

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL049028	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/07/2016
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NAME OF PROVIDER OR SUPPLIER AURORA OF STATESVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 1902 ORA DRIVE STATESVILLE, NC 28625
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(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 and the Iredell County Department of Social Services conducted a follow-up survey and complaint investigation on April 6-7, 2016.	D 000		
D 074	<p>10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings</p> <p>(a) Adult care homes shall:</p> <p>(1) have walls, ceilings, and floors or floor coverings kept clean and in good repair;</p> <p>This Rule is not met as evidenced by: Based on observations and interviews the facility failed to maintain the floors and furniture were clean and dust free in all rooms throughout the facility.</p> <p>The findings are:</p> <p>Observations during the initial tour on 4/6/16 between 10:00am and 11:30am revealed:</p> <ul style="list-style-type: none"> -Random observations of room #'s 12, 14, 18, 20, 21, 22, and 26 had heavy dust buildup on the floors under the beds, dressers, and night stands. -Observations of room #'s 20, 21 and 22 had dead bedbugs between the box springs and mattresses of the beds. -Observations of room #'s 20 and 22 had food debris under the beds, which appeared to have been there some time. -Observations of room #'s 12, 18, 20, 21, and 22 had a heavy buildup of dust on the nightstands, televisions, dressers, and bookshelves. <p>Random interviews with nine residents in these</p>	D 074	<p>In accordance with rule 10A NCAC 13F .0306(a) 1 Housekeeping and Furnishings, Aurora of Statesville will insure that all rooms are deep cleaned monthly utilizing the Housekeeping Procedure (Attachment A), and Deep Clean Schedule (Attachment B). Housekeeping staff will deep clean each room weekly, and routine clean each room daily in accordance with the "Daily Touch" procedure.</p> <p>Housekeeping Staff will complete the "Deep Cleaning Checklist" (Attachment C) daily after completing assigned deep cleanings.</p>	<p>May 15th 2016 and ongoing</p>

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Bruce Roberts

TITLE

Administrator

(X6) DATE

4/21/2016

Approved and accepted by Joseph Cline on May 2, 2016

Joseph Cline

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D 074	<p>Continued From page 1</p> <p>rooms during the tour revealed no issues or concerns with the housekeeping.</p> <p>Follow-up observations on 4/7/16 at 1:45pm revealed the furniture in the above mentioned rooms had been partially dusted and under the beds had been partially cleaned.</p> <p>Interview with the Administrator on 4/6/16 at 2:20pm revealed:</p> <ul style="list-style-type: none"> -There are three housekeepers with one being assigned to laundry and two assigned to routine cleaning. -One of the housekeepers, who is the lead housekeeper, had been on leave for about six weeks. -She did look into the rooms, but not under the beds. -Her expectations were that the housekeepers would dust the furniture, and clean under the beds. -She was currently interviewing for an additional housekeeper. <p>Interview with a Housekeeper on 4/7/16 at 11:50am revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility for six years. -Her daily cleaning duties included dusting nightstands, throwing away cups and food wrappers, cleaning the bathrooms, restocking toilet tissue and soap, making sure towels were clean, and sweeping and moping the floors. -Her supervisor who usually assigned the "deep cleaning" had been out for six weeks and the two remaining housekeepers were responsible for the laundry and housekeeping. -Generally, they "deep clean" two to three rooms per day, but since their supervisor has been out the deep cleaning had not been done. 	D 074	<p>Housekeeping staff will complete the "Daily Touch" Checklist (Attachment D) after completing daily routine cleaning in assigned resident rooms.</p> <p>Housekeeping department will complete assignment sheets daily, and will submit them to Administrator weekly.</p>	

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D 074	Continued From page 2 Interview with a second Housekeeper on 4/7/16 at 12:00pm revealed: -She had worked at the facility since May 2015. -She had done "deep cleaning" when someone moved out or moved into another room. -Normally she did "deep cleaning" on two to three rooms a day, but since it is just the two housekeepers now it is not getting done. -It has been about six weeks since they done a "deep cleaning". Review of the Division of Environmental Health annual inspection dated 3/23/2016 revealed: -A score of 88.5 -The facility received demerits for walls, ceilings and floors of all rooms and areas shall be kept clean and in good repair.	D 074		
D 079	10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings 10A NCAC 13F .0306 Housekeeping and Furnishings (a) Adult care homes 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 facilities. This Rule is not met as evidenced by: Based on interview and observation, the facility failed to maintain a clean environment free of hazards related to bedbugs in Room #20. The findings are:	D 079	In accordance with rule 10A NCAC 13F .0306(a) 1 Housekeeping and Furnishings, Aurora of Statesville will insure that all rooms are deep cleaned monthly utilizing the Housekeeping Procedure (Attachment A), and Deep Clean Schedule (Attachment B). Housekeeping staff will deep clean each room weekly, and routine clean each room daily in accordance with the "Daily Touch" procedure.	May 15 th 2016 and Ongoing

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D 079	<p>Continued From page 3</p> <p>Confidential staff interviews revealed:</p> <ul style="list-style-type: none"> -The facility had previously been treated for bedbugs. -They did have training about bedbugs. -A pest control company came with dogs to check the building for bedbugs. -The pest control company treated a few rooms, but did not do every room. -Residents #2, #4 and #6 had told the staff they were still getting bitten by bedbugs. -The Staff had told the Administrator and Resident Care Coordinator that some residents were still getting bitten by bedbugs, but nothing had been done. -Some residents had brought the staff bedbugs they had killed in napkins. <p>Observation of Room #21 on 4/6/16 between 10:00am and 11:30am where Residents #2 and #4 resided revealed:</p> <ul style="list-style-type: none"> -Residents #2 and #4 bed's had dead bedbugs between the box spring and mattress. -No bed bug activity was observed. -No bedbugs were observed on the sheets, bed spreads, or under the beds. <p>Observation of Room #22 on 4/6/16 between 10:00am and 11:30am revealed:</p> <ul style="list-style-type: none"> -One of the Resident's beds had dead bedbugs between the box spring and mattress. -No bed bug activity was observed. -The mattress had a tear in the seam approximately 4 inches in length. -No bedbugs were observed on the sheets, bed spreads, or under the beds. <p>Observation of Room #20 on 4/6/16 between 10:00 am and 11:30am revealed:</p> <ul style="list-style-type: none"> -Resident #6's bed had dead bedbugs between the box spring and mattress. 	D 079	<p>Housekeeping Staff will complete the "Deep Cleaning Checklist" (Attachment C) daily after completing assigned deep cleanings.</p> <p>Housekeeping staff will complete the "Daily Touch" Checklist (Attachment D) after completing daily routine cleaning in assigned resident rooms.</p> <p>Housekeeping department will complete assignment sheets daily, and will submit them to Administrator weekly.</p>	

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D 079	<p>Continued From page 4</p> <ul style="list-style-type: none"> -No bed bug activity was observed. -No bedbugs were observed on the sheets, bed spreads, or under the bed. -Resident #7's bed had live and active bedbugs between the box spring and mattress. -No bedbugs were observed on the sheets, bed spreads, or under the bed. <p>Interview with Resident #6 on 4/6/16 at 10:35am revealed:</p> <ul style="list-style-type: none"> -She would occasionally see a bedbug. -She told the staff about the bedbugs. -She had told the Administrator, but nothing was done. -The pest control company had been to the facility to treat for the bedbugs, but it did not do any good. <p>Interview with the residents in Room #22 on 4/6/16 at 10:40am revealed:</p> <ul style="list-style-type: none"> -They had not had any bedbug bites. -They had not seen any bedbugs. <p>Interview with Resident #4 on 4/6/16 at 10:45am revealed:</p> <ul style="list-style-type: none"> -She had been bitten recently by "something", but could not say for sure if it was a bedbug. -She had seen "little bugs" crawling on her bed spread and up the wall. -She had killed several of the bugs and showed them to the staff. -She had not told the Administrator about getting bitten. -She noticed the spots on her legs when she started taking a new medication. -A Nurse had come and looked at her legs "this morning". <p>Interview with the Pest Control Professional on 4/6/16 at 11:10am revealed:</p>	D 079		

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D 079	<p>Continued From page 5</p> <ul style="list-style-type: none"> -He initially checked the facility for bedbugs in November 2015 with a dog (K9) trained to detect bedbugs. -He was unable to check every room with the K9 because of air fresheners. -He completed a visual check in the areas where the K9 could not be used. -He had treated the facility with both heat and chemicals. -He did not provide any further recommendations for the rooms treated with heat since the heat kills all bedbugs. -He had provided instruction to the facility staff on what to look for with bedbugs and what to do if any was identified. -He comes to the facility every month for other preventive pest control. -Since the initial treatment of bedbugs he had not been notified of any further occurrences. -With heat treatment of bedbugs there is no need to treat adjacent rooms. -The facility had recently contacted him, he thought on 4/4/16, regarding a possible bed bug sighting. -He was coming to the facility on 4/7/16 at around 7:00pm to address any bedbug concerns. -A room can be free of bedbugs one week and the next week there can be a reoccurrence of bedbugs. -Bedbugs can be introduced by transfer from one place to another, or brought into the facility from an outside source. -He had heat treated several rooms in the facility in November 2016. <p>Interview with the Corporate Nurse on 4/6/16 at 11:20am revealed:</p> <ul style="list-style-type: none"> -Resident #4 had cellulitis on her legs. -She had checked Resident #4 this morning when she came into the facility. 	D 079		

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D 079	<p>Continued From page 6</p> <ul style="list-style-type: none"> -She noticed her legs were red, but did not know what was causing it. -She was looking into her medications to see if any new medications had been started. -No one had reported to her anything about suspected bedbug bites. -The staff had told her about Resident #4's legs being red. <p>Interview with Resident #2 on 4/6/16 at 1:45pm revealed:</p> <ul style="list-style-type: none"> -The previous room that she resided in had bedbugs. -The staff moved her out of that room, so it could be treated by the pest control company. -When she was in her previous room she had a couple of small bites. -Since she had been in her current room she has not had any bites. -She did on one occasion see a small bug on the wall and told the staff. -She had not told the Administrator about it. <p>Interview with the Administrator on 4/6/16 at 2:20pm revealed:</p> <ul style="list-style-type: none"> -She had first known of bedbugs in the facility around November 2015. -When she was first notified that a resident was getting bitten she contacted the pest control company. -The building was inspected by K9 in November, 2015 and was treated the same month a few days apart. -"We moved the residents in the affected rooms and did not let them take anything out of their rooms." -"We had them get showers and gave them clean clothes to wear." -"I have informed staff that if they see any bedbugs or if residents mention to them about 	D 079		

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D 079	<p>Continued From page 7</p> <p>getting bitten to let either myself or the maintenance director know immediately." -The pest control provider had done some training with the staff about bedbugs. -No staff or residents had told her anything about any bedbug sightings or residents being bitten.</p> <p>Interview with Staff #1 on 4/6/16 at 4:25pm revealed: -The building had been treated for bedbugs. -Staff #1 had heard from other staff Residents #4 and #6 had complained about bedbugs. -Resident #6 told the staff that they had seen a bedbug. -Resident #6 told Staff #1 that they had told the Administrator about the bedbugs. -Staff helped Resident #6 change her sheets. -She did not see any bedbugs in Room #20. - Staff #1 had not noticed any residents with bites when they assisted with showers, or personal care.</p> <p>Interview with Resident #7 on 4/7/16 at 9:45am revealed: -She did not know her bed had bedbugs. -She had not been bitten by anything that she was aware of. -She laid in her bed "A lot". -She had never seen any bugs on her sheets.</p> <p>Interview with the Assisted Living Resident Care Coordinator on 4/7/16 at 10:45am revealed: -She had not been made aware of any new bedbug concerns. -None of the residents or staff had brought any concerns of bedbugs to her attention. -The staff at the facility had been trained on bedbugs.</p> <p>Interview with Staff #3 on 4/7/16 at 11:05am</p>	D 079		

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D 079	<p>Continued From page 8</p> <p>revealed:</p> <ul style="list-style-type: none"> -She knew about the bedbugs at Thanksgiving. -The "Bug People" came with dogs. -Lots of people were moved out of their rooms and their belongings were left in the rooms and heated up. -They thought the bedbugs had been taken care of because they had not seen or heard of any more. -No reports from residents about any bedbugs. -At Thanksgiving a resident had reported it to the Administrator and the "Bug People" were called right away. -The pest control comes every month to spray or treat something. - They had not noticed any residents with bites when they assisted with showers, or personal care. <p>Interview with Staff #4 on 4/7/16 at 11:15am revealed:</p> <ul style="list-style-type: none"> -No residents had complained or reported to them about any concerns of bedbugs. -Staff #4 had heard some residents and staff talking about it, and that "other staff" had reported it to the Administrator. -Shortly after that the pest control people came into the facility to investigate. -Staff #4 had not seen any bugs crawling around, or anything that they felt needed to be reported. -Staff #4 had not noticed any residents with bites when they assisted with showers, or personal care. <p>Interview with Staff #6 on 4/7/16 at 11:30am revealed:</p> <ul style="list-style-type: none"> -Staff #6 had been aware that the facility had previously had bedbugs. -The last time they brought the dogs in to find the bedbugs. 	D 079		

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D 079	<p>Continued From page 9</p> <ul style="list-style-type: none"> -The company brought "big trucks" and heated the rooms. -The residents were moved out of the rooms and all their belongings were kept in the rooms. -We had to dry, wash and then dry all their clothes. -They had not noticed any residents with bites when they assisted with showers, or personal care. <p>Review of documentation provided by the Administrator on 4/6/16 revealed:</p> <ul style="list-style-type: none"> -Documentation from the pest control company showing that on November 13, 2015 the company brought a K9 unit in to search the facility for bedbugs. -Documentation from the pest control company showing that on November 24, 2015 the company heat treated the dining room, and room #'s 18, 20, 23, 25, 26 and 28. <p>Review of documentation provided by the County Sanitarian dated February 8, 2016 revealed:</p> <ul style="list-style-type: none"> -He had made a visit to the facility on February 3, 2016 as a request from the Adult Home Specialist in response to a complaint investigation. -The documentation showed he checked room #'s 12, 21, 26, 28 and 29 and there was "No bedbug activity observed". <p>Review of the facility's current sanitation rating dated March 23, 2016 revealed:</p> <ul style="list-style-type: none"> -A Sanitation rating of 88.5. -No mention of bedbugs, or pests noted. 	D 079		

Housekeeping Procedure

Daily Touch

Roughly 10 minutes

Bathroom

- Wipe all surfaces with sanitizer
- Sweep & mop bathroom floor
- Put out clean towels if needed

Bedroom

- Spot clean bedroom
- Sweep & mop or vacuum bedroom floor
- Spot clean walls as needed
- Straighten bed if needed

Deep Clean

Bathroom

- Sanitize every surface of the bathroom including the walls and light switches
 - Clean the mirror
 - Wipe light fixtures
 - Clean the toilet inside and out - down to the floor
 - Sweep & mop floor
- Roughly 30 minutes

Bedroom

- Sweep & mop or vacuum the bedroom floor
 - Dust tops of pictures & window frames and sills
 - Wash windows
 - Dust all furniture including headboards, light fixtures & front of dressers & nightstands
 - Dust/wipe all items on dressers & nightstands
 - Sanitize light switches
 - Spot clean walls
 - Dust baseboards & air conditioner units
 - Check ceilings for dust/spider webs
 - Sanitize mattress & straighten bedding if needed
 - Clean blinds with cleaner - not just dusting
- PULL ALL FURNITURE**

Daily

Project Work as assigned by the ED and/or Housekeeping Supervisor

Sweep, mop and/or vacuum all hallways

Sweep any cigarette butts up from front entrance ways and courtyards as needed

Wipe off and sanitize all tables and chairs in both dining rooms

Sweep & mop both dining rooms after evening meal. Spot check after snack is served.

Set up a complete housekeeping cart for resident care staff

Dining Services Housekeeping Responsibilities

Clean all tables after Breakfast & Lunch.

Sanitize counter area in the Maples Dining Room

Sweep & Mop Maples Dining Room after Breakfast & Lunch

Deep Clean Schedule

Housekeeper 1

*The rooms indicated on this schedule will be deep cleaned. Every other area within the designated housekeeper's area will be cleaned utilizing the Daily Touch procedure.
All housekeepers are responsible for restocking and cleaning their cart daily.*

Sunday	Monday	Tuesday		Wednesday	Thursday	Friday	Saturday
		Sanitize Bathing Room	Dining Room				
Dining Room	Dining Room	Room 5	Room 9	Dining Room	Dining Room	Dining Room	Screen Porch
Living Room	Living Room across from Room 1	Room 6	Room 10	Room 13	Room 13	Room 17	Entry Way
TV Room	Room 1	Room 7	Room 11	Room 14	Room 14	Room 18	Private Dining Room
	Room 2	Room 8	Room 12	Room 15	Room 15	Room 19	
	Room 3	Reception Room	Resident Care	Room 16	Room 16	Room 20	
	Room 4	Dining Room	Office	Dining Room - countertop pictures, window Sills	Dining Room - countertop pictures, window Sills	Room 21	

Housekeeper 2

*The rooms indicated on this schedule will be deep cleaned. Every other area within the designated housekeeper's area will be cleaned utilizing the Daily Touch procedure.
All housekeepers are responsible for restocking and cleaning their cart daily.*

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dining Room	Room 22	Room 26	Room 30	Room 34	Room 39	Screen Porch
Light Touch throughout building	Room 23	Room 27	Room 31	Room 35	Room 40	Light Touch throughout building
Sanitize Common bathrooms	Room 24	Room 28	Room 32	Room 36	Room 41	
	Room 25	Room 29	Room 33	Room 37	Room 42	
	Adm. Office	Dining Room -pictures, counters, window sills	Activity Room	Room 38	Room 43	
	2 Bathrooms		Dining Room	Beauty Shop	Wicker Room	
	Dining Room		Dining Room	Dining Room	Dining Room	Dining Room

Attachment B

Deep Cleaning Checklist

Date: _____

Housekeeper: _____

Room # or Location: _____

Initials

Initials

Bathroom

- Sanitize all surfaces including light switches & walls
- Clean Mirror
- Wipe light fixtures
- Clean Toilet inside and out down to the floor
- Sweep & mop floor

Bedroom

- Sweep & mop or vacuum floor (mop under beds)
- Dust tops of pictures & window frames & sills
- Wash Windows
- Dust all furniture including headboards, light fixtures
tops & front of dressers & nightstands
- Dust/wipe all items on dressers & nightstands.
- Sanitize light switches & door knobs
- Spot clean walls
- Dust baseboards & air conditioning units
- Check ceilings for dust/spider webs
- Sanitize mattresses & straighten bedding, flip mattress
- Clean blinds
- Remove all trash from drawers and bedside tables
and closets.

Maintenance Issues: *Housekeeper will write these into the Maintenance Book before clocking out.*

**** Use this section to report any torn, or hazardous equipment, insects or pest found, or general maintenance needs within the room.**
