Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL096003	A. BUILDING: _____ B. WING _____	C 10/20/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WAYNE COUNTY REST VILLA NO. 1	305 VANCE STREET FREMONT, NC 27830

(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
D 000	Initial Comments The Adult Care Licensure Section conducted a complaint investigation survey on October 20, 2021.	D 000		
D 077	10A NCAC 13F .0306(a)(4) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times in facilities with 12 beds or less and North Carolina Division of Environmental Health sanitation scores of 85 or above at all times in facilities with 13 beds or more; This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: TYPE B VIOLATION Based on observations, interviews, and record reviews, the facility failed to maintain an approved sanitation classification from the North Carolina Division of Environmental Health at all times. The findings are: Review of the facility's current NC Division of Environmental Health inspection report dated 10/19/21 revealed: -There were 24 total demerits and the classification was provisional. -There were roach droppings and egg casings noted in the kitchen cabinets and in drawer surfaces.	D 077	The facility has made the following changes to assure the resident rights are protected. 1) The facility was completely cleaned by the hired cleaning company.	10/31/2021

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Roxanne Best TITLE: Adm. (X6) DATE: 11/9/2021

STATE FORM 6899 J2OX11 If continuation sheet 1 of 9

Received & Acknowledged Rhonda Bennett

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D 077	Continued From page 1 -There were live roaches inside of the dishwasher with clean dishes. -There were cabinet shelves, floors and drawer surfaces that were worn, damaged and absorbent. -There were bed bugs, bed bug dander, and bed bug excrement on mattresses and wooden bed frames as well as on canvas wall art. -There was paint flaking from the ceiling and bed bug excrement was found on the walls and ceiling in resident room #5. -There was no soap available in the 2 hall bathrooms. Review of the facility's previous NC Division of Environmental Health inspection report dated 09/08/21 revealed: -There were 30 demerits and the classification was provisional. -There were dead bugs, dander, droppings and residue on every surface inside of drawers and cabinets in the kitchen. -Closets had dead bugs, live roaches, live spiders and dirty floors. (location was not specified) -There were dead bugs and debris along base boards, under and behind furniture. (location was not specified) -There were dead bugs accumulating on windowsills. -There were roaches of all life stages observed in every room including the kitchen. -Live bed bugs, or evidence of bed bugs were observed in every resident bedroom. -There were spiders in closets and vents. -There were recommendations to work with a certified pest control company to eliminate flies in the building and prevent fly entry as the inspector was bitten during the inspection. -There was no soap or towels available at the sink in the medication room.	D 077	2) The area cleaned Included... 1) Closets 2) Beds 3) Night Stands 4) DRAWERS IN all Bedrooms. 10/31/2021 3) Repairs were made in the Kitchen including Storage area. Repairs were also made in residents Rooms and common areas. 4) New Pest control Company was hired and Exterminated 11/2/2021	

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D 077	Continued From page 2 Observation of the kitchen on 10/20/21 at 7:45am revealed: -There was debris, dead roaches and spots in the cabinets where clean pots and pans were stored. -There were dead roaches and flies under the kitchen sink. -There were roaches crawling in a drawer used to store clean utensils and a cabinet. Observation of resident room #2 on 10/20/21 at 8:15am revealed: -There was a small spider and a roach crawling on the back of a canvas wall hanging. -There were 2 flies that had been squashed stuck to the wall over a resident's bed. -There was a bug crawling on the floor of the closet. Observation of resident room #3 on 10/20/21 at 8:40am revealed: -There were 2 dead bugs (fly and roach) in the resident's dresser drawers. -There was a dead roach on the door frame and the floor of the resident's closet. Observation of resident room #4 on 10/20/21 at 8:47am revealed there was a dead roach on the floor under her hospital bed. Observation of resident room #5 on 10/20/21 at 8:56am revealed: -There was a live bed bug in the seam of the mattress toward the head of the bed. -There was a live bed bug crawling on the wall behind a canvas wall hanging over the head of the bed. -There was black residue in the seam of the mattress at the head of the bed. -There were black spots on the wall and ceiling	D 077	the Building for Pests. 5) The manager has been retrained to look for signs of pests and will make daily Inspections to ensure no pest are allowed to harbor in the Building. 11/2/21 6) The adm. will make a weekly Inspection for pest, disrepair and cleaning to ensure this 11/2/21	

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D 077	Continued From page 3 over the bed. -There were 2 metal bed frames that had been assembled in the room. Interview with the Facility Manager on 10/05/21 at 9:05am revealed: -The resident in room #5 had recently passed away and family had not collected her belongings -The bed frames were new and had been purchased to replace the wooden bedframes. -She did not know there was bed bug activity in room #5. Observation of resident room #6 on 10/20/21 at 9:00am revealed numerous flies and a roach crawling on the wall beside a resident bed. Observation of the community bathroom on 10/20/21 at 8:50am revealed there was a dead roach on the floor of the shower. Telephone interview with a pest control technician from a pest control company used by the facility for the treatment of bedbugs on 10/20/21 at 9:37am revealed: -He treated the facilty on 09/21/21 for bed bugs with a chemical multi-insect insecticide. -He returned to the facility a couple of weeks later to "spot treat" but he could not remember the date of his return. -He had not been contacted by the facility regarding continued insect activity. -The facility staff were educated on where bed bugs hide and where to look when inspecting rooms. -He instructed staff to monitor items brought into the facility for bed bugs. -He instructed staff to handle bed linens carefully when bed bug activity was observed. -He saw resident belongings bagged and placed	D 077	will not happen again.	

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D 077	Continued From page 4 outside the rooms when he went to treat the facility, but he did not know if the clothes were washed. -Clothes and linens should be placed in plastic bags and washed prior to being returned to the resident room following treatment to prevent reintroducing the bugs or eggs to the area. -There was no on-going contract between his company and the facility for the treatment and prevention of pests and was only contacted for bedbug treatment following an inspection. Telephone interview with a representative from the facility's contracted pest control company on 10/20/21 at 9:58am revealed: -They were contracted with the facility for quarterly pest control for roaches and monthly for bed bug prevention. -The monthly bed bug prevention contract included treatment of 8 rooms at the time and a different 8 rooms were treated on each visit unless the facility told the technician there was continued activity in a previously treated room. -The last treatment for the facility was on 10/01/21 which was an additional service for roaches and the kitchen and dining area was treated at that time. -The last full treatment was on 09/09/21 and again on 09/27/21. -Each day they treated 8 different rooms in the facility but could not say which 8 rooms were treated on each of these visits. -There was a follow-up visit on 09/15/21 because the facility called to request an additional treatment, but she did not know if this was for bedbug or roach activity. -The pest control technician educated the facility staff on how to treat bedding and resident clothes by bagging, washing and drying "at least twice" on the hottest settings.	D 077		

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D 077	Continued From page 5 -Clothing and bedding should not be brought back into the room prior to being treated. -The facility should have called if they continued to have bug activity in the treated areas. Telephone interview with a second pest control technician from the facility's contracted pest control company on 10/20/21 at 10:30am revealed: -The company was contracted by the facility for quarterly pest control for roaches and monthly bed bug prevention. -He chemically treated 10 rooms in the facility each month. -He suggested to the Facility Manager to arrange to treat the whole building at once since he thought bed bugs were being spread from person to person to other rooms in the facility. -There was no treatment of the entire building scheduled but the company was contracted for monthly treatments. -He had educated the Facility Manager on placing linens and clothing in plastic bags and launder them in hot water with 2 cycles to dry them. Interview with the Facility Manager on 10/20/21 at 10:21am revealed: -Pest control companies have been to treat the facility 1-2 times per month. -The facility was contracted with a company to treat roaches quarterly and when she notified them that additional treatment was needed. -The pest control company gave her instructions on what the facility to should prior to each treatment service. Second interview with the Facility Manager on 10/20/21 at 10:45am revealed: -Prior to each pest control treatment, staff removed the bedding and placed it in a plastic	D 077		

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D 077	Continued From page 6 bag to be laundered. -The residents' clothes were placed in a plastic bag and placed in the hall outside the room. -The residents' clothes were put back in the residents' room after treatment, without washing them, if there were no bed bugs seen on the clothes. -Staff looked for bed bugs when they placed the clothes in the bag and before replacing them in the dresser or closet. -She did not know that the black residue on sheets and mattresses were bed bug feces and eggs until the county inspector told her yesterday during the inspection on 10/19/21. -When bed bug activity was seen on bedding, the facility would dry the linens on high heat for 1 hour, wash them, and dry again on high heat. -She did not recognize the black spots on the wall and ceiling and the residue on the mattress and bedding as bed bug activity until educated by the county inspector on 10/19/21. -The pest control technician told her to allow the chemical treatment used to set for 2 weeks prior to wiping off any residue from the surfaces. Interview with the Administrator on 10/20/21 at 11:32am revealed: -The facility had a contract with a pest control company to treat roaches in the building quarterly and she was not aware there continued to be roach activity. -She was aware of the black residue in the corners of bedding, mattresses and spots on the walls and ceilings were signs of bed bug activity (feces and eggs). -Bedding should be bagged, placed in a drier on high heat prior to washing, and then dried on high heat during a pest control treatment and when bed bug activity was observed. -Resident clothing should be bagged in plastic	D 077		

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D 077	Continued From page 7 and laundered in the same manner when bed bug activity was observed but was not laundered otherwise than at the time of treatment. -She trained the Facility Manager when she was hired to walk through the rooms and look for bugs including the residue in the corners of the residents' mattresses. The facility failed to maintain an approved North Carolina Division of Environmental Health sanitation score of 85 or above as evidenced by 24 demerits being cited on 10/19/21 and placed on provisional status. This failure was detrimental to the health, safety, and welfare of residents and constitutes a Type B Violation. The facility provided a plan of protection in accordance with G.S. 131D-34 on 10/20/21 for this violation. THE CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED DECEMBER 28, 2021.	D 077		
D912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' 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 ensure residents received care and services which were adequate, appropriate and in compliance with relevant	D912		

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D912	Continued From page 8 federal and state laws and rules and regulations related to housekeeping and furnishings. The findings are: Based on observations, interviews, and record reviews, the facility failed to maintain a North Carolina Division of Environmental Health sanitation score of 85 or above at all times. [Refer to Tag D077, 10A NCAC 13F .0306(a)(4) Housekeeping and Furnishings (Type B Violation)].	D912		