STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11967802	**06/07/2018**
NAME OF PROVIDER OR SUPPLIER **WINDSOR OF PALM COAST**	STREET ADDRESS, CITY, STATE, ZIP CODE **50 TOWN COURT** **PALM COAST, FL 32164**	

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

0000 - Initial Comments

On , a biennial relicensure survey with Limited Nursing Services monitoring was conducted at Windsor of Palm Coast (License Number: 11761). Deficient practice was identified during the survey.

0009 - Admissions - Admission Package - 58A-5.0181(3) FAC; 400.0078(2)

Based on a review of resident records, and interview with staff, the facility failed to provide a complete admission package that included a copy of the resident's bill of rights as required for 2 of 2 residents whose records were reviewed (Resident #6 and #10), out of a total of 11 sampled residents.

The findings include:

A review of Resident #6's record revealed he was admitted to the facility on . Further review revealed there was no copy of the resident's bill of rights.

A review of Resident #10's record revealed she was admitted to the facility on . The record did not contain a copy of the resident's bill of rights.

An interview was conducted with the Customer Service Manager (CSM) at 1:15 pm on . When asked for the bill of rights for Residents #6 and #10, she stated she would look for them.

In an interview with the CSM at 1:35 pm, she was again asked for the bill of rights acknowledgement for Residents #6 and #10. She stated the Administrator was working on locating them. Neither copy was located during the survey.

Class III

0078 - Staffing Standards - Staff - 58A-5.019(2) FAC

Based on employee record reviews and interviews, the facility failed to maintain documentation of

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negative examinations on an annual basis for 3 out of 4 employees reviewed (Employee A, B, and Executive Director).

The findings include:

An employee record review was conducted for Employee A, Licensed Practical Nurse, and it revealed that Employee A was hired on . The most recent negative test on file was dated .

An employee record was conducted for Employee B, Medication Tech, and it revealed that Employee B was hired on . The most recent negative test on file was dated .

An employee record was conducted for the Executive Director, and it revealed that he was hired on . His last negative test on file was dated .

The Customer Service Manager was asked on at 1:27 PM and 2:31 PM if they had a current negative test for the employees A and B, and the Executive Director but there was no evidence of more recent testing done.

Class III

0083 - Training - First Aid and - 58A-5.0191(4) FAC

Based on employee record reviews and staff interviews, the facility failed to ensure that an employee with current ( ) certification was available on 1 of 3 shifts of the staff schedule.

The findings include:

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An interview was conducted with the Customer Service Associate/Business Office Manager (CSA/BOM) on at 12:31 PM regarding the scheduling of certified staff members on the 3 shifts. She stated the nurse on duty was responsible for having a certification.

The record review for Employee E, a nurse scheduled to work the 10 PM to 6 AM shift, did not have a current/valid card on file.

On at 2:51 PM, an interview was conducted with the CSA/BOM regarding the staff members on the night shift. She was asked for evidence that one of the employees help current certification, and she stated she would look.

On at 3:21 PM an interview was conducted with the CSA/BOM, and she produced a card for Employees F an G (aides), and stated they sometimes will work over night. The schedule for to was reviewed, and neither of these employees was scheduled to work the over night shift for that time period.

On at 3:45 PM the Administrator and Health Care Coordinator confirmed that they did not have someone certified on the over night shift.

Photographic Evidence Obtained

Class III

0162 - Records - Resident - 58A-5.024(3) FAC

Based on a review of resident and facility records, and interview with staff, the facility failed to maintain resident records that included written informed consent for unlicensed staff to assist the resident with the self-administration of medication for 1 of 2 residents whose contracts were reviewed (Resident #10).

The findings include:

A review of the facility employee roster with job descriptions revealed medication technicians were employed by the facility.

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SUMMARY STATEMENT OF DEFICIENCIES
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A record review for Resident #10 revealed she was admitted to the facility on . She had a resident health assessment (AHCA form 1823) dated . Resident #10 was assessed as requiring assistance with the self-administration of her medication.

Further review of the resident record found no informed consent for unlicensed staff to assist with self-administration of medication.

An interview was conducted with Employee B, Medication Technician, at 2:50 pm on . She confirmed she provided residents assistance with the self-administration of medication.

An interview was conducted with Employee D, Medication Technician, at 2:51 pm on . She confirmed she provided residents assistance with the self-administration of medication.

The Customer Service Manager (CSM) was interviewed at 1:35 pm on . She was asked to locate the consent for assistance with medications for Resident #10. She stated she would look. In a second interview at 2:15 pm, she confirmed she could not locate the information.

Photographic Evidence Obtained

Class III

0167 - Resident Contracts - 58A-5.025 FAC; 429.24 FS

Based on a review of resident records, and interview with staff, the facility failed to execute a contract with the resident or the resident's legal representative before or at the time of admission for 1 of 2 residents whose contracts were reviewed (Resident #10).

The findings include:

A record review for Resident #10 revealed she was admitted to the facility on .

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Resident #10's record contained a resident contract that did not include the date the contract was presented, a weekly or monthly rate, or a signature by the resident or her representative. The fields were blank.

The Customer Service Manager (CSM) was interviewed at 1:35 pm on . She stated Resident #10 had originally been admitted to another unit in the facility. She was recently moved to the locked memory care unit. The CSM reviewed the record, and confirmed Resident #10's contract was blank. She stated Resident #10's family member and legal representative resided out of town, but gave verbal consent for the move to memory care. The original contract and documentation of the new contract agreement was requested at this time.

In a second interview at 2:15 pm on , she confirmed she could not locate the information. She stated it was possible the legal representative did not execute a contract, as she resided out of town.

Photographic Evidence Obtained

Class III