STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11911678	**12/18/2017**
NAME OF PROVIDER OR SUPPLIER **NORTHPOINTE RETIREMENT COMMUNITY**	STREET ADDRESS, CITY, STATE, ZIP CODE **5100 NORTHPOINTE PARKWAY** **PENSACOLA, FL 32514**	

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

0000 - Initial Comments

An unannounced complaint survey for allegations contained within CCR# 2017014160 was conducted on at Northpointe Assisted Living Facility (license #7760). A complaint revisit was conducted in conjunction. At the time of the complaint survey, deficient practice was identified.

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28(1-2) FS

Based on observation and interview, the facility failed to honor the residents' rights to live in a decent living environment by failing to provide an effective pest control program to provide an environment free from mice and their waste for 7 of 7 sampled (201, 203, 230, 253, 267, 277, 281), and by failing to provide clean furniture free from mildew for 1 of 7 sampled ( ).

The findings are:
Observation of mattress in found it soiled with mildew on its sides.

Observation of 201, 203, 230, 253, 267, 277 and 281 on during tour at 9:45 am found mice droppings on floors, cabinets, countertops, in dresser drawers and in . One mouse trap was seen on the window seal in .
Interview with residents (#3, 4, 5, 6, 7, 8, 9, 10) in those indicated they have seen mice and their droppings for months (see photo evidence), and had reported this to the staff and to the administrator for months. Interview with residents #6 and #7 said they hear mice in the walls and ceiling at night. All the residents indicated the facility had a pest control company that came out monthly, but confirmed this was not working.

Interview with the owner on at approximately 1:00 PM indicated they had a contract with a pest control company that came out monthly and as needed to treat for rodents.

Interview with the pest control company on at 12:45 PM indicated he had a contract with the facility for rodent control and had been out 2 or 3 times for mice, and had placed baited traps outside the facility. He confirmed that he had seen the droppings in resident and residents had told him of the mice. He indicated he had noticed some entry points for the mice that he needed to talk to the owner about. Review of receipts from the pest control company verified the placement of outside baited traps on and , but did not mention mice accessibility to the inside of the building. Other receipts showed monthly visits but didn't show treatment for mice. There was no documented treatment for mice since .

Interview with the housekeeper on at 10:15 am indicated she had seen mice droppings,

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11911678	12/18/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NORTHPOINTE RETIREMENT COMMUNITY	5100 NORTHPOINTE PARKWAY PENSACOLA, FL 32514

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

reported these to the administrator, and knew a pest control company came out.

Interview with aide responsible for linen and resident clothing on at 10:30 am indicated she washed the residents' linen and clothes once a week. She stated she had seen mice droppings and reported those to the administrator.

Interview with owner on at approximately 1:45 PM indicated they had housekeepers who cleaned resident once a week and they should have seen the droppings or mildew on the mattresses and reported it.

Class III

0152 - Physical Plant - Safe Living Environ/Other - 58A-5.023(3) FAC

Based on observation, staff interview and resident interview, the facility failed to provide an effective pest control program to provide a safe environment free from mice and their waste for 7 of 7 sampled (201, 203, 230, 253, 267, 277, 281), and failed to provide clean furniture free from mildew for 1 of 7 sampled ( ).

The findings are:
Observation of mattress in found it soiled with mildew on its sides.

Observation of 201, 203, 230, 253, 267, 277 and 281 on during tour at 9:45 am found mice droppings on floors, cabinets, countertops, in dresser drawers and in . One mouse trap was seen on the window seal in .
Interview with residents (#3, 4, 5, 6, 7, 8, 9, 10) in those indicated they have seen mice and their droppings for months (see photo evidence), and had reported this to the staff and to the administrator for months. Interview with residents #6 and #7 said they hear mice in the walls and ceiling at night. All the residents indicated the facility had a pest control company that came out monthly, but confirmed this was not working.

Interview with the owner on at approximately 1:00 PM indicated they had a contract with a pest control company that came out monthly and as needed to treat for rodents.

Interview with the pest control company on at 12:45 PM indicated he had a contract with the facility for rodent control and had been out 2 or 3 times for mice, and had placed baited traps outside the facility. He confirmed that he had seen the droppings in resident and residents had told him of the

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11911678	**12/18/2017**
NAME OF PROVIDER OR SUPPLIER **NORTHPOINTE RETIREMENT COMMUNITY**	STREET ADDRESS, CITY, STATE, ZIP CODE **5100 NORTHPOINTE PARKWAY** **PENSACOLA, FL 32514**	

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

mice. He indicated he had noticed some entry points for the mice that he needed to talk to the owner about. Review of receipts from the pest control company verified the placement of outside baited traps on and , but did not mention mice accessibility to the inside of the building. Other receipts showed monthly visits but didn't show treatment for mice. There was no documented treatment for mice since .

Interview with the housekeeper on at 10:15 am indicated she had seen mice droppings, reported these to the administrator, and knew a pest control company came out.

Interview with aide responsible for linen and resident clothing on at 10:30 am indicated she washed the residents' linen and clothes once a week. She stated she had seen mice droppings and reported those to the administrator.

Interview with owner on at approximately 1:45 PM indicated they had housekeepers who cleaned resident once a week and they should have seen the droppings or mildew on the mattresses and reported it.

Class III