



Gold Seal Site Visit Report Summary

Westminster Towers

70 West Lucerne Circle
Orlando, FL 32801

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|-----------------------|--------------------------------------|
| Date of Visit: | Panel Member Conducted Visit: |
| 05/03/2024 | Ken Kniepmann |

Staff Interviewed:

| Name | Title | Date of Hire |
|----------------------|---|--------------|
| David Randazzo | Executive Director | |
| Lesly Mompont | Assistant Executive Director | |
| Patty Pappalardo, RN | Director of Nursing | |
| Rodney Lutchman, RN | Systems ADON | |
| Linelia Garcia, RN | Asst. Director of Nursing - 3 rd Floor | |
| Aidelis Negron, LPN | Asst. Director of Nursing - 2 nd Floor | |
| Vicki Neild, ADC/CDP | Activity Director | |
| Steve Il Rashid | Director Social Services | |
| Jeremy Foskitt | Human Resource Director | |
| Michale Antonio, DPT | Therapy Manger | |
| Bernadette Ryan | Hospital Nurse Liaison | |
| Fernando Saavedra | Maintenance and Environmental Services Director | |
| Mike Walsh | Dining Services Director | |

Entrance Meeting/Summary of the Tour: *(Overview of the entrance meeting and initial tour of the facility)*

Westminster Towers in Orlando mission statement, “We serve from the heart and inspire older adults to enjoy happy, healthy and purposeful lives” appears to be the lived experience of both residents and staff at Westminster Towers. As a CCRC, Westminster offers Independent Living, Assisted Living, Nursing Care, Rehabilitation and Pharmacy. Westminster Towers is located in the heart of Orlando. Despite physical facilities being older, the facility has a clean, fresh, updated appearance. Just outside the front door, and adjacent to a large putting green, construction is nearing completion on a large, landscaped area for residents and visitors to enjoy.

Upon entering the front door, I was warmly welcomed by the front desk attendant. After being greeted by Lesly Mompont, I was led to the conference room. There were

over a dozen employees in the room, representing every facet of the community, from Nursing to Human Resources to Facilities. Prior to my arrival, Lesly had asked staff to attend, but to feel free to depart the meeting as their schedules required. Much to his surprise, all of the staff stayed for 75 minutes of the meeting.

Staff members related many different experiences, including stories of interactions with residents and on the nature of the work environment. It was clear from watching the group interaction, that they view each other as a community that cares for each other.

Consumer Satisfaction: *(Topics covered should include how it is measured and how results are used.)*

The facility has multiple means to measure and address issues related to customer satisfaction, including its use of the "Seniors Quality Leap Initiative" (SQLI) (see application) which uses a structured approach to quality and performance improvement. The SQLI survey measures 50 different dimensions. SQLI has also helped Westminster develop tools for measuring family satisfaction.

Community/Family Involvement: *(Topics covered should include how the facility interacts with the community; about the use of students and volunteers; activities within and outside the facility; and special activities, such as special events, Resident Council, and Family Council.)*

Westminster encourages the participation and involvement of families in the lives of residents and sponsor activities in which family members can engage. During the pandemic, they utilized iPad to make over 40 outbound calls per day. They continue to use technology to build strong connections for their residents.

Westminster all utilizes LifeLoop as a resource for staff to use with residents. LifeLoop provides resident contact that staff can use, as well as resource material for staff. Westminster Towers is the highest utilizer of all LifeLoop customers.

Targeted In-Service: *(Topics covered should include how training topics are determined, what continuing education opportunities are available for staff and any affiliations of the facility with educational institutions.)*

Training happens on numerous levels at Westminster, including formal training and informal coaching. The facility has a dedicated training workspace for staff to use.

Best Practices: *(Topics should include the programs, activities and services that make the facility unique and exemplary.)*

Westminster Towers
05/07/2024

Westminster staff are committed to improving outcomes for residents using LifeLoop, other resources, and personal ingenuity to improve care.

Among residents with weight loss, a staff member suggested stamping a “smiley face” on meal tickets of residents with weight loss. This simple practice allows staff to know who might need encouragement or assistance with eating without having to check the care plan. Between October and December of 2023, this program resulted in >75% of identified residents to either stabilize or gain weight (see application).

Westminster also began what it dubbed the “priority list” of families and/or families with whom the staff wished to improve interactions. Those on the priority list receive a weekly phone call, often to share good news. The increased communication and relationship building has resulted in a dramatic decrease in those on the priority list to just a few.




Follow-Up Item(s) from previous meeting (if applicable): *(Areas noted for additional review from the initial panel meeting):*


N/A

Conclusion: *(Summary of the site visit findings)*

Finally, Westminster Towers takes seriously the commitment to spiritual care. They’ve successfully managed to balance the spiritual needs of their residents, including no faith at all. They have invested in building positive experiences for residents in mind, body and spirit.

The staff shared honestly and openly the hurdles they’ve had to overcome regarding staffing, as well as issues within the industry in general. Having spent more than an hour with key staff, it is apparent that they are living their mission and serving “from the heart.”

DO YOU KNOW 
WHAT A 
“SMILEY FACE”
ON A MEAL 
TICKET MEANS?

THE RESIDENT IS 
LOSING WEIGHT AND
MAY NEED EXTRA
ENCOURAGEMENT OR
HELP! 