

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>HAL088014</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>R</b><br><b>05/14/2015</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CEDAR MOUNTAIN HOUSE</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>11 SHERWOOD RIDGE ROAD<br/>BREVARD, NC 28712</b> |
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|--------------------|--|---------------|---|--------------------|
| {D 000}            | Initial Comments<br><br>The Adult Care Licensure Section conducted a follow-up survey and complaint investigation on May 14, 2015. The complaint was initiated by the county Department of Social Services on May 06, 2015.  | {D 000}       |   |                    |
| {D 078}            | <p>10A NCAC 13F .0306(a)(5) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings</p> <p>(a) Adult care homes shall:</p> <p>(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;</p> <p>This Rule shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by:<br/>Based on interviews, observations and record reviews, the facility failed to maintain a clean environment free of hazards related to bedbug infestations in Rooms 203, 204, 205, 206 and 208.</p> <p>The findings are:</p> <p>Interview on 5/14/15 at 8:35am with a Housekeeper in Room 203, on the second floor of the facility, revealed:</p> <ul style="list-style-type: none"> <li>-She'd been employed by the facility for 6 months.</li> <li>-She had observed several bedbugs since working there.</li> <li>-Room 203 and Room 205 were scheduled to be treated that morning.</li> <li>-She had stripped the beds, moved items away</li> </ul> | {D 078}       |   |                    |

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| Division of Health Service Regulation<br>LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| {D 078}            | <p>Continued From page 1</p> <p>from the walls and boxed personal items that were not cloth/fabric.</p> <ul style="list-style-type: none"> <li>-All cloth/fabric items were bagged and would be taken to the laundry to be heat treated in the dryer.</li> <li>-Rooms 203 and 205 were the last rooms in the facility scheduled to be treated.</li> <li>-Rooms 204, 206 and 208 had been treated on Monday (5/11/15) and Tuesday (5/12/15).</li> </ul> <p>Interview on 5/14/15 at 8:45am with the Maintenance Director revealed:</p> <ul style="list-style-type: none"> <li>-The bedbugs have been an on-going problem.</li> <li>-Rooms 204, 206 and 208 had been treated for bedbugs on Monday and Tuesday (5/11/15 and 5/12/15).</li> <li>-Room 203 and Room 205 were scheduled to be treated that morning.</li> <li>-Several weeks ago, bedbugs were found in a resident's room (Room 208).</li> <li>-It had been difficult to arrange for treatment from the formerly contracted pest control company.</li> <li>-The facility had a new pest control company contract to treat the bedbugs.</li> </ul> <p>Interview on 5/14/15 at 8:50am with a Technician from the new pest control company revealed:</p> <ul style="list-style-type: none"> <li>-Treatment of rooms with identified bedbug problems involved the use of a heat chamber.</li> <li>-A liquid treatment would be sprayed onto the carpet.</li> <li>-Powder would be put into the walls via the exposed outlets.</li> <li>-He had observed bedbugs in Rooms 203, 204, 205, 206 and 208.</li> <li>-"Room 208 was the worst".</li> <li>-Rooms 204, 206 and 208 were treated on Monday and Tuesday (5/11/15 and 5/12/15)</li> <li>-He had checked those rooms after treatment and did not find signs of bedbug activity.</li> </ul> | {D 078}       |   |                    |

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| {D 078}            | <p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-The 200 Hallway had been treated previously.</li> <li>-He had inspected the Activity Room and found no signs of bedbug activity.</li> </ul> <p>Review of documents from the new pest control company revealed:</p> <ul style="list-style-type: none"> <li>-A cover letter dated 5/6/15 stating they would be providing bedbug treatments at the facility.</li> <li>-The cover letter also stated they expected to have someone on site by 5/11/15, depending on completing previous commitments, to commence treatment.</li> <li>-A copy of the company's "Bed Bug Master Service Agreement" signed by the Vice President of National Agreements (contracts) but not signed by a facility representative.</li> <li>-A copy of the company's "Pest Prevention Service Agreement" unsigned by a company or facility representative.</li> </ul> <p>Interview on 5/14/15 at 9:05am with the residents in Room 204 revealed:</p> <ul style="list-style-type: none"> <li>-They had been living in Room 208 and moved to room 204 yesterday (5/13/15).</li> <li>-They would like to move back but were told the room needed fumigating, painting and the carpet replaced.</li> <li>-They knew there were "bugs" in the building.</li> <li>-They had seen several on the wall in their old room (208) about two weeks ago.</li> <li>-They reported the bugs to the Administrator.</li> <li>-The Administrator came up and looked at them and said he would take care of it.</li> </ul> <p>Observations in Rooms 204, 206, 207, 208, 209, 210 and 211 revealed no signs of bedbug activity.</p> <p>Interviews with the 8 of the 11 residents in Rooms 203 through 211 revealed no complaints of itching, rashes or bug bites.</p> | {D 078}       |   |                    |

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| {D 078}            | <p>Continued From page 3</p> <p>Interview on 5/14/15 at 9:20am with Staff A, Personal Care Aide (PCA) revealed:<br/>-She had been working at the facility "for about one month".<br/>-She learned from the other staff the facility had bedbug issues.<br/>-She observed on Monday (5/11/15) an extermination company in the facility and they had treated four resident rooms.<br/>-She was not sure of the room numbers because she worked in a different area of the facility.<br/>-She observed housekeeping staff collecting bedbugs and placing them in a cup from Room 138, on the first floor, in mid-April 2015.<br/>-She reported staff had indicated bedbugs had been found in the staff breakroom and laundry room also located on the first floor.</p> <p>Interview on 5/14/15 at 8:50am with Resident #5 revealed:<br/>-He resided in Room 138.<br/>-He had not seen any bug in the room.<br/>-He had not been bitten by bugs or had any rashes.</p> <p>Interviews during the initial tour from 8:30am to 9:15am with 12 resident on the First Floor revealed:<br/>-No residents reported issues with any type of bug in their rooms.<br/>-No residents reported issues with having had bug bites or rashes.<br/>-No residents reported knowledge of any bug issues in the facility.</p> <p>Interview on 5/14/15 at 9:20am with Staff B, Personal Care Aide/Medication Aide revealed:<br/>-He had worked at the facility since December, 2013.</p> | {D 078}       |   |                    |

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| {D 078}            | <p>Continued From page 4</p> <ul style="list-style-type: none"> <li>-He had only see "one" bedbug and it was in the Medication Room on the First Floor "last week".</li> <li>-Management was "really trying" to fix the problem.</li> <li>-He had heard there was a "large amount" of bugs in Room 208.</li> </ul> <p>Interview on 5/14/15 at 9:40am with Staff C, Medication Aide, revealed:</p> <ul style="list-style-type: none"> <li>-She had worked at the facility 6 years.</li> <li>-There had been some bedbugs recently seen in the facility and a new pest control company had just been hired, which was in the process of treating the problem.</li> <li>-No resident had complained of bites.</li> </ul> <p>Interview on 5/14/15 at 10:55am with the Administrator revealed:</p> <ul style="list-style-type: none"> <li>-Through discussions with the exterminator company, on-line research, the facility's maintenance company and his supervisors, they needed to remain vigilant and check for further bugs.</li> <li>-He, along with the staff, primarily the housekeeping staff, had been "inspecting rooms, checking headboards and lamps" following the work completed by [the previous exterminator company].</li> <li>-On Mondays he would meet with the housekeeping staff and check any "hot spots".</li> <li>-He would regularly ask the staff, "Are we clear?" (no more sightings of bed bugs).</li> <li>-In mid-April, staff brought in bugs in a paper cup and he visually identified them as bedbugs.</li> <li>-He immediately reported the issue to his supervisor, the Regional Director of Operations.</li> <li>-He learned the parent company was in contract negotiations with a new exterminator company.</li> <li>-He reported at that time he did not have "any confirmation of residents being bitten".</li> </ul> | {D 078}       |   |                    |

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| {D 078}            | <p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-He "pushed and pushed" to get a new exterminator service for the facility.</li> <li>-First week of May, new exterminator company came to the facility, confirmed there was a bedbug issue and began treatment on Monday, 5/11/15.</li> <li>-The new company checked resident rooms, staff breakroom and the Activity Room.</li> <li>-He did not know if the previous exterminator company had taken off electrical cover plates and did any treatment in the walls.</li> <li>-"If it had been up to me we would have used the new exterminator company the first time."</li> <li>-"No staff or residents have reported being bitten".</li> <li>-Staff had received "training multiple times" and were provided information from the Center for Disease Control website.</li> </ul> <p>Interview on 5/14/15 at 1:15pm with the Regional Director of Operations revealed:</p> <ul style="list-style-type: none"> <li>-The facility Administrator informed him via e-mail on Monday, 4/27/15 of a new bedbug issue.</li> <li>-He immediately reported the issue to his supervisor, the Vice-President of Operations.</li> <li>-He learned the parent company was securing a new contract with a different exterminator service provider.</li> <li>-A temporary contract was secured and the new company came to the facility on Friday, 5/1/15 and verified there was a bed bug issue.</li> <li>-Based on the new exterminator company's schedule, treatment began at the facility on Monday, 5/11/15.</li> <li>-He "knew the Administrator and facility staff" had been "diligent" with checking for bedbug issues.</li> </ul> | {D 078}       |   |                    |