

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345126	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 12/06/2018
NAME OF PROVIDER OR SUPPLIER MOUNT OLIVE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 228 SMITH CHAPEL ROAD MOUNT OLIVE, NC 28365		
(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 observation, record review, and staff interview the facility failed to prevent insect activity in the facility.</p> <p>The findings included:</p> <p>Interview with cognitively intact resident #5 residing in room #11 on 10/25/18 at 11:03am revealed she had seen insects in her room. She stated she would see the insects in the bathroom or would come from underneath the door. Resident #5 indicated she had made the facility aware of the insect that she had observed.</p> <p>Interview with a family member of cognitively impaired Resident #3 residing in room #124 bed A on 11:10am revealed he had seen insects in his family members room. He stated that he had made the facility aware of his observation of insects in Resident #3's room.</p> <p>Interview with cognitively intact Resident #6 who resided in room #124B on 12/5/18 at 1:37pm revealed commonly observed insect activity in her room. She stated that sometimes she would see them on her wind seal and by her TV. She further indicated the facility was aware of the insects and would come in and spray when she observed any.</p> <p>Review of Grievance log dated 10/16/18 indicated a concern expressed concern that she had seen</p>	F 925	<p>"This Plan of Correction is prepared and submitted as required by law. By submitting this Plan of Correction, Mount Olive Center does not admit that the deficiency listed on this form exist, nor does the Center admit to any statements, findings, facts, or conclusions that form the basis for the alleged deficiency. The Center reserves the right to challenge in legal and/or regulatory or administrative proceedings the deficiency, statements, facts, and conclusions that form the basis for the deficiency."</p> <p>F925E While no specific resident was affected by the deficient practice, the identified issue had the potential to affect residents and staff. Problem areas identified during the survey have been treated and are being monitored for effectiveness.</p> <p>All residents have the potential to be affected by the deficient practice. It is the goal to keep the facility as free of pests as possible. Routine pest control treatments are scheduled and special off-cycle treatments will be arranged as necessary when pests are observed.</p> <p>Facility will continue with its contracted pest control service with Eco-Lab and</p>	12/21/18	

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

TITLE

(X6) DATE

Electronically Signed

12/19/2018

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>pest in her room (room 104). The actions taken revealed room cleaned by housekeeping and treated by the outside pest control agency.</p> <p>Review of the facilities pest control correspondence report dated 10/19/18 identified as "cockroach/rodent program" indicated rooms serviced were 104, 116, 121, 125, rec room station 1 nurse station. No cockroaches were noted at the time of service. The note further indicated not cockroach activity was noted during the inspection and or service. The material summary for target pest sated bathroom/locker; breakroom- interior, and interior rooms.</p> <p>Review of the facilities pest control correspondence report dated 10/31/18 identified as "cockroach/rodent program" indicated no rodent or insect activity was noted during the inspection and or service. The note further indicated no cockroach activity was noted during the inspection and or service. The material summary for the target pest of r cockroaches stated bathroom/locker, room interior, dining interior and patient/guest room interior.</p> <p>Review of the facilities pest control correspondence report dated 11/16/18 identified as Cockroach/rodent program" indicated no rodent or insect activity was noted during the inspection and or service. The material summary for the target pest of cockroaches stated bathrooms/locker, deli interior, hallways, kitchen area and maintenance area.</p> <p>Review of grievance concern from 11/20/18 revealed a grievance filed by the resident council for pest observed in room 107, 111 and 124 bathrooms. The action taken stated room treated</p>	F 925	<p>in-house staff will spot treat problem areas as may be necessary. Additionally, the Center Executive Director (CED) has met with the Director of Dining Services (DDS) to assure that dietary staff have been trained to report any pest sightings so the issue can be promptly addressed. Identified problem areas will be closely monitored. Dietary is completing a 5-day a week pest audit to monitor identified areas and to identify additional problem areas and to track improvement to assure measures are effective. Additionally, Maintenance staff in conjunction with general staff and the public are conducting audits 3 times per week throughout the building to assure any problems are promptly identified and addressed. Pest control issues will continue to be addressed in our daily staff meetings and progress noted or protocols escalated if desired results are not being achieved.</p> <p>Daily/Weekly audits will be reviewed daily by the Management Team/CED and corrective actions will be initiated immediately to resolve any identified issues. Audits will continue indefinitely and results will be reviewed monthly at the QAPI meeting for a minimum of three months.</p>		

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F 925	<p>Continued From page 2</p> <p>for pest and deep cleaning by housekeeping.</p> <p>Interview with the facility Maintenance Assistant on 12/5/18 at 2:05pm revealed the facility utilized an outside agency for pest control. The outside pest control agency provided services at least 2 times a month but more often in instances in which insect activity is observed. He stated that pest control was in the building last week and he was told by the agency representative to provide a list of rooms that need to be sprayed. When residents or staff told him of instances of insect activity he included the concerns on the list of rooms to be serviced. He indicated that during a previous employment with the facility he had recalled being directed to drill holes in the kitchen wall so that pest control could put insecticide directly into the walls. He indicated the holes were sealed following pest control services. He indicated that some of the insect activity would arise from residents that have food items in their rooms.</p> <p>Observation of the facility kitchen on 12/5/18 at 2:37pm revealed large number of small and medium sized insects under a 2-compartment sink/preparation table. He insects were observed on the wall in a group. The 2-compartment sink had a bowl of raw shrimp sitting in water.</p> <p>Interview with dietary staff #1 on 12/5/18 at 2:40pm revealed she always saw insects in the kitchen. She further revealed she had notified her supervisors.</p> <p>Interview with dietary staff #2 on 12/5 /18 at 2:40pm revealed he commonly saw insect in the kitchen. He stated he had notified his supervisor.</p>	F 925			

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F 925	<p>Continued From page 3</p> <p>During an interview and observation with the Maintenance Assistant on 12/5/18 at 2:45pm revealed he was unaware of the insects underneath the 2-compartment sink/preparation table. He indicated it had appeared to be at least 60 insects under the 2-compartment sink/preparation table.</p> <p>During an interview and observation with the Dietician on 12/5/18 at 2:50pm revealed insects had been discussed in morning meetings. She was unaware of the insects underneath the 2-compartment sink/preparation table. She stated it appeared to be at least a couple dozen insects observed on the wall. She was unaware of where they were coming from but indicated it could be behind the wall or nearby floor drain.</p> <p>During an interview and observation of the facility kitchen with the Director of Nursing (DON) on 12/5/18 at 2:57pm revealed she did get complaints from residents in regard to seeing insects in their rooms. When insects were observed she indicated it was her expectation that the maintenance be notified, and that maintenance contact the outside pest control agency. Upon observation underneath the 2-compartment sink/preparation table during the interview, the DON stated that there were too many insects to count. She indicated she was aware the resident had seen insects in their room, but she was unaware of insect activity in the kitchen.</p> <p>Interview with Housekeeping staff #1 on 12/6/18 at 8:28am revealed she occasionally saw insects in the facility when she performed cleaning rounds. She stated she would step on them and notify her supervisor or maintenance.</p>	F 925			

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F 925	<p>Continued From page 4</p> <p>Housekeeping staff #1 revealed she though the insects were coming from the walls.</p> <p>An observation and interview with Dietary Director was conducted on 12/6/18 at 10:40am. He revealed the facility did have issues with insect activity. He indicated the previous maintenance director would supply with him insecticide to use in-between pest control visit to aid in controlling the insect activity. He indicated he was unaware of the extend of the insect activity until he was provided picture of the insects by the facility on 12/5/18 underneath the 2-compartment sink/preparation table. During the interview an observation was made of two pans of sauce and two packages of cheese were observed on the preparation side of the 2-compartment sink/preparation table. A bowl of lasagna noodles was observed in the 2-compartment sink. The dietary manager stated the unnamed staff person was preparing lasagna.</p> <p>Observation underneath the 2-compartment sink revealed a large number or insects. Some still and some actively moving. An insect was observed to be crawling on the wall directly over the 2 pans of spaghetti sauce and 2 packages of open shredded cheese. The Dietary Manager indicated it was his expectation that foods be prepared under sanitary conditions.</p> <p>During an interview with pest control on 12/6/18 at 1:00am revealed he received a call on 12/5/18 by the Maintenance Assistant in regard to the insects located under the 2-compartment sink/preparation table he indicated that the insect activity would come and go. He sated serviced the kitchen area during the night when the kitchen was not in service. He further stated that he believed the insect activity could be occurring</p>	F 925			

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F 925	Continued From page 5 when food is delivered by vendors.	F 925			