

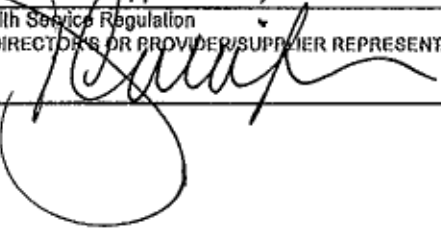
Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL010007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED R-C 11/19/2015
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NAME OF PROVIDER OR SUPPLIER LELAND HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1935 LINCOLN ROAD LELAND, NC 28451
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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)	(X6) COMPLETE DATE
(C 000)	Initial Comments This Report by Chris Sluder is of a Followup Complaint Survey done by Bob Getchell and Ed Miller on November 19, 2015. The followup survey revealed that all deficiencies have not been corrected, therefore a new plan of correction is required.	(C 000)	Note: Deficiency Report Received on Friday, December 18, 2015. Responses to the cited deficiencies do not constitute an admission or agreement by the facility of the truth of the facts or conclusions set forth in the Statement of Deficiency; the Plan of Correction is prepared solely as a matter of compliance.	
(C 164)	Housekeeping and Furnishings-Clean, Repaired SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1- Based on observations, review of facility records, and interview with the staff, the facility has failed to maintain the facility clean and free of hazards. This deficiency may subject all residents, staff, and visitors who may come in contact with the affected areas to bed bug bites. Findings on November 19, 2015: Review of trained canine and handler inspections and pest management company service records indicate there has been bed bug activity documented as recently as November 18, 2015. The records provided, show the facility altered the original plan and began preventative treatment in 100 % of the rooms. As of the date of survey, there were approximately 17 rooms remaining to	(C 164)	It is the policy of Leland House to assure the facility maintains an environment that is clean and free of hazards. 100% of resident rooms were treated using the Thermal Chamber and liquid applications of Crossfire in addition to Drione. Treatment completed by a Licensed Pest Control Company on 12/19/15. Bed Activity/Sighting Tracking Log implemented on 12/7/15 for daily monitoring of any suspicious activity. Bed Activity/Sighting Tracking Form enclosed. Log will be completed by facility administrator or designee. (Enclosure A-sample log) Any suspicious activity will be logged and reported to Pest Control Company. Bed Bug Protocol, a standard facility practice will be utilized as needed or upon suspicious sightings in addition to any other recommendations from the Pest Control Company.	12/19/15 12/7/15 ongoing 12/7/15 ongoing

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



ED

TITLE: _____ (X6) DATE:

12/22/2015

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL010007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED R-C 11/19/2015
NAME OF PROVIDER OR SUPPLIER LELAND HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 1935 LINCOLN ROAD LELAND, NC 28451		
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(C 164)	Continued From page 1 receive the preventative treatment. The log of daily visual checks by the Executive Director show no new sightings have occurred in rooms receiving the new treatment. The documentation indicates the facility's management is tracking the treatment of each resident room and common area. Interview with facility personnel reveal that, upon completion of the preventative treatment, they will begin to track any suspicious sightings and confirmations by pest management company by individual resident bed and document these through time.	(C 164)	*Canine inspection to be scheduled per protocol 30 days after treatment. Facility Staff will monitor/inspect items coming in the facility as a proactive procedure to assure the facility is clean and free of any hazards. Bed Bug Protocol, a standard facility practice will continue to be reviewed with any new employees. (Enclosure B) All employees will be refreshed on procedure should a sighting occur. Written protocol continues to be readily accessible in the breakroom, housekeeping closets and clinic. Cleaning checklist for resident rooms will continue to be performed by housekeeping staff. Administrator will monitor and coordinate procedures with the facility staff and Licensed Pest Control Company. Documentation of training, any pre-treatment protocol, identification by a licensed professional, continued treatment, monitoring of activity, communication, coordination, follow up, & post-treatment protocol will be available and ready for discussion upon request.	1/18/16 Approx. Date Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing

LELAND HOUSE

Bed Activity/Sighting Tracking Log

Implemented 12/7/15

W=Bed near window D=Bed near door
Date Treated=Treated with new system

HALL: 100

Month: _____ Yr: _____

Suspicious Sighting? Y/N (If yes, description required. Notification of pest control required)

Room/Bed	Date Treated	Bed Occupied	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
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Sighting Description/Location:

Pest Control Notified? Y/N Date: / /

ENCLOSURE A

LELAND HOUSE

Bed Activity/Sighting Tracking Log

Implemented 12/7/15

W=Bed near window D=Bed near door
Date Treated=Treated with new system

HALL: 200

Month: _____ Yr: _____

Suspicious Sighting? Y/N (If yes, description required. Notification of pest control required)

Room/Bed	Date Treated	Bed Occupied	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
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Initials:

Description of Sighting/Location:

Pest Control Company Notified: Y/N _____ Date: / /

ENCLOSURE A

LELAND HOUSE

Bed Activity/Sighting Tracking Log

Implemented **12/7/15**

Month: _____ Yr: _____

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Room/ Bed	Date Treated	Bed Occupied Y/N	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
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Pest Control Company Notified: Y/N _____ Date: ____ / ____ / ____

Description of sighting/Location:

ENCLOSURE A



PEST CONTROL AND PREVENTION

Bed Bug Protocols

Protocols must be followed to control and prevent spread of bed bug infestations:

- If a room is identified with bed bugs it must be confirmed with pest control that it is in fact a bed bug infestation
- Until it is confirmed the following steps must be completed for the safety and well being of the residents and to prevent spread throughout the facility
- Do not allow sitting/socializing on furniture in the suspected room or spending time in the suspected area
- When moving sheets or clothing in the suspected room, do not sling the bedding around. Carefully remove bedding keeping away from contact with staff clothing and place bedding or residents clothing immediately into bags and tie the bag closed.
- Immediately carry bag to the laundry, place the bag inside the dryer and dump items into the dryer. Dry on high heat for at least 20 minutes. Do not leave bags sitting in the laundry as bugs may crawl out of the bags and infest the laundry area which will then create transfer throughout the facility
- Remove bag and seal it inside another bag and carry bag out of facility to the dumpsters immediately.
- Clothing from the suspected room is to be treated in the same manner
- Laundry vents must be vacuumed out and cleaned thoroughly after treating contaminated items in the laundry area. Wipe down laundry area with the vinegar solution
- DO NOT MOVE RESIDENT OR THEIR BELONGINGS to another room within the facility as this creates cross contamination.
- Suspected room must be cleaned thoroughly. Beds must be taken apart and vacuumed crack and crevice and cleaned thoroughly with 1 cup of white vinegar to 1 gallon warm water solution and isolated until pest control can treat.
- Pictures, purses, personal items must all be cleaned including walkers, wheelchairs. All items related to the suspected room must be treated, no exceptions!!!
- Housekeeping must clean these areas daily in detail. This means thoroughly vacuuming and wiping down all surfaces to include baseboards, furniture (inside and out), beds, closets, pictures, personal items. Crack and crevice of beds, other furniture, walls, and closets. Bed Bug eggs will stick to surfaces and cross contaminate if items are carried freely around the building. Purses, wallets, bags etc. that resident carries daily are no exception; they must be taken from resident and cleaned daily.
- If vacuum cleaner has a bag it MUST either be removed or sealed into trash bags within the contaminated area or the openings must be sealed with plastic bags before moving the vacuum to other areas in the facility. If not a bag vacuum system, it must be cleaned thoroughly before using in any other part of the facility.
- DO NOT SPRAY pesticides or other detergents around outlets, baseboards etc -- they do not work and will create infestations within the walls. This manifests the problem ten-fold and creates higher expense for treatment.
- Residents in the suspected area must be bathed daily to include washing of hair. Bugs and Eggs can be found in residents hair especially braided hair or weaves. Wigs can also be infested and must be treated.
- Hallways that the resident frequents must be vacuumed thoroughly throughout the day.
- Common areas that the resident sits in must be vacuumed and cleaned thoroughly each time the resident visits those areas. This is to include crack and crevice cleaning and wipe down of all surfaces in the area with the vinegar solution.
- Staff will be safe if they follow these protocols and do not get items up against them. They can vacuum off their clothing if items do come in contact with their clothing during the process or carry a clean change of clothes to



PEST CONTROL AND PREVENTION

change into after working in the suspected area. Clothing that they remove must be sealed and placed into a dryer on high heat to prevent spread or carrying the bugs' home with them.

- Pesticides will not eliminate the problem. High heat treatment and deep cleaning by pest control professionals will eliminate the problem
- Family and visitors bringing items into the building must report to staff upon arrival. Thorough inspection of all items brought into the facility must be completed!!
- The attached photo is of a true bed bug bite.