Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11965661	A. BUILDING: _____ B. WING _____	06/01/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRING HILLS LAKE MARY	3655 W. LAKE MARY BLVD, LAKE MARY, FL 32746

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A 000	Initial Comments 2026006798 A generator monitoring and a complaint investigation was conducted on at Spring Hills Lake Mary. A deficiency was found at the time of the visit.	A 000		
A 030 SS=D	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	A 030		

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A 030	Continued From page 1	A 030		

proximity to a telephone accessible by residents and the text must be a minimum of 14-point font.
(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

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A 030	Continued From page 2 telephone on each floor of each building where residents reside. 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	A 030		

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A 030	Continued From page 3 facility to provide safekeeping for funds as provided in s. 429.27. (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	A 030		

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A 030	Continued From page 4 Ombudsman Program for assistance with relocation and must include the statewide toll-free 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. (l) 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	A 030		

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A 030	Continued From page 5 exercising any other resident right. The facility must ensure a resident's access to a telephone to 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 record reviews and interviews, the facility failed to adhere to the facility policy for call bell response time for 3 of 3 sampled residents (#1,10,11). Findings: In a review of the facility's policy for call bell response time, it states the following: Response	A 030		

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A 030	Continued From page 6 to resident's call for assistance using a call monitoring system will be answered in a timely manner to promote safety and reassurance. Residents may request that rounds or resident checks be made less frequently or not at all. Direct care staff must make rounds every 2 hours. A response to resident's call bell and pendant must be answered within 8 minutes. Reviewed Town Hall with Administrator dated . Pertaining to staffing of grievances addressed: 1. Expectation of call button response- 11 to 12 minutes 2. More staff to take the residents to the dining hall at mealtimes or they must pay for room trays. Response to a resident's call for assistance using the call monitoring system will be answered in a timely manner to promote safety and reassurance. Residents may request that rounds or resident checks be made less frequently or not at all. In review of the facility's call system response time the following was confirmed: Res#1 average response time 37 minutes. 20 minutes, 24 minutes, 25 minutes, 36 minutes, 47 minutes, 2 hours and 26 minutes, 52 minutes 2nd call out 1 hour and 22 minutes, 1 hour and 44 minutes, 1 hour, 2nd call out 1 hour and 29 minutes, 1 hour, 1 hour and 44 minutes, 2 hours and 23 minutes, 1 hour and 13 minutes, 1 hour, 1 hour, 1 hour, 1 hour and 25 minutes, 1 hour and 9 minutes, 1 hour, 1 hour, 1 hour and 27 minutes, 1 hour and 17 minutes, 59 minutes, 1 hour and 33 minutes, 58 minutes,	A 030		

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A 030	Continued From page 7 1 hour and 49 minutes, 2 hours and 52 minutes, 1 hour, 1 hour and 25 minutes, 53 minutes, 2 hours, 40 minutes Resident# 10 Apt 104 1 hour and 8 minutes, 59 minutes 2 hours, 1 hour and 14 minutes Resident#11 Apt 109 1 hour and 25 minutes, 1 hour and 24 minutes and same day another for 2 hours and 46 minutes. In an interview on at 11 AM with resident#1's family member, she confirmed she has been in the resident's room when he has called for assistance via the call system and no one would answer for a long period of time. In an interview on at 11:15 AM with Staff A, she stated we are supposed to answer the call in 8 minutes. She stated however there are times when the average is 20 minutes if we are in another room attending someone. She stated the facility is in the process of hiring more staff for each floor. She stated we have staff come and go here so sometimes the response times are much better. She stated we take the residents to the meals 20 minutes ahead of time to ensure everyone gets there on time. She stated most of the residents take themselves and do not need assistance. In an interview on at 11:30 AM with Staff D, she stated the response time should be 8 minutes if the staff is not tied up with other residents. She stated we take them to the dining area 15 minutes ahead of time. She stated there are times when the staff is busy with other residents and cannot get to the call within that	A 030		

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A 030	Continued From page 8 time frame and the wait might be over 15 minutes before we can get to them. In an interview on at 11:45 AM with Staff E, she stated the response time is 8 minutes but realistically it could be 15 to 20 minutes as staff are assisting other residents. She stated the facility is in the process of hiring more staff. In an interview on at 1 PM with the Administrator, she confirmed the response time has not met expectations and she will be hiring more staff as necessary to meet the requirements of the call response time. Photographic evidence obtained Class III	A 030		