with self-administration of medication includes, orally advising the resident of the name and dosage of the medication and verbally prompting a resident to take medications as prescribed. (c) In order to facilitate assistance with self-administration, trained staff may prepare and make available such items as water, juice, cups, and spoons. Trained staff may also return unused doses to the medication container. Medication, which appears to have been contaminated, must not be returned to the container. (d) Trained staff must observe the resident take the medication. Any concerns about the resident's reaction to the medication or suspected noncompliance must be reported to the resident's health care provider and documented in the resident's record. (e) When a resident who receives assistance with	A 052		

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A 052	Continued From page 3 medication is away from the facility and from facility staff, the following options are available to enable the resident to take medication as prescribed: 1. The health care provider may prescribe a medication schedule that coincides with the resident's presence in the facility, 2. The medication container may be given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record, 3. The medication may be transferred to a pill organizer pursuant to the requirements of subsection (2), and given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record, or 4. Medications may be separately prescribed and dispensed in an easier to use form, such as unit dose packaging. (f) Assistance with self-administration of medication does not include the activities detailed in Section 429.256(4), F.S. (g) As used in Section 429.256(4)(h), F.S., the terms "judgment" and "discretion" mean interpreting vital signs and evaluating or assessing a resident's condition. (h) All trained staff must adhere to the facility's infection control policy and procedures when assisting with the self-administration of medication. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to properly assist 3 of 3 sampled residents with self-administration of medications (Residents 6, 7, & 8). Findings include:	A 052			

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A 052	Continued From page 4 During an observation on 2/4/2026 at 8:35 AM, Staff B, Medication Tech, proceeded to Resident's #8 open door and explained she was preparing her medications. Resident #8 was observed sitting in a reclining chair, with her back to the door, watching television. Staff B prepared the following medications from their blister packs: Acetaminophen 325 milligrams 2 tablets, Prozac 60 milligrams, Kosapent 1 milligram 2 tablets, Levothyroxine 88 micrograms, Lorazepam 0.5 milligrams, Metoprolol 25 milligrams, Morphine Sulfate 15 milligrams, Senexon 8.6 milligrams, Tamsulosin 0.4 milligrams, and Torsemide 20 milligrams. Staff B then removed Resident #8's Insulin Glargine pen from the drawer along with an alcohol pad. Staff B picked up the medication cup. The Torsemide had been removed and placed twice in the medication cup. Staff B was prompted about the duplicate Torsemide and confirmed the error. Staff B then proceeded to enter Resident #8's room, and with gloved hand, handed her the medication cup. Staff B identified each medication to the resident, who removed the Prozac and stated "I'm not taking that." After taking the rest of the medications, Staff B then handed resident #8 her insulin pen and stated "it's 13 units." Resident #8 proceeded to dial the pen, asked Staff B to check the number with her, then injected the medication into her right lower abdomen. Staff B then accepted the injection pen and the medication cup from resident and exited the room. No hand hygiene was observed. When asked about preparing medications in the presence of the resident, Staff B replied, "No, we do it at the cart and then tell them what is in the cup."	A 052			

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A 052	Continued From page 5 During a second observation, Staff A, Medication Technician (MT), was observed preparing medications on 2/4/2026 at 10:25am. Staff A verified Resident #6's medication orders, and with resident's room door closed, proceeded to remove the following medications from their blister packs: Aspirin 81 milligrams, Atorvastatin 40 milligrams, Calcium 600 milligrams with Vitamin D 800 international units, Docusate sodium 100 milligrams, Gemtesa 75 milligrams, Losartan 100 milligrams, Metformin 500 milligrams, Pantoprazole 40 milligrams, and Preservision. The room was occupied by Resident #6 and Resident #7, a married couple. When Staff A knocked to provide Resident #6 her medication, Resident #7 answered the door. Staff A told him that she had Resident #6's medications, and identified the contents of the cup. Resident #7 held out his hand for Resident #6's medication cup and Staff A placed the cup in his hand. Staff A informed Resident #7 that she needed to observe Resident #6 take her medications. Resident #7 stated, "Is that a new law or something? Why do you have to watch her?" Resident #7 reached into medication cup and removed Docusate Sodium, and informed Staff A that Resident #6 preferred to take that at night. Staff A informed Resident #7 that she would need the Docusate back, and he would need to contact their physician to get the order changed. Resident #6 was not present as she was seated at her kitchen table outside of the line of sight. When asked about Resident #6's eye drops, Staff A replied, "her eye drops are in her room and her husband gives them to her. He used to be a pharmacist." Resident #7 secured the door after Resident #6 was observed taking her medications. Staff A then proceeded to remove the following	A 052			

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A 052	Continued From page 6 medications for Resident #7: Aspirin 81 milligrams, Atorvastatin 40 milligrams, Calcium 600 milligrams with 8000 international units of Vitamin D, Losartan 50 milligrams, and Vitamin B12. Staff A then knocked on Resident #7's room door again, and informed Resident #7 the contents of his medication cup and that she needed to observe him take it. Resident #7 complied. No hand hygiene was observed in between Resident's #6 & #7. During a follow up interview on 2/4/2026 at 10:30am, Staff A, stated "He [Resident #7] gives them to her [Resident #6]. I don't have her eye drops because he gives her those, even though it shows up on the MOR (Medication Observation Record)." When asked why Resident #7 was permitted to provide Resident #6's medications, Staff A stated "he's a pharmacist." When asked how staff ensured that Resident #6 received her eye medications, Staff A stated "we just ask him [Resident #7]. When asked about as needed medications, Staff A stated "we give them within the orders." During an interview on 2/4/2026 at 12:09pm, the Health and Wellness Coordinator (HWC), stated hand hygiene should be done during medication pass between residents at a minimum. Regarding Resident #7 giving Resident #6 medications, HWC stated "I'm not aware of a resident being able to give another resident's medications. They shouldn't have medications at bedside, unless it's ordered that way." During an interview on 2/4/2026 at 1:54pm, the Assisted Living Director (ALD) stated hand hygiene should be done before and after changing gloves. "You can't give medications to one person in a room and not wash your hands	A 052			

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A 052	Continued From page 7 before giving medications to the second." Observations of medication technicians preparing medications prior to entering the resident's room were reviewed and she explained residents should be present when medications were being prepared. She stated Resident #6's should only be at bedside, "unless they are verified to be able to self-administer and we have an order for it." Review of Resident #6's record showed an admission date of 6/1/2025 and a diagnosis of Parkinson's Disease. Record review revealed these physician's orders were not ordered to be at bedside: Docusate sodium cap 100mg take 1 capsule by mouth once daily, Latanoprost sol 0.005% instill 1 drop in right eye once daily, Dorzolamide sol 2% op instill 1 drop in right eye three times a day, Brimo/Timolo sol 0.2/0.5% instill 1 drop in right eye twice a day, Verkazia emu 0.1% op instill 1 drop in each eye twice a day, Atorvastatin tab 40mg take 1 tablet by mouth once daily, Diclofenac gel 1% apply topically to left shoulder and bilateral knee every 8 hours as needed, Donepezil tab 10mg take 1 tablet by mouth at bedtime Carb/levo tab 25-100mg take 3 half tablets by mouth four times a day, Quetiapine tab 25mg take 1/2 tablet by mouth at bedtime, Pantoprazole tab 40mg take 1 tablet by mouth once daily, Losartan tab 100mg take 1 tablet by mouth once daily, Gemtesa tab 75mg take 1 tablet by mouth once daily, Aspirin low chw 81mg take 1 tablet by mouth once daily, Metformin tab 500mg take 1 tablet by mouth twice a day, Preservision cap take 1 capsule by mouth twice a day, Calcium 600mg - Vit d3 800u take 1 tablet by mouth twice a day, and Amlodipine Besylate Oral Tablet 5 MG Give 1 tablet by mouth at bedtime. The Tamsulosin HCl Oral Capsule order was for 0.4 mg, 1 capsule by mouth at bedtime for bladder supervised self-administration.	A 052			

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A 052	Continued From page 8 Review of the record revealed the following progress note dated 11/11/2025 at 8:48pm, documented the following Medication Administration Note: "Quetiapine tab 25mg take 1/2 tablet by mouth at bedtime. Medication is in resident room for spouse to administered." Review of the electronic health record for Resident #7 showed an admission date of 6/1/2025. The following physician's orders were present: Losartan pot tab 50mg take 1 tablet by mouth once daily at the same time every day, Vitamin b-12 tab 1000mcg take 1 tablet by mouth once daily, Calcium 600mg - Vitamin D3 800u take 1 tablet by mouth twice a day, Aspirin ec tab 81mg take 1 tablet by mouth once daily, Atorvastatin tab 20mg take 1 tablet by mouth once daily, Pantoprazole tab 20mg take 1 tablet by mouth once daily as needed, and Tamsulosin HCl Oral Capsule 0.4 MG Give 1 capsule by mouth at bedtime. Only the Diclofenac gel 1% has instructions to self-administer topically to left shoulder every 8 hours as needed. Review of the policy entitled "Hand Hygiene" with a review date of 10/27/2022, states "5. ABHR [Alcohol Based Hand Rub] is the preferred method for routine hand hygiene. Use..in the following situations: a. before preparing or handling medications, immediately after removing gloves." Class III	A 052			