

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NH0570	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/07/2023
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NAME OF PROVIDER OR SUPPLIER MECKLENBURG HEALTH & REHABILITATION	STREET ADDRESS, CITY, STATE, ZIP CODE 2415 SANDY PORTER ROAD CHARLOTTE, NC 28273
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L 000	INITIAL COMMENTS A complaint investigation survey was conducted from 09/06/2023 through 09/07/2023. Event ID #6PB811. The following intake was investigated NC00206691. 1 of the 2 complaint allegations resulted in a deficiency.	L 000		
L 174	.2902(1) PETS (COMPANION ANIMALS) 10A-13D.2902 When facility policies permit pets in the facility, the following conditions shall be met: (1) The facility policy shall not be in violation of any local health ordinances regarding pet health and control. This Rule is not met as evidenced by: Based on resident and staff interviews, the facility failed to have a captivity license for possessing an injured squirrel. The findings included: During an interview on 9/6/23 at 11:28 AM the Activities Director revealed she observed the squirrel in a box in the lobby and multiple people observed it while it was in the lobby. She further revealed she did not see any residents interact with the squirrel and that she recalled seeing it in the building for 2 days, between 8/24/23 and 9/1/23. She stated the normal practice for pets in the building is to have their shot/ vaccination records prior to them entering the building. During an interview on 9/6/23 at 12:00 PM the DON indicated the Regional Director found a	L 174	The statements included in this plan of correction are not an admission of guilt and do not constitute agreement with the alleged deficiencies herein. The plan of correction is completed in the compliance of state and federal regulations as outlined. To remain in compliance with all federal and state regulations, the center has taken or will take the actions set forth in the following plan of correction. The following plan of correction constitutes the center's allegation of compliance. All alleged deficiencies cited have been or will be completed by the dates indicated. 10A NCAC 13D .2902 No residents were affected by the deficient practice. On 9/1/23, the squirrel was removed from facility premises by Regional Clinical	10/6/23

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Electronically Signed	TITLE	(X6) DATE 10/03/23
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L 174	<p>Continued From page 1</p> <p>baby squirrel in the parking lot on 8/24/23 and brought it into the facility. He further indicated that while they contacted Wildlife Control, the internet and other animal control agencies for direction and suggestions, the squirrel was kept in a cardboard box. The agencies he contacted could not accept the animal or test it for diseases because it was a baby and further stated it could not be released back to its mother because it would be rejected. The DON stated the squirrel remained in a locked cage in his office from 8/24/23 through 9/1/23 because the Regional Director had a family emergency and could not bring the animal to her home on 8/24/23. He further stated he purchased a cage the same day the squirrel was brought into the facility, and cared for it until the Regional Director took it home on 9/1/23. The DON revealed no residents encountered the animal during the 9 days it was in the facility, although Resident #58 and #67 may have seen it as they were walking by. He was unaware visiting animals needed a certificate of shot records prior to being allowed in the building.</p> <p>During an interview on 9/6/23 at 12:41 PM the Receptionist indicated she saw the squirrel in the lobby on 8/24/23 when a staff member brought it into the building after she found it in the parking lot. She further indicated although she loves animals, she did not touch the animal because she did not know if it had rabies. She stated she did not see any residents interacting with the squirrel and did not know how long it remained in the building.</p> <p>During an interview on 9/6/23 at 1:40 PM Resident #12 whose Minimum Data Set (MDS) assessed her as having an intact cognition, revealed she had no contact with the squirrel and did not go to see the animal that was in a little box</p>	L 174	<p>Manager (RCM). 9/7/23 State Surveyor educated Administrator, Administrator in Training, Director of Nursing Services, and RCM on the state of North Carolina's facility pet policy. 9/8/23 100% audit of facility was completed by facility's Pest Company Technician and no other wild animals were found inside of facility. 10/2/23 All-staff education was initiated on facility's pet visitation policy and the state rule that wild animals are not allowed in facility. This education will be completed by 10/6/23. The Administrator or Designee will audit 10 rooms per week X 4 weeks to ensure no wild animals are present, then 7 rooms per week X 4 weeks, then 5 rooms per week X 4 weeks. The Administrator or Designee will bring these audits to the Quality Assurance Committee x 3 consecutive meetings, at which time, a determination will be made if further monitoring is necessary.</p>	
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L 174	<p>Continued From page 2</p> <p>in the lobby, although other residents went to see it and talked about it.</p> <p>During an interview on 9/6/23 at 2:45 PM the Rehab Director revealed she saw the squirrel in a cage in the Director of Nurse's office as she was walking by. She further revealed she did not see any residents interact with the squirrel.</p> <p>During an interview on 9/6/23 at 4:45 PM Resident #58, whose MDS assessed her as having an intact cognition indicated she saw the squirrel in a box in the lobby at the front of the building, but it was not running around. She further indicated she never touched the animal and did not know if other residents came in contact with it.</p> <p>During an interview on 9/6/23 at 4:55 PM Resident #92, whose MDS assessed her as having an intact cognition, indicated she never saw the squirrel and that she was at dialysis when the squirrel was brought into the building. She further stated she heard there was a squirrel in the building but did not really believe it was true.</p> <p>During an interview on 9/7/23 at 11:25 AM Nurse Aide (NA) # 3 indicated she saw the squirrel in a cage in the DON's office and that she heard a rumor that the squirrel bit Resident #92, but she did not believe it was true since the squirrel did not come in contact with any residents. She further indicated the squirrel had been in the building for a few days and she did not know who took it home or removed it from the building.</p> <p>During an interview on 9/7/23 at 11:50 AM the Unit Manager revealed she saw a cage that contained gauze and swings. However, she did</p>	L 174		

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L 174	<p>Continued From page 3</p> <p>not see a squirrel in the cage. She further revealed she could not recall the day she observed the cage.</p> <p>During an interview on 9/7/23 at 12:27 PM the Regional Nurse revealed the baby squirrel approached her in the facility parking lot and she saw no mother or nest. She further revealed she picked it up (bare hands/ no gloves) and brought it into the facility because she feared it may be run over by a vehicle. She then stated she and the DON began calling Wildlife agencies to pick up the animal but were not successful. She further stated she received a call about an emergency issue with her family member and had to leave. She planned to return and remove the animal from the facility but was not able to do so until 9/1/23. She stated she was not aware it was against State rules to have a squirrel in a nursing home.</p> <p>During an interview on 9/7/23 at 12:43 PM the Administrator indicated she received a call from the Regional Nurse who stated she found a baby squirrel in the facility parking lot, and she brought it into the lobby. The Administrator was not in the facility when the squirrel was brought into the building. She further indicated the Regional Nurse planned to take the squirrel home the same day but due to a family emergency, she did not remove the squirrel from the facility until 9/1/23. The Administrator stated she was not aware of the squirrel ever encountering any residents and that she was aware that Resident # saw the squirrel in the cage in the DON's office while she was sitting in the hallway. She stated the DON cared for the animal and the Activities Director may have fed it once on the weekend when the DON was not working. The Administrator further stated she, the Regional Nurse, the DON and</p>	L 174		

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L 174	<p>Continued From page 4</p> <p>other facility staff were not certified in wildlife animal rescue, and she did not see an issue with having the squirrel in the facility, especially since it did not come in contact with any residents.</p> <p>During a follow-up interview with the Activities Director on 9/7/23 at 1:00 PM the Activities Director revealed on Sunday 8/27/23 she fed the squirrel some milk via a syringe by squeezing the milk in a bowl in the cage. She further stated she never opened the cage and never came in contact with the squirrel.</p>	L 174		