

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 105886	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/23/2025
NAME OF PROVIDER OR SUPPLIER Savannah Cove		STREET ADDRESS, CITY, STATE, ZIP CODE 1301 W Maitland Blvd Maitland, FL 32751	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 50401</p> <p>Based on interview, and record review, the facility failed to provide reasonable access to the use of a telephone and internet, including a place in the facility where calls could be made in private for 3 residents sampled for resident rights, of a total sample of 31 residents, (#1, #2, and #3).</p> <p>Findings:</p> <p>1. On 1/22/25 at 6:00 PM, in a telephone interview resident #1's daughter stated her father regularly called her daily up until 12/29/24, when the phone in the resident's room stopped working. She said the internet was not working either and it upset her father not to be able to call her as he usually did. Resident #1's daughter recalled that on 1/09/25, she went to the facility to meet with the Ombudsman and the facility's Administrator to find out what was being done to remedy the situation with the phones. She explained, she eventually had to buy a tablet so her father could maintain contact with her, but said it was more difficult to understand him through the tablet calls than it had been using the resident's room phone.</p> <p>On 1/23/25 at 11:20 AM, resident #1 confirmed his room phone did not work since 12/29/24 and explained his family had to buy a tablet with his own internet source in order to communicate with his family.</p> <p>Review of the Annual Minimum Data Set (MDS) assessment dated [DATE] revealed resident #1 had no cognitive impairment. The assessment also indicated his preferences for routine and activities, which included that being able to use a phone in private was very important to him.</p> <p>2. On 1/23/25 at 10:50 AM, and 11:30 AM, resident #2 stated the phone in her room hadn't worked for approximately two or three weeks. She explained she had to go to the front desk to speak with her family when they called, otherwise she had no other means to communicate with them. She stated she was frustrated she could not more easily communicate with her family, her kids, and her Aunt, and wondered when the phones at the facility would be repaired. She confirmed she had to speak with her family from the traditional corded landline phone at the front desk where there was no privacy for her conversation.</p> <p>Resident #2's Annual MDS assessment dated [DATE] indicated she was moderately cognitively impaired and showed it was very important for her to be able to use a telephone in private.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>3. On 1/23/25 at 11:35 AM, resident #3 stated he did not have a cell phone and instead relied on the phone in his room to make calls but it was not in working order.</p> <p>In a telephone conversation on 1/23/25 at 5:05 PM, resident #3's son stated he had tried to call his Dad on his room phone many times since about December 20th and had not been able to reach him. He added he had called the facility's main number three times in the past two weeks, but no one answered the calls and they were diverted to the the Administrator's voice mail. He stated he had left three voice messages, but no one had returned his calls. Resident #3's son explained he lived in Maryland and was upset he couldn't reach his dad on Christmas Day or speak with him for approximately a month. He added, the situation was frustrating because he was he was his dad's lifeline and was not able to ascertain if his Dad needed anything.</p> <p>Review of resident #3's Annual MDS assessment dated [DATE], indicated he had no cognitive impairment and documented that being able to use a phone in private was very important for him.</p> <p>On 1/23/25 at 12:44 PM, in an email conversation the local Ombudsman stated her last visit to the facility was on 1/09/25 regarding concerns that the phones in the resident's rooms were not working. She stated she was informed at that time by facility Administration that the facility's new management company was working on the issue, but was not aware the phones had not been resolved.</p> <p>On 1/23/25 at 3:03 PM, Certified Nursing Assistant (CNA) A stated resident #1 and #2 wanted to make phone calls recently. She explained she assisted them to make the calls at the nursing station. CNA A acknowledged she was aware residents desired to make the calls in their own room for privacy and comfort, but they could not. She confirmed the residents were able to come to the nurses' station in their wheelchairs, but had to have their conversations there using the corded phone with no privacy from anyone else in the area.</p> <p>On 1/23/25 at 3:13 PM, Registered Nurse (RN) B stated residents #2 and #3 along with three family members, had previously approached her about resident's phones in their rooms not working. She added the facility's management had never formally communicated with residents or staff that the phones were out of order, what was being done about it, or when they would be repaired. RN B stated, if a resident was unable to get out of bed and come to the nursing station to use the phone, she had to let them use her personal cell phone or they would not be able to utilize the phone at all. She added the facility used to have a couple of cordless phones but explained they had not worked for the past 10 months.</p> <p>On 1/23/25 at 3:00 PM, CNA C stated no one had asked her about making a phone call but said they could use the phone at the nurses' station. She added, it was okay if residents wanted privacy during their calls because she did not think staff around the nursing station would listen to the resident's phone conversations.</p> <p>Review of the facility's grievance log for January 2025 contained a grievance dated 1/13/25 from all the residents in the facility regarding the telephones not working in resident rooms.</p> <p>(continued on next page)</p>		

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<p>F 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>In interviews on 1/23/25 at 12:45 PM, 1:32 PM, and 4:15 PM, the Administrator confirmed the phone system for the resident rooms had not been working since early January when the phone and internet company disconnected the service due to an unpaid balance when the facility changed management companies in October. He explained this issue was added to the grievance log after the Ombudsman made a visit to the facility following resident and family complaints. The Administrator added there was no resolution date to this issue because the phone lines were still down at the facility. He stated residents could use the phone at the nurses' station or in the activity room if needed by request. The Administrator confirmed residents and their families were not formally notified of the inoperable phones or internet but explained they should be aware they could use the phone at the nurses' station by, word of mouth if they were to ask. He verified the cordless phones the facility had were not in working order and said residents could use his personal cell phone if they wanted privacy. The Administrator did not explain what residents who were bedbound or wanted privacy would do when they wished to use the phone and he was not at the facility.</p> <p>The facility's policy entitled Resident Use of Telephones dated May 2017 indicated designated phones were available to residents to make and receive private telephone calls. It added telephones would be in areas that offered privacy and accommodated the hearing-impaired and wheelchair bound residents.</p>		