

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>HAL025035</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: <b>01</b><br><br>B. WING: _____ | (X3) DATE SURVEY COMPLETED<br><br><b>R-C</b><br><b>01/14/2016</b> |
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|---|--|
| NAME OF PROVIDER OR SUPPLIER<br><br><b>NEW BERN HOUSE</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>2915 BRUNSWICK AVENUE<br/>NEW BERN, NC 28562</b> |
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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 |
|--------------------|---|---------------|--|--------------------|
| {C 000}            | Initial Comments<br><br>Report of a Follow-Up Complaint Construction Survey by Ed Miller and Billy Bryant January 14, 2016.   | {C 000}       |  |                    |
| {C 166}            | <p>The deficiencies noted during the Complaint Biennial Construction Survey has been corrected. New citations had been added.</p> <p>Housekeeping-Maintained Free of Hazards</p> <p>SECTION .0300 - PHYSICAL PLANT<br/>10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS</p> <p>(a) Adult care homes shall:<br/>(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;<br/>(e) This Rule shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by:<br/>1. Based on observation, interview with Business Office Manager, and Staff, the facility failed to provide a clean and orderly environment that implements procedures to prevent future bed bug infections.<br/>Findings on January 14, 2016:<br/>a. Bedroom 38 - this room was not being thoroughly cleaned, making bed bug detection difficult,<br/>b. Bedroom 39 - this room was not being thoroughly cleaned, making bed bug detection difficult,<br/>c. Bedroom 52 - this room was not being thoroughly cleaned, making bed bug detection difficult,<br/>d. Bedroom 71 - this room was not being thoroughly cleaned, making bed bug detection difficult,</p> | {C 166}       | <p>A new housekeeping supervisor has been hired. 2/16/16</p> <p>Cleaning Assignments per hallway have been created</p> |                    |

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

*Justine M. Labrera*

SIGNATURE

TITLE

*Executive Director*

DATE

*2/16/16*

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| {C 166}            | Continued From page 1<br><br>e. Bedroom 72 - this room was not being thoroughly cleaned, making bed bug detection difficult,<br>f. Staff Training - interview of Staff 1 (new employee) had not received training on how to identify bed bugs. Was not aware of facility's bed bug protocol and of the past bed bug infection.  | {C 166}       |   |                    |
|                    | g. Staff Training - interview Staff 2 (15-month employee) had received training on how to identify bed bugs. Was aware of facility's bed bug protocol and of the past bed bug infection.<br>h. Documentation - there was no documentation in the home and available for review of: facility's implementation of bed bug protocol, exterminator action/procedures, and proactive activities that New Bern House have implemented to prevent and identifying new infections.  |               | <i>All staff have received bed bug protocol training</i>  | <i>2/16/16</i>     |
| C 189              | Building Equipment Maintained Safe, Operating<br><br>SECTION .0300 - PHYSICAL PLANT<br>10A NCAC 13F .0311 OTHER REQUIREMENTS<br>(a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition.<br>(k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities.<br><br>This Rule is not met as evidenced by:<br>1. Based on Observation, the facility was not being maintained in a safe and operating manner. This would affect all residents, staff and visitors, if equipment in disrepair injury someone.<br>Findings on January 14, 2016:<br>a. Bedroom 51 - the electrical power receptacle | C 189         | <i>Bed Bug Protocol Training will be added to New Hire Orientation</i>  |                    |

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| C 189   | Continued From page 2<br><br>beside the bed was missing its cover plate, Deficiency corrected before Construction Surveyors departed Site.<br><br>2. Based on observation, the Building was not maintained in a safe and operating condition, by failing to ensure that egress from all areas can be done without the use of keys, tools or, special knowledge or effort. This could affect some staff and visitors if someone becomes trapped inside. Findings on January 11, 2016:<br>a. Bedroom 51 - the corridor doorknob did not retract its latch bolt making exiting the room very difficult. | C 189  | <i>Corrected<br/>Door Knob replaced</i>   | <i>1/12/16</i>  |