

**Gold Seal Site Visit Report**  
**Conducted by Teresa Scott, LCSW, NHA**  
**November 8, 2022**

The Mayflower Health Center  
1620 Mayflower Court  
Winter Park, Florida 32792

Staff who participated in the entrance meeting:

Ben Anderson, Nursing Home Administrator  
Brian Devine, Director of Nursing  
Kristen Ferry, Director of Activities

I visited with a family member, the Residents' Council President, a resident, and several staff members from various departments. All had nothing but positive things to say. Their lives have been turned upside down since Hurricane Ian but the result has been a sense of togetherness which was obvious during my visit.

The facility had received the Gold Seal Award in 2016 and were not eligible to apply again until now. They recently moved into a new home and were excited to apply for the Gold Seal at this time. They feel it is a good way to recognize their staff for their hard work and for the care they provide to the residents, family members, and each other.

The new home is a four-story building with specific services/populations on each floor; it contains a 60-bed skilled nursing and rehabilitation center and a 24-unit memory support area. They received a special exception from the Agency for Health Care Administration to move into the home as their previous location was running on a generator, secondary to issues resulting from Hurricane Ian. The home is part of a continuing care retirement community.

The staff were very engaging and excited to share the many activities they offer. Their application outlined many of these, but the following are some that we discussed in detail:

- Geriatric Fellowship Program, University of Florida Medical School
- University of Central Florida School of Social Work
- University of Central Florida Nursing Program
- Hospital privileges for their physician
- Transitional Care Team
- Excellent activities programs
- Best Friends program for the residents
- COVID-19 management of information and their partnership with the CDC

*Staffing:* It was necessary for The Mayflower Health Center to use some agency caregivers for nursing positions, secondary to the COVID-19 pandemic. This is obvious when you look at the retention chart as it shows a spike in licensed nurses who resigned or were terminated from January 2021 through June 2021.

*Agency for Health Care Administration:* The Quality 4-Star rating was directly related to an annual survey involving the water temperatures. They submitted a correction plan and the issue was resolved.

I want to thank Ben and his team for allowing me to visit two days early due to Hurricane Nicole. The Mayflower is a beautiful new home with welcoming staff.