STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL032096	A. BUILDING: _____ B. WING _____	04/12/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
JONES FAMILY HOME	2122 OVERLAND DRIVE DURHAM, NC 27704

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
C 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 04/12/19.	C 000		
C 074	10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping And Furnishings (a) Each family care home shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure walls in a resident's bedroom and tile in the residents' community bathroom were kept clean and in good repair. The findings are: 1. Observation of resident room #2 on 04/12/19 at 9:55am revealed there were brownish smeared stains that resembled bedbug residue throughout all four walls in a resident's room. Interview with a resident who resided in room #2 on 04/12/19 at 10:00am revealed: -He notified the supervisor-in-charge (SIC) about bedbugs being in his room about two months ago. -He observed bedbugs crawling on the walls in his room about two months ago. -He mashed the bedbugs on his walls, and it caused brown spots on the wall.	C 074		

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C 074	Continued From page 1 Interview with the SIC on 04/12/19 at 10:00am revealed: -The brownish smeared stains had been on the walls in the resident's room for about two months. -The resident had killed bedbugs with his hand and smashed them on the wall in his room. -The Director had been notified of the brownish smeared stains on the wall (no date). -The SIC was responsible for notifying the Director of needed repairs at the facility. -The SIC was responsible for cleaning the facility. -The walls in the resident's room had been washed once, but the stains did not come out (no date). Interview with the Director on 04/12/19 at 5:00pm revealed: -He did know a resident's bedroom had brownish smeared stains on the walls. -The stains had been on the walls in the resident's bedroom for about two months. -The walls in the resident's bedroom had been washed once. -The SIC was responsible for notifying the Director of needed repairs at the facility. -The Director was responsible for making sure all repairs were made at the facility. 2.Observation of the residents' community bathroom #1 on 04/12/19 at 10:30am revealed a 12" X ½" ripped vinyl floor tile which extended from the base of the commode. Interview with the SIC on 04/12/19 at 10:15am revealed: -She knew one section of the tile in the bathroom was ripped. -It had been ripped for about a month, and she had notified the Director. -The SIC was responsible for notifying the	C 074		

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C 074	Continued From page 2 Director of needed repairs at the facility. Interview with the Director on 04/12/19 at 5:00pm revealed: -He knew a section of the tile in the bathroom was ripped. -He had been notified about a month ago about a section of the tile in the bathroom being ripped. -The tile in the bathroom had been fixed about four months ago. -He would fix the needed repair within a week. -The SIC was responsible for notifying the Director of needed repairs at the facility. -The Director was responsible for making sure all repairs were made at the facility.	C 074		
C 078	10A NCAC 13G .0315(a)(5) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping and Furnishings (a) Each family care home shall: (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: TYPE B VIOLATION Based on observations, record reviews, and interviews, the facility failed to maintain an environment free from hazards related to the presence of live bed bugs in two resident rooms (#2, #3).	C 078		

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C 078	Continued From page 3 The findings are: Review of the sanitation report dated 02/25/19 revealed: -Bedbugs were present in the back two residents' bedrooms. -Staff should contact a certified pest control exterminator and treatment should begin immediately. Observation of resident room #2 on 04/12/19 at 9:55am revealed there was a mattress in a bedframe, and there were brownish smeared stains that resembled bedbug reside inside the bedframe. Observation of resident room #3 on 04/12/19 at 10:36am revealed: -There was 3" X 6" brownish smeared stains that resembled bedbug reside on the mattress cover near the head of the bed on the right side of the first bed. -There was 2" X 3" brownish smeared stains that resembled bedbug reside on the mattress cover near the head of the bed on the left side of the second bed. Interview with a resident who resided in room #2 on 04/12/19 at 10:00am revealed: -He had bedbugs in his room, but he had never been bitten by a bedbug. -He notified the supervisor-in-charge (SIC) about bedbugs being in his room about two months ago. -He observed bedbugs crawling on the walls in his room about two months ago. -He did not know there were brownish smeared stains inside the bedframe. Interview with the SIC on 04/12/19 at 10:15am	C 078		

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C 078	Continued From page 4	C 078		

and 10:45am revealed:
-She knew there were bedbugs in resident room #2.
-She did not know there were brownish smeared stains inside the bedframe.
-She had washed the bedframe about two weeks ago.
-She washed down the bedframe twice monthly.
-She knew there were bedbugs in resident room #3
-She was aware of the mattress cover having brown smeared stains on them, but she washed them weekly.
-It was hard to get the stain off the mattress cover.
-The mattress cover had been replaced a month ago.
-A professional had not been to the facility to treat for bedbugs

Interview with the Director on 04/12/19 at 12:30pm revealed:
-He did not know about the brownish smeared stains inside the bedframe.
-He knew there were bedbugs in resident room #2.
-The SIC was responsible for washing the mattress cover weekly.
-If the mattress cover was too badly stained, it would be replaced.
-He knew there were bedbugs in resident room #3.
-He steamed cleaned the bed and mattress in resident room #2 and #3 every two weeks.

Interview with two residents who resided in room #3 from 10:34am to 10:36am on 04/12/19 revealed:
-They had bedbugs in their bedroom.
-They had never been bitten by a bedbug.

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C 078	Continued From page 5 -The SIC washed the mattress cover weekly. Interview with the SIC on 04/12/19 at 9:50am revealed: -She knew about the findings on the sanitation report dated 02/25/19 related to bedbugs being present at the facility. -There had been bedbugs at the facility for almost a year. -No residents had complained of being bitten by a bedbug. -The residents' clothes and linen were washed separately. -She sprayed the rooms with bedbug spray two to three times weekly. -She wiped down the mattress weekly. -The Director steam cleaned the bed and mattress in the residents' room every two weeks. Interview with the Director on 04/12/19 at 5:30pm revealed: -He knew about the findings on the sanitation report dated 02/25/19 related to bedbugs being present at the facility. -There had been bedbugs at the facility for almost a year. -No residents had complained of being bitten by a bedbug. -He was in the process of getting a certified pest control exterminator to get rid of the bedbugs. -He did not have any documentation of contacting a certified pest control exterminator prior to 04/12/19. -He would contact a certified pest control exterminator by 04/20/19. The facility failed to treat active bedbugs, and there was no documentation of pest control treating for bedbugs resulting in bedbugs being found in 2 residents' bedrooms. The facility failed	C 078		

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C 078	Continued From page 6 to ensure the residents' environment were free of bedbugs which was detrimental to the health, safety and welfare of the residents and constitutes a Type B Violation. _____ The facility provided a plan of protection in accordance with G.S.131D-34 on 04/12/19 for this violation CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED MAY 27, 2019	C 078		
C 272	10A NCAC 13G .0904(d)(2) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (d) Food Requirements in Family Care Homes: (2) Foods and beverages that are appropriate to residents' diets shall be offered or made available to all residents as snacks between each meal for a total of three snacks per day and shown on the menu as snacks. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to offer snacks three times a day to the six residents residing in the facility. The findings are: Observation of the bulletin board in the dining room on 04/12/19 at 9:45am revealed snacks were scheduled at 10:00am, 3:00pm and 8:00pm. Observation at the facility on 04/12/19 at 10:00am revealed no snacks were offered to the residents. Interviews with six residents on 04/12/19 from	C 272		

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C 272	Continued From page 7 9:00am to 10:00am revealed: -Snacks were offered three times daily until two to three weeks ago. -After two to three weeks ago, snacks were not always available. -They were offered cookies, crackers and chips. -Snacks were offered in the evening after dinner most of the times. -The residents would like to have snacks offered three times a day. -The residents buy their own snacks. Interview with the supervisor-in-charge (SIC) on 04/12/19 at 9:50am revealed: -The residents buy their own snacks. -The facility ran out of snacks about 2 days ago. -The Director was responsible for buying snacks. -The SIC was responsible for notifying the Director of not having snacks available. -She had not notified the Director about running out of snacks. -"It just slipped my mind." -Snacks were purchased by the Director at the end of March 2019. -She asked the Director to bring snacks to the facility on 04/12/19 at 9:55am. Interview with the Director on 04/12/19 at 12:14pm revealed: -He was notified by the SIC on 04/12/19 (no time) about needing snacks at the facility. -The residents went without snacks for two to three days. -He purchased snacks on 04/12/19 which included apple sauce, popcorn, crackers and bananas. -He came to the facility about two to three days ago, and snacks were available which included popcorn, frozen milk, crackers and peanut butter. -He went shopping for snacks for the residents at	C 272		

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C 272	Continued From page 8 the first and the middle of the month. -The SIC was responsible for making sure snacks were available and offered to the residents three times a day.	C 272		
C 912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Resident's Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure every resident had the right to receive care and services which were adequate, appropriate, and in compliance with relevant state laws and rules related to housekeeping and furnishings. The findings are: Based on observations, record reviews, and interviews, the facility failed to maintain an environment free from hazards related to bedbug infestations in two resident rooms (#2, #3). [Refer to Tag C 078 10A NCAC 13G 0315(a)(5) Housekeeping and Furnishings (Type B Violation)].	C 912		