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
	AL11966301	A. BUILDING: _____ B. WING _____	09/17/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SUNCOAST RETREAT ALF	8151 TREELET COURT NEW PORT RICHEY, FL 34653

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A 000	Initial Comments A complaint investigation (complaint numbers #2026008183, #2026008509, #2026013718, and #2026014695) was conducted at Suncoast Retreat Assisted Living Facility, from . The facility had deficiencies at the time of the survey.	A 000		
A 030 SS=H	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 observation,record review and interviews the facility failed to provide a safe and decent living environment free from pests. Small reddish-brown (bed bug-like) bugs were observed in 7 residents' rooms, # , # , # , #15, #26, #28, and #31. All 7 of the rooms had residents living in them at the time of the investigation. (Residents #1, #2, #3, #4, #6, #7, #8, #9, #15, #16, and #17 were affected). The	A 030		

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A 030	Continued From page 6 ALF had a total of 73 residents living in the facility at the time of the survey. The findings included: An observation on , at 9:25 AM, revealed # had bed bug-like insects were observed near Resident #1 ' s bed. An observation 0n , 9:57 AM, revealed # had bed bug-like insect was observed crawling on Resident #2 ' s bed. During an interiew on at 12:48 PM, Resident #2 stated she had been bitten by bed bugs, and she explained that she was bitten by a bed bug one week ago. During an interview on , at 10:07 AM, resident #8 stated she had seen bed bugs in her room. An observation on , at 11:35 AM, revealed had bed bug-like insects on both Resident #8 ' s and Resident #9 ' s beds; both Resident #8 and Residwnt #9 stated they have seen and been bitten by bed bugs. During an interview on at 10:12 AM, Resident #7 stated he had seen bed bugs in his room. An observation on , at 11:30 AM, revealed # had a bed bug-like insect observed on Resident #7 ' s bed. During an interview on at approximately 11:32 AM, Resident #17 stated he had seen bed bugs in his room, and he had been bitten by bed bugs once a month.	A 030		

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A 030	Continued From page 7 During an interview on , at 10:18 AM, Resident #15 stated she had seen bed bugs in her room. An observation on , at 10:39 AM, revealed # had a bed bug-like bug on resident #3's bed. During an interview on at 10:45 AM, Resident #3 stated she had been getting bitten by bed bugs while lying in bed for approximately a week. Resident #3stated she had been given cream to treat the bites. An observation on at 10:45 AM revealed Resident #3's irritated skin that was consistent with bite marks on her left and both arms. During an interview on , at 10:49 PM, Resident #16 stated she had seen bed bugs in her room. An observation on , at 10:54 AM, revealed Resident #4 was lying in her bed and had bed bug-like bugs found on her bed. During an interview on , at 12:36 PM, Staff B stated there were bed bugs present in the facility. During an interview on at 12:37 PM, Staff C stated awareness of bed bug bugs being present at the facility. A reveiw fo the facility's pest control log, conducted on , at 2:09 PM, revealed pest control notes and services were conducted by a loal pest control company. The facility had	A 030		

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A 030	Continued From page 8 a licensed pest control company to treat the facility, and the local pest control company treated the facility for bed bugs on . During an interview on at 2:34 PM, the Administrator stated he was aware of bed bugs being present in certain areas of the facility, but not in # , # , # , and #28, where bed bug-like insects had been observed during the onsite inspection. When asked whether the facility had any monitoring process to identify, track, or detect bed bugs, the Administrator confirmed the faciloty did not have any monitoring process in place. A review of the Florida Department of Health's Residential Group Care inspection report dated , conducted on at 3:34 PM, revealed bed bugs were found in # # . During an interview on , at 9:43 AM, the House Keeping Supervisor stated bed bugs had been present in some areas of the facility for approximately a year and admitted she did not notify pest control of the bed bugs observed on although being aware of the investation. During an interview on , at 11:11 AM, Staff B stated that the bed bugs have been "bad" for an extended period in the facility and she had seen them crawling on residents and has heard of them biting medication technicians. An observation on , at 11:17 AM, revealed # had bug-like insects were observed on the floor near Resident #6 ' s bed.	A 030		

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A 030	Continued From page 9 During an interview on at 9:29 AM, the Administrator stated he had been aware of bed bugs being present in areas of the facility for approximately a year, acknowledging longstanding infestation concerns without documented monitoring, detection procedures, or corrective systems in place. Photographic evidence obtained. Class II	A 030		