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 _____	R 08/06/2026

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 A revisit to complaint#2026006798 was conducted on at Spring Hills Lake Mary. A deficiency remained uncorrected 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 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 | (X6) 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	{A 030}		

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 exercising any other resident right. The facility must ensure a resident's access to a telephone to

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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: DEFICIENCY REMAINED UNCORRECTED Based on observation, record reviews and interviews, the facility failed to adhere to the facility policy for call bell response time in 4 of 7 sampled residents (#10, #13, #14, #15). Findings: 1. On at 11:20 AM, observation revealed Resident #13 sitting in her wheelchair in the 2nd	{A 030}		

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{A 030}	Continued From page 6 floor activity room. She stated the service ended at 11:05 AM and she was waiting for someone to come and get her because she can't wheel herself. Further stating, she's pressed her pendant 3 -4 times already and no one has come. Resident #13 stated the staff is very unresponsive here and she must wait often for help. Review of Resident #13's 1823 health assessment indicated a medical history of 's w/o dyskinesia w/o mention of fluctuations, , , , following infraction affecting left side, , difficulty, and identified as a risk. Review of the , Call Alarm response times: 7:44 AM 1:46:18 9:26 PM 2:09:52 1:05 PM 44:16 8:18 PM 57:12 7:57 AM 52:48 8:44 AM 1:10:24 Caregiver A was observed exiting the elevator upstairs walking towards the nurse's station. The caregiver was previously observed downstairs on the 1st floor assisting 2 other residents. On at 11:30 AM, Caregiver A stated she was coming to get Resident #13. The caregiver was made aware that the resident pressed her pendant 3 -4 times shortly after the service ended at 11:05 AM. Caregiver A stated everyone can hear the pendant going off and are supposed to carry a walkie. Further stating, they choose not to answer because it's not their resident. She stated there supposed to carry a walkie and call when there unable to respond timely. Adding, she does	{A 030}		

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{A 030}	Continued From page 7 not carry a walkie as they do not work all while she was reaching into the drawer to demonstrate attempting to make a call. Caregiver A said they're supposed to answer within 7 - 8 minutes when the residents' pager is going off. 2. On at 11:43 AM, Resident #14 who was observed sitting in her wheelchair in the common area TV room on the 2nd floor. She said it takes the staff a while to come and assist after pushing her call pendant and it's greater than 7 minutes before they arrive. Review of Resident #14's 1823 health assessment indicated a medical history of , acute failure, , standby assist while walking with walker, and identified as a risk. Review of the , Call Alarm response times: 12:23 PM 54:13 7:30 AM 5:31:40 1:46 PM 48:04 7:26 AM 56:17 1:30 PM 52:38 1:33 PM 1:04:57 5:40 PM 44:22 On 10:25 AM, Caregiver E stated she provides caregiver to Resident #13 and Resident #14. She confirmed working the morning shifts on , , and possibly some of the other days. She said some mornings she comes in late and starts immediately helping the residents as they are early risers. Adding, she does not think of checking the pagers but knows she is supposed to. Adding, there is no teamwork and the other	{A 030}		

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{A 030}	Continued From page 8 care staff will not assist when it's not their resident. 3. On at 1:34 PM, Resident #15 was observed in bed asleep. Her husband, who is also a resident, stated they do not have any issues with the staff responding to their room. Review of Resident #15's 1823 health assessment indicated a medical history of hypertensive , , difficulty walking, lack of coordination, , and needs assistance with ADLs. Review of the , Call Alarm response times: 8:58 AM 36:53 9:32 PM 18:54 On at 9:33 AM, the POA of Resident #15 stated he was not aware of the long call times, and this was the first time he's heard about it. Further stating, when his parents call him, he reminds them to call the nurse or staff and tell them what's wrong when they need help. 4. On at 9:30 AM, Resident #10 who was observed in his room, stated he does not have any issues with the call pendant, and the staff comes every so often to take his vitals. Review of Resident #10's 1823 health assessment indicated a medical history of type 2, , , , , , , , , and identified as a risk. Review of the , Call Alarm response times: 8:57 AM 44:29	{A 030}		

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{A 030}	Continued From page 9 5:00 AM 40:15 4:16 PM 2:16:45 4:58 AM 20:56 4:56 AM 23:40 8:56 AM 22:06 5:39 AM 33:55 The undated resident response time and radio communication indicates response standards, acknowledge all pendant alerts immediately, goal response within 5 -8 minutes whenever possible, if delayed requested assistance, and never assume another associate is responding. On at 9:45 AM, Caregiver B stated she usually responds to the call pendants within 5 -6 minutes when her residents are calling. Adding, it's all about teamwork and will help when a co-worker needs help and cannot get to their residents. She said everyone is supposed to carry a walkie and pager and should call for help when needed. She said sometimes the residents who can walk will call just to have you get their remote. On at 3:35 PM, the Director of Resident Care stated all staff should have a pager and walkie on them. Further stating, Caregiver A should have had a walkie as well. She said the only time the staff would not have the walkie is when they're on the med cart. The Director of Resident Care said she's aware the call times are out of control and staff do not want to assist if it's not their residents. Adding, she's working on that and reminding the staff that everyone is responsible for all residents and required to help. On at 10:26 AM, Caregiver C stated she mostly works in memory care and only assisted in assisted living once. She stated memory care	{A 030}		

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{A 030}	Continued From page 10 does not have call pendants, but the staff does not have walkie talkies, and they must use their personal cell phones to get help from the nurse. On at 3:47 PM, the Administrator stated they are having to do radio checks and now the front desk has a pager and when it reaches 5 minutes, they will radio for someone to check the resident regardless of who may be assigned. Further stating, they did an in-service on to go over the requirements and response standards. On at 11:21 AM, Caregiver G stated the wait time is typically 8 minutes. Adding when she's with a resident, she will tell her co-worker so that they can assist if another pendant goes off. She said if that's not possible she will tell the resident that she's with she needs to step out to check another resident and turn off both call pendants. The facility's undated Resident Call Pendant Response Policy states the facility will maintain a functioning resident call system and ensure staff respond promptly to every activation. Response priorities will be based on the urgency of the resident's condition and the potential risk of harm. Acknowledge the resident as soon as possible and determine whether the call is an emergency, inform the resident the assistance is on the way, when communication is possible. Notify another available staff member if the assigned staff member cannot respond promptly. On at 2:40 PM, the Administrator and Director of Resident Care confirmed the findings. (photographic evidence obtained)	{A 030}		

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