

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345228	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/18/2019
NAME OF PROVIDER OR SUPPLIER RIDGEWOOD LIVING & REHAB CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 1624 HIGHLAND DRIVE WASHINGTON, NC 27889	
(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) COMPLETION DATE
F 925 SS=E	<p>Maintains Effective Pest Control Program CFR(s): 483.90(i)(4)</p> <p>§483.90(i)(4) Maintain an effective pest control program so that the facility is free of pests and rodents. This REQUIREMENT is not met as evidenced by: Based on observations, resident and staff interviews the facility failed to prevent roaches in 5 of 6 resident rooms on the 400 hall (#410, #411, #415, #418, #419, #420).</p> <p>The findings included:</p> <p>An observation on 9/17/19 at 2:00 PM of the bathroom in Room #411 (Resident #3) included 1 adult and 1 baby roach crawling on the bathroom floor. The most recent Minimum Data Set (MDS) indicated Resident #3 was cognitively intact. Resident #3 stated she had seen roaches in her bathroom and room multiple times in the last week. She also stated the pest control company sprayed some rooms in the facility last week, but she didn't think it worked.</p> <p>An observation on 9/17/19 at 2:25 PM of the bathroom in Room #418 (Resident #4) included 2 adults roaches crawling on the bathroom floor.</p> <p>An observation on 9/17/19 at 2:26 PM of the bathroom in Room #419 (Resident #5) included 1 adult and 1 baby roach crawling on the bathroom floor and 1 baby roach in the sink and 1 baby roach on the wall.</p> <p>An observation on 9/18/19 at 12:02 PM of the bathroom in Room #419 (Resident #5) included 1 adult and 2 baby roaches crawling on the bathroom floor. The most recent MDS indicated</p>	F 925	<p>Address how corrective action will be accomplished for those residents found to have been affected by the deficient practice: Resident #3's room 411 was treated for pest on 9-18-19, 10-4-19. Resident #4's room 418 was treated for pest on 9-20-19, 9-18-19, 10-4-19. Resident #5's room 419 was treated for pest on 9-18-19, 10-4-19. Resident #6 room 420 was treated for pest on 9-18-19, 10-4-19. Resident #7's room 415 was treated for pest on 9-18-19, 10-4-19. Resident #2's room 410 was treated for pest on 9-18-19, 10-4-19.</p> <p>Common Areas and Nursing Stations were treated for pest on 9-20-19, 10-4-19.</p> <p>Address how the facility will identify other residents having the potential to be affected by the same deficient practice: All other resident areas are at risk of being affected by alleged deficient. The housekeeping supervisor completed 100% audit of the facility on 10-3-19 identifying areas of pest infestation. Focus areas identified are kitchen and 402, 409, 411, 413, 415, 417, 419, 421, 422</p>	10/16/19

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

10/04/2019

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 925	<p>Continued From page 1</p> <p>Resident #5 was cognitively intact and she stated she had a roach crawling on her face the other night and had complained to the nurse about it.</p> <p>During an interview on 9/17/19 at 2:17 PM the nurse stated there were roaches in the facility and they were really bad on the 400 hall.</p> <p>An observation on 9/18/19 at 12:01 PM of the bathroom in Room #420 (Resident #6) included 4 dead roaches observed lying in the bathroom floor by the shower area.</p> <p>An observation on 9/18/19 at 12:15 PM of the bathroom in Room #415 (Resident #7) included 1 adult roach crawling on bathroom floor. The observation included 1 bait trap under the resident's bed, and 2 different types of pest control traps in the bathroom shower area.</p> <p>During an interview on 9/17/19 at 9:01 AM Resident #2 stated he had seen roaches in several common areas, the nurses' stations and his room, Room #410. The most recent MDS indicated Resident #2 was cognitively intact. He further stated he had complained to the staff and the pest control service sprayed his room on 8/16/19 but he did not think it had helped and he had seen roaches crawling on his wall and in his bathroom on 9/16/19.</p> <p>During an interview on 9/18/19 at 11:00 AM the Housekeeping Assistant Manager stated there were roaches 'everywhere' and the housekeeping staff let maintenance know if they saw roaches or other bugs.</p> <p>During an interview on 9/18/19 at 1:44 PM the Social Worker stated she had worked with some</p>	F 925	<p>Address what measures will be put into place or systemic changes made to ensure that the deficient practice will not recur:</p> <p>The Maintenance Director, Administrator, and/or the Director of Nursing (DON) completed education on 10-7-19 for all staff, all days, all shifts including weekends and p.r.n. staff, regarding process for reporting when pests are observed. Any p.r.n. part-time or employees that were unavailable will not be allowed to work until they have gotten the education. Education will be included in our orientation for new employees.</p> <p>The facility obtained a contract with a new pest control company on 7-11-19. The company will treat facility at least four times a month and/or as needed. The company has treated the facility and focused areas on the following dates: 9-20-19 and 10-4-19. The Administrator met with the Regional Marketing Director and operations manager for the pest control company on 10-9-19 to discuss additional interventions which will include, treating all the focused rooms with a chemical that is stronger than what has been used in the past. Residents will be temporarily taken out of their rooms so they can use this chemical. Residents will be placed back in their rooms once the chemical has dissipated and it is safe for them to return. The kitchen will also be treated with a chemical that is stronger than what has been used in the past and will now be put on a schedule to be treated once per quarter in addition to the</p>		

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F 925	<p>Continued From page 2</p> <p>of the residents and families to decrease the clutter in the residents' rooms and to keep food items in containers. She stated some residents were noncompliant with food storage and sometimes families did not remove resident items.</p> <p>During an interview on 9/17/19 at 3:12 PM the Maintenance Director stated the facility had always had roaches but it had been worse the last few months. He further stated the facility used to have a private pest control service to spray in specific directed areas once a month but had recently changed service companies and they provided weekly service. The new pest control service contract was signed on 7/11/19 and their first pest control visit was 7/22/19. The Maintenance Director stated, "It's gotten better, but we are a long way from where we need to be." He also stated the roaches were worse on the 400 hall since there were some residents on that hall who kept food in their rooms which made it more difficult to treat.</p> <p>Review of the grievance logs revealed complaints from residents and families related to roaches being observed in the facility on 6/10/19 and 9/16/19.</p> <p>During an interview on 9/18/19 at 10:25 AM the previous pest control service technician stated the facility was aware of roaches in the facility and would ask him to spray for roaches in specific rooms and areas. He also stated their service was cancelled 3 months ago and he had not been to the facility since then.</p> <p>During an interview on 9/18/19 at 1:56 PM the current pest control service technician stated she</p>	F 925	<p>weekly treatments. The chemical used in the baiting program will also be changed to a bait that the pest control company feels will be more effective.</p> <p>Staff will report observations of pest to a nurse or a department manager who will then put it into TELS. Maintenance director, Administrator or unit coordinator will monitor TELS daily and provide appropriate treatment or notify the pest control company. After areas of the building are identified, as an areas of concern and treated, the Maintenance Director and/or Administrator will recheck the area 72-hours post-treatment and one week post treatment to determine the effectiveness of the treatment. Any areas identified as still having concerns will be immediately addressed.</p> <p>The facility provided written notice on 10-7-19 to current residents and/or resident representatives to store food items in closed containers. The facility will provide containers as needed. Facility protocol for storage of food items in residents' rooms will be provided and reviewed with new admissions in the new admission packet.</p> <p>Indicate how the facility plans to monitor its performance to make sure the solutions are sustained: Director of Maintenance will monitor focus areas at least 5 times a week for 8 weeks then 3 x week for 4 weeks. Administrator will monitor TELS 5 x week for 4 weeks, 3 times per week for 2 weeks, then monthly</p>		

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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F 925	<p>Continued From page 3</p> <p>had been to the facility every Friday since July 22, 2019 to treat for roaches by spraying and applying roach bait. She stated the Maintenance Director provided a list of specific rooms and areas for her to target. She further stated she had seen live roaches at the facility during every visit.</p> <p>During an interview on 9/17/19 at 4:21 PM the Administrator stated the facility had a pest control problem. He also stated they had changed pest control services in July 2019 and they provided service weekly to specific areas. The Administrator stated they provided plastic containers for the residents to store food items and encouraged the staff to educate the residents about the necessity to store food in containers. He further stated the Social Worker had worked with some residents and families to decrease clutter in the residents' rooms.</p>	F 925	<p>for 2 months to ensure work orders are being responded to timely and appropriately. The Administrator and/or Director of Maintenance will monitor the other areas of the facility weekly for 4 weeks then every 2 weeks for 2 months. Director of Maintenance and/or Administrator will review audit logs monthly to identify patterns/trends and will adjust plan as necessary The plan will be reviewed during monthly QAPI and will continue at the discretion of the QAPI committee.</p> <p>Completion Date: 10-16-2019</p>		