

## Assisted Living Facility Observations

The following are concerns or inappropriate care that, if observed in an assisted living facility, should result in contact with the appropriate agency as listed. Prior to your visit you should review the Agency for Health Care Administration licensure website at [www.floridahealthfinder.com](http://www.floridahealthfinder.com) to verify license status, prior visits and violations, sanctions and any current emergency actions.

The following concerns may be reported to the Agency for Health Care Administration Complaint Office at 1-888-419-3456 or online at [ahca.myflorida.com/Complaint](http://ahca.myflorida.com/Complaint).

- 1. Proper licensure.** Is a valid license posted in the facility visible to those who enter? If not, verify licensure at [www.floridahealthfinder.com](http://www.floridahealthfinder.com). If the facility is not licensed but appears to be operating as an ALF, report possible unlicensed activity.
- 2. Mechanical lifting equipment.** Mechanical lifting devices such as Hoyer Lifts are prohibited in ALFs. Residents who need mechanical lifting devices to get out of bed or chairs are not appropriate for an ALF.
- 3. Sufficient food.** Based on the menu, is there enough food to prepare (including snacks)?
- 4. Medication administration.** Does any resident indicate they are not receiving their medication?
- 5. Resident whereabouts/ safety.** Have any residents eloped (missing) and what is the response?
- 6. Restraints.** Restraints are prohibited. Are restraints being used? Examples of restraints: Buckle or Velcro seat belt in the wheelchair that resident cannot release, Geriatric Chairs with lap trays and, the use of sheets tied to a chair to support resident. Family request is not justification for the use of restraints. Only half- bed rails are allowed with a physician's order every 6 months. **An ALF resident who is also on hospice care can have full bed rails if the health care provider and interdisciplinary plan identifies that the resident needs them.**
- 7. Building Safety.** Obvious and urgent safety hazards related to the building such as unstable construction, fire alarms, or building safety devices (locking mechanisms) should be made to local building officials. Obvious and urgent safety hazards unrelated to the building may be reported to AHCA.
- 8. Hygiene.** Is the resident's hygiene being neglected? Is the resident dirty with dirty or wet clothing? Are odors present? Although residents have the opportunity and are encouraged to perform personal hygiene, staff should recognize the need. Clothing should be clean and in good repair, however, a resident cannot be forced to wash or change clothes.
- 9. Resident Rights.** Do residents state that their grievances go unanswered or they feel their rights have been violated? Ask residents if they are aware of the facilities' policy and procedures. Some express concern of no-mail delivery on Saturday, mail being received opened and of not being provided with the required 45 day notice of discharge.
- 10. Bed bound.** Are any residents bed-bound? Residents may be bedbound in an ALF for a limited number of days. At no time should a resident be bedbound for more than 14 consecutive days.
- 11. Nursing Services.** Are any residents receiving 24 hour nursing services? Residents may not be admitted to any ALF if they require 24-hour nursing supervision. If a resident, after admissions, requires 24 hour nursing supervision, the services may be provided in accordance with the continued residency requirements found in rule.
- 12. Peg Tubes.** A resident with a Peg Tube does not meet admission criteria unless the Peg Tube is maintained by the resident. If a resident's health deteriorates and peg tube is required, the resident may remain in the assisted living facility provided the resident is terminally ill and on hospice. The peg tube must be maintained by licensed staff and facilitated by hospice as specified in the interdisciplinary care plan. However, facilities with an LNS or ECC license may provide these services through an interdisciplinary plan with a hospice provider.
- 13. Pressure sores.** A resident cannot remain in any ALF with stage 3 or 4 pressure sores. If a resident is admitted with a stage 2 pressure sore, the ALF must have:
  - Limited Nursing Services (LNS) or Extended Congregate Care (ECC) license and provide the appropriate nursing care
  - The ALF must employ or contract with a nurse to provide the care
  - The resident must contract with a home health agency for nursing careIf there is no improvement in 30 days, the resident must be discharged.
- 14. Oral, nasopharyngeal, or tracheotomy suctioning.** The resident cannot require suctioning in a standard or LNS facility unless the resident is under the care of hospice. ECC facilities may provide tracheotomy suctioning, but all other suctioning is prohibited unless the resident is under the care of hospice.

### **Filing a complaint with the Agency for Health Care Administration:**

- To file your complaint, call (888) 419-3456, or complete the Health Care Facility Complaint Form at: [ahca.myflorida.com/Complaint](http://ahca.myflorida.com/Complaint)
- Your complaint can be filed anonymously, however if you wish to know the results of your complaint, you should be prepared to give your name, address and telephone number. This information will allow our surveyors to contact you should they need additional information or clarification.
- Be prepared to give detailed information such as patient/resident names, dates, times of events and where the event happened or is currently happening.
- After filing your complaint, it is immediately forwarded electronically to our Complaint Administration Unit for review and priority assignment.
- If after assessment, it is determined that AHCA has the regulatory authority to conduct an inspection based on your concerns, the complaint will be scheduled for inspection. If the information given leads us to believe that one or more residents are in any immediate danger, the field office will conduct an inspection within two business days.
- If after assessment the Complaint Administration Unit determines that AHCA will not conduct an inspection at this time, you will be notified in writing of this determination and why. If another agency has authority to look into your concerns, you will be notified that we have referred your information to that agency. Due to the Health Insurance Portability and Accountability Act (HIPAA), we would have to remove all identifying information from your complaint, which limits the receiving department's ability to effectively evaluate the information. We will give you the referral information and ask that you forward your concerns to that department, so the integrity of the complaint remains intact.
- Although an inspection may not be conducted, your general concerns are kept on file and considered during future inspections.
- If an inspection is conducted, you will be notified in writing of the outcome.

### **Filing a complaint with the Department of Children and Families Florida Abuse Hotline:**

- Florida Abuse Hotline 1-800-962-2873; TDD (Telephone Device for the Deaf): 1-800-453-5145  
[www.dcf.state.fl.us/programs/abuse](http://www.dcf.state.fl.us/programs/abuse)
- Contact the Florida Abuse Hotline immediately if the residents are at risk of serious injury or death. The Florida Abuse Hotline is available 24 hours a day, 7 days a week.
- The Florida Abuse Hotline will accept a report when a vulnerable adult is believed to have been abused or neglected by a caregiver in Florida, or suffering from the ill effects of neglect by self and is need of service, or exploited by any person who stands in a position of trust or confidence, or any person who knows or should know that a vulnerable adult lacks capacity to consent and who obtains or uses, or endeavors to obtain or use, their funds, assets or property.
- WEB REPORTING: Web reporting should not be used for situations requiring immediate attention. Please contact the Hotline's toll free reporting number if you believe a child or vulnerable adult is at imminent risk of harm. To make a report via the Florida Abuse Hotline's web reporting option, please gather all of your information in advance and click the following link to access the web reporting option: [www.dcf.state.fl.us/abuse/report/](http://www.dcf.state.fl.us/abuse/report/). Reports may also be made by FAX using forms provided.
- NOTIFICATION OF REPORT: Telephone reporters will always be told prior to concluding your conversation, whether the information provided has been accepted as a report.