

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 106057	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/09/2024
NAME OF PROVIDER OR SUPPLIER Life Care Center of Estero		STREET ADDRESS, CITY, STATE, ZIP CODE 3850 Williams Road Estero, FL 33928	

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 0622</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Not transfer or discharge a resident without an adequate reason; and must provide documentation and convey specific information when a resident is transferred or discharged.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49527</p> <p>Based on record review, resident representative and staff interviews, the facility failed to have documentation of an appropriate facility initiated discharge for 1 (Resident #1) of 3 sampled residents not permitted to return to the facility after a hospital stay.</p> <p>The findings included:</p> <p>On 7/9/24, review of the facility initiated discharges revealed on 5/25/24 Resident #1 was transferred to an acute care hospital and had not returned to the facility.</p> <p>Review of the clinical record revealed Resident #1 was admitted to the facility on [DATE]. Diagnoses included dementia and cognitive communication deficit.</p> <p>On 5/25/24 at 1:29 p.m., a nursing progress note documented Resident #1 was found unconscious and transferred to a local emergency room for evaluation and treatment.</p> <p>Review of the hospital physician's progress note dated 5/25/24 revealed Resident #1 presented from the skilled nursing facility with an episode of syncope. The resident was unable to provide history. The physician documented the information was obtained from staff and medical records. Diagnoses listed included dementia. Resident #1 was admitted to the hospital with diagnoses including severe dehydration.</p> <p>The hospital discharge summary dated 5/27/24 noted Resident #1 will benefit from going back to snf [skilled nursing facility]. The discharge disposition was , SNF.</p> <p>Review of the hospital care management progress note dated 5/27/24 at 12:19 p.m., revealed Resident #1 was unable to provide permission to contact the family and state preferences and post-acute plan of care due to Dementia. The Case Manager placed a call to Resident #1's daughter and discussed discharge order for return to Life Care Center of Estero. The daughter agreed but requested to speak with the attending physician to discuss her concerns for a safe discharge and to request cardiology to see the resident before leaving the hospital. The discharge plan was to return to Life Care Center of Estero.</p> <p>The patient's goals included, dementia, daughter's goals return to SNF with possible transition to LTC [Long Term Care]. Return to SNF referral sent .</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 0622</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 5/28/24 at 10:52 a.m., the hospital Case Manager documented receiving a call from the facility informing the case manager Resident #1, Was no longer accepted back at facility.</p> <p>The Case Manager documented receiving a call from the resident's daughter and her spouse, they expressed confusion over facility change in decision. The Case Manager offered to have paperwork faxed to other facilities to assist with placement. The daughter reported they were looking at Assisted Living Facilities.</p> <p>On 7/9/24 at 2:07 p.m., in an interview the facility's Admission and Business/Development Director said the facility communicates electronically with the hospital through an online referral system once a resident is ready to be discharged .</p> <p>The Director of Business Development provided the communication notes from the online referral system which she said were for Resident #1.</p> <p>On 5/27/24 at 3:33 p.m., the hospital documented asking if the facility had a bed today. The communication note documented the resident had a discharge order.</p> <p>On 5/27/24 at 4:01 p.m., and on 5/28/24 at 10:32 a.m., the facility documented on the online referral system, Yes willing to accept patient.</p> <p>On 5/28/24 at 10:40 a.m., the facility documented on the online referral system, No, unable to accept patient. Under Reason the facility documented, Care Needs Exceed Current capacity.</p> <p>On 7/9/24 upon request of the facility provided a Nursing Home Transfer and Discharge Notice dated 5/25/24 noting Resident #1 was transferred to a local hospital as his needs could not be met at the facility.</p> <p>The Nursing Home to Hospital Transfer Form dated 5/25/24 noted the reason for transfer was loss of consciousness (syncope).</p> <p>The facility did not provide documentation that a Nursing Home Transfer and Discharge Notice was provided to Resident #1 or his representative on 5/28/24 when the facility did not permit Resident #1 to return to the facility upon discharge from the hospital.</p> <p>On 7/9/24 at 4:15 p.m., in an interview the Admission and Business/Development Director said there was no additional documentation justifying the decision not to accept Resident #1 back after his hospital stay.</p> <p>On 7/9/24 at 4:47 p.m., in a telephone interview Resident #1's daughter said the hospital called and informed her that the facility would not accept her father back. She said no one at the facility called her to explain the decision not to take her father back.</p> <p>(continued on next page)</p>		

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<p>F 0622</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 7/10/24, after the survey, the facility Administrator emailed a Witness Interview/Statement Form dated 7/10/24 for an incident date of 5/27/24 in which Unit Manager Registered Nurse Staff I documented, On 5/27/24 the unit received a call from [Resident #1's daughter] stating she was blaming us for her father's hospital visit as he was dehydrated. She said if we couldn't be with him at all times to ensure his hydration which we couldn't, then she wanted for him to go elsewhere. RN Staff B documented he notified the admission department.</p> <p>The clinical record lacked documentation of an appropriate basis for the facility initiated discharge for Resident #1, including what care needs exceeded the facility's current capacity, or the facility's attempt to meet the resident's needs.</p>		

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<p>F 0626</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Permit a resident to return to the nursing home after hospitalization or therapeutic leave that exceeds bed-hold policy.</p> <p>49527</p> <p>Based on record review, review of facility initiated discharges, resident representative and staff interviews the facility failed to allow 1 (Resident #1) of 3 sampled residents to return and resume residence at the facility after a transfer to the hospital.</p> <p>The findings included:</p> <p>Review of the clinical record showed Resident #1 was admitted the facility on 4/19/2024. Diagnoses included dementia, and cognitive communication deficit.</p> <p>The 5-Day Minimum Data Set (MDS) assessment with a target date of 5/10/2024 noted Resident #1 cognition was severely impaired with a Brief Interview for Mental Status (BIMS) score of 7.</p> <p>Resident #1 required substantial/maximal assistance (helper does more than half the effort) for toileting hygiene, shower/bathe, and footwear. He needed partial/moderate assistance (helper does less than half the effort) for dressing. Resident #1's mobility needed partial/moderate assistance.</p> <p>Resident #1 was occasionally incontinent of bladder and frequently incontinent of bowel.</p> <p>The MDS noted the resident required setup or clean-up assistance with eating.</p> <p>The care plan initiated on 4/26/24 noted Resident #1 has potential for fluid deficit related fair intake. The resident had a history of diuretic use (helps the body get rid of extra fluid) and history of fluid restriction. The interventions as of 4/26/24 included to honor fluid preferences; Staff to offer fluids in-between meals, and water at bedside.</p> <p>Review of the nursing progress notes revealed on 5/25/2024 at 1:29 p.m., Resident #1 was found unconscious and was transferred to a local hospital, and subsequently admitted .</p> <p>The facility completed an MDS on 5/25/24 for a, Discharge-return anticipated.</p> <p>Review of the hospital emergency room physician progress note dated 5/25/24 noted Resident #1 came from Life Care Center of Estero. Resident #1 was severely dehydrated. The resident was admitted for further evaluation and treatment.</p> <p>Review of the hospital care management progress note dated 5/27/24 at 12:19 p.m., revealed Resident #1 was unable to provide permission to contact the family and state preferences and post-acute plan of care due to Dementia. The Case Manager placed a call to Resident #1's daughter and discussed discharge order for return to Life Care Center of Estero. The daughter agreed but requested to speak with the attending physician to discuss her concerns for a safe discharge and to request cardiology to see the resident before leaving the hospital. The discharge plan was to return to Life Care Center of Estero.</p> <p>(continued on next page)</p>		

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<p>F 0626</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 5/28/24 at 10:52 a.m., the Case Manager documented receiving a call from the facility informing the case manager Resident #1, Was no longer accepted back at facility.</p> <p>The Case Manager documented receiving a call from the resident's daughter and her spouse, they expressed confusion over facility change in decision. The Case Manager offered to have paperwork faxed to other facilities to assist with placement. The daughter reported they were looking at Assisted Living Facilities.</p> <p>On 7/9/24 at 4:47 p.m., in a telephone interview Resident #1's daughter said the hospital called and informed her that the facility would not accept her father back. She said no one at the facility called her to explain the decision not to take her father back. She said her father remained at the hospital until 5/30/24 while she looked for a different facility. With the help of the hospital Case Manager, her father was placed in an Assisted Living Memory Care Facility where she is now paying \$6000.00 per month for his care. She lives out of state, had to drive a full day to move him to the Assisted Living Facility, buy furniture, a television set, and other items required by the Assisted Living Facility.</p> <p>Resident #1's daughter said she called, left messages for the skilled nursing facility Administrator but no one returned her calls.</p> <p>On 7/9/24 at 2:07 p.m., in an interview the Admission and Business/Development Director said the facility communicates electronically with the hospital through an online referral system. once a resident is ready to be discharged .</p> <p>The Director of Business Development provided the communication notes from the online referral system which she said were for Resident #1.</p> <p>On 5/27/24 at 4:01 p.m., and on 5/28/24 at 10:32 a.m., the facility documented on the online referral system, Yes willing to accept patient.</p> <p>On 5/28/24 at 10:40 a.m., the facility documented on the online referral system, No, unable to accept patient. Under Reason the facility documented, Care Needs Exceed Current capacity.</p> <p>On 7/9/2024 at 3:36 p.m., in a telephone interview Registered Nurse (RN) Staff F said Resident #1's daughter called and spoke with her about her father's return to the facility. The daughter wanted to make sure he was drinking water. She informed the daughter she could not discuss her father's care at that time as he was not an active resident.</p> <p>On 7/9/24 at 4:15 p.m., in an interview the Admission and Business/Development Director said there was no additional documentation justifying the decision not to accept Resident #1 back after his hospital stay.</p> <p>On 7/10/24 the facility Administrator emailed a Witness Interview/Statement Form dated 7/10/24 for an incident date of 5/27/24 in which Unit Manager RN Staff I documented, On 5/27/24 the unit received a call from [Resident #1's daughter] stating she was blaming us for her father's hospital visit as he was dehydrated. She said if we couldn't be with him at all times to ensure his hydration which we couldn't, then she wanted for him to go elsewhere. RN Staff B documented he notified the admission department.</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>49527</p> <p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>Based on observations, review of facility's policy and procedure, review of records, residents and staff interviews, the facility failed to maintain an effective pest control program for the kitchen and 7 (Residents #2, #3, #4, #7, #8, #9 and #10) of 7 sampled residents who said they observed pest in their rooms or throughout the facility.</p> <p>The findings included:</p> <p>Review of the facility's Pest Control policy reviewed and revised 6/4/24 revealed, The facility will maintain an effective pest control program that provides frequent treatment of the environment for pests so that the facility is free of pests and rodents . An effective pest control program is defined as measures to eradicate and contain common household pests (e.g., bed bugs, lice, roaches, ants, mosquitoes, flies, mice and rats).</p> <p>On 7/9/24 at 8:27 a.m., in an interview Resident #2 said she had a roach in her room a few weeks ago. The nurse sprayed some bug spray all over her floor. They found two big roaches dead on their back after that.</p> <p>On 7/9/24 at 8:40 a.m., in an interview Residents #3 and #4 said they saw bugs every day in their rooms.</p> <p>Resident #3 said he sees bugs along the base of the cabinet and kept a can of insect killer in his room.</p> <p>On 7/9/24 at 8:43 a.m., in an interview Certified Nurse Assistant (CNA) Staff E said she sees flies all the time. She sees them by the kitchen and sometimes in residents' rooms by the sink.</p> <p>On 7/9/24 at 8:47 a.m., in an interview Licensed Practical Nurse (LPN) Staff G said she saw flies and roaches on a weekly basis.</p> <p>On 7/9/24 at 8:50 a.m., during a tour of the kitchen with the Director of Food Service, several small black flying insects were observed hovering around the sink areas.</p> <p>A white large bucket was observed under the back sink. When the bucket was moved, several small black flying insects were seen hovering in the area. The bucket was coated with an oil substance with black specks.</p> <p>On 7/9/24 at 9:40 a.m., in an interview Housekeeping Assistant Staff D, said she saw roaches a lot. Staff D said she catches the live ones with her mop sometimes when she is cleaning rooms.</p> <p>On 7/9/24 at 10:30 a.m., during a group interview Residents #7 (Resident Council President), #2, #8, #9, and #10 said they see bugs every day. They said the kitchen doors are left open 75% of the time. The doors are connected to the dining room and they see roaches daily.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 7/9/24 at 11:05 a.m., in an interview the Maintenance Director said if staff write a work order, he will go spray for bugs. If it is excessive, he will call the bug company to come. The drains in the kitchen are to be cleaned daily and then they pour a product to remove organic debris down the drains. There are 6 drains in the kitchen. The bug company comes twice a month or as needed.</p> <p>On 7/9/24 at 11:45 a.m., in an interview the technician from the pest control company said he comes twice a month to treat the facility. He reviews the logbook at each nurse station and treats the areas. Sometimes staff pulls him aside and tells him other areas to treat. He said he treats the kitchen drains during each visit. He sold the Director of Food Service a product to clean the drains when organic matter is present. He said the flies are attracted to decay, dirty dishes, and other organic matter. They need to keep the drains clean to prevent the flies to nest.</p> <p>On 7/9/24 at 1:22 p.m., in an interview the Director of Food Service said the pest control technician told her to use the [brand name] cleaning product daily in the mop water and then pour the mop water down the drains. The staff mops three times a day with multiple pails of water. They make sure to pour mop water down each drain.</p> <p>On 7/9/24 at 3:45 p.m., in an interview the Director of Food Service Manager said they started roughly nine months to a year ago to treat the drains with the cleaning formula. The pest control technician trained the dietary staff were trained on how to use the [brand name] biologically enhanced cleaning formula. She said staff signed the education form but did not have documentation of the education.</p> <p>Review of the commercial services agreement dated 5/26/23 with the pest control company revealed under service instructions, Fly control program: Current activity: Fruit flies/house flies. Includes twice per month fly treatment of all drains in the kitchen area.</p>