

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL099015	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED C 10/04/2017
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NAME OF PROVIDER OR SUPPLIER PATRIOT LIVING OF YADKINVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 409 HARRISON AVENUE YADKINVILLE, NC 27055
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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	<p>Initial Comments</p> <p>Construction Section Complaint Survey report by Frank Strickland on 10/04/2017:</p> <p>The complaint alleged that this facility has bed bugs.</p> <p>This facility was first licensed on 10/06/1983 for (50) FIFTY RESIDENTS. This facility is required to meet the 1977 Minimum and Desired Standards and Regulations for Homes for the Aged and Infirm, the 1978 NC State Building Code and the applicable portions of the current Rules for Adult Care Homes of Seven or More Beds.</p> <p>The complaint was substantiated.</p> <p>Deficiencies were cited that require a Plan of Correction.</p>	C 000		
C 110	<p>Construction-Meet Sanitary Requirements</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0302 DESIGN AND CONSTRUCTION (e) The sanitation, water supply, sewage disposal and dietary facilities shall comply with the rules of the North Carolina Division of Environmental Health, which are incorporated by reference, including all subsequent amendments. The "Rules Governing the Sanitation of Hospitals, Nursing and Rest Homes, Sanitariums, Sanatoriums, and Educational and Other Institutions", 15A NCAC 18A .1300 are available for inspection at the Department of Environment and Natural Resources, Division of Environmental Health, 2728 Capital Boulevard, Raleigh, North Carolina. Copies may be obtained from Environmental</p>	C 110		

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

James Spauls

TITLE

Administrator

(X6) DATE

11/5/17

Division of Health Service Regulation

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C 110	<p>Continued From page 1</p> <p>Health Services Section, 1632 Mail Service Center, Raleigh, North Carolina 27699-1632 at no cost.</p> <p>This Rule is not met as evidenced by: 1-Based on observation, this facility is not in compliance with The "Rules Governing the Sanitation of Hospitals, Nursing and Rest Homes, Sanitariums, Sanatoriums, and Educational and Other Institutions" Specifically 15A NCAC 18A .1317 (a) [which requires that] Effective measures shall be taken to keep... vermin out of and to prevent their breeding or presence on the premises.</p> <p>The facility did not have an effective policy in place describing what measures the facility is taking to prevent bed bugs from entering the facility, or how the facility would mitigate a bed bug infestation.</p> <p>Findings on 10/04/2017: (a) This facility has a Bed Bug Policy. However, it appears that the measures have not been effective since live bed bugs were observed in Rooms 20 & 23. (b) Based on interviews with the administrator on 10/04/2017, this facility has a contract with a Pest Management Company [PMC] to chemically treat for bedbugs. (c) Based on interviews with the administrator and Yadkin County Environmental services bed bugs have been present in the facility since at least 05/27/2016 and continue to be present to date. (d) Based on an interview with the administrator,</p>	C 110 10/1/17	<p>Facility is under new management as of 10/1/17</p> <p>10/18/17. Facility has implemented (Item A) to complete all physical plant deficiencies.</p> <p>Facility contracted with new contractor. Mobile heat chamber? steam process was completed on 11/3/17</p> <p>Facility is in the process of 14 day cleaning process for bed bug treatments after Mobile Heat Chamber treatment (Item B)</p>	10/1/17 10/16/17 11/2/17 11/15/17

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NAME OF PROVIDER OR SUPPLIER PATRIOT LIVING OF YADKINVILLE		STREET ADDRESS, CITY, STATE, ZIP CODE 409 HARRISON AVENUE YADKINVILLE, NC 27055		
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C 110	Continued From page 2 the last bedbug treatment by the PMC was 09/13/2017. (e) Based on direct observations, Rooms 3,7,9,12,13,17,18,24,25 & 26 that were reported in the 09/01/2017 Yadkin County Environmental Services Report have been chemically treated. Dead bed bugs and casings were present in all of the noted rooms. f) Based on direct observations, Rooms 20 & 23 that were reported in the 09/01/2017 Yadkin County Environmental Services Report still have live bed bugs at the time of survey.	C 110	Housekeeping staff follow procedures for 14 Day Clean. They use the sign off sheet daily to sign off as completed. Administrator reviews process & signs off as verification. (Item C)	11/15/17
C 165	Housekeeping and Furnishings-Sanitation Grade SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times in facilities with 12 beds or less and North Carolina Division of Environmental Health sanitation scores of 85 or above at all times in facilities with 13 beds or more; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1-Based on observation, this facility has failed to maintain a sanitation score that is in compliance with this Rule. Findings on 10/04/2017: The current sanitation report dated 09/01/2017 has a score of 80.5.	C 165	Facility has adopted new policy for treatment of new admits belongings (Item D) Facility plans to request re-inspection from Health Inspector. Administrator believes that Health Grade will be well above an 85	11/1/17 11/7/17

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

PATRIOT LIVING OF YADKINVILLE

**409 HARRISON AVENUE
YADKINVILLE, NC 27055**

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Item A

Patriot Living

Health Inspections Items 9/1/17; Updated 10/18/2017

	Completion date	Notes
Boxsprings-remove dirty boxsprings		Per Juan; Some removed and new installed; subsequent replacement pending bed bug treatment
Caulk gaps at wall/ceiling junction where needed		James
Doors-repair damage and paint frames as needed		James
Front lobby employee restroom-caulk hand sink	Prior to 10/17/2017	Completed
Front lobby restroom-replace missing lid on soap dispenser	Prior to 10/17/2017	Completed
Front lobby-finish wall repairs	Prior to 10/17/2017	Completed
Front Lobby-replace missing flooring.	Prior to 10/17/2017	Completed
Hallway-replace missing shoe molding	Prior to 10/17/2017	Completed
HVAC units in rooms-replace filters	Prior to 10/17/2017	Completed
Main hall restrooms-replace damaged baseboards	Prior to 10/17/2017	Completed
Med room-paint cabinet and shelving	Prior to 10/17/2017	Completed
Mop room-replace missing flooring	Prior to 10/17/2017	Completed
Outside deck-replace broken boards	Prior to 10/17/2017	Completed
Oxygen closet-need cleanable floor covering		James
Paint shelving in closets and storage areas		James/ Moe
Replace mirrors where damaged		James/ Moe
Resident rooms-replace damaged blinds	10/18/2017	Blinds ordered, expected delivery 10/21/2017
Resident rooms-replace damaged furniture		Will address during bedbug treatment
Resident rooms-replace damaged pillows		Will address during bedbug treatment
Resident rooms-wall cleaning/painting		Will address during bedbug treatment
Residents closets-remove carpeting		Will address during bedbug treatment
Residents room-replace missing shoe molding	10/17/2017	James/ Moe
Residents rooms-address rust in sinks	10/17/2017	In progress
Residents rooms-clean refrigerators; make sure seals are good	10/17/2017	In progress
Residents rooms-paint/seal cabinets under sinks		
Restroom Room 15-address damaged wall and baseboard		James
Restrooms-base of tubs rusting; Repair or replace		James/ Moe
Restrooms-repair holes where old partitions were removed	10/17/2017	Completed
Restrooms-replace damaged faucets as needed		James
Room 23-repair ceiling		James
Room 23-repair ceiling		James
Room 24-repair flooring	10/17/2017	Completed
Room 27-repair taped toilet paper dispenser	10/27/2017	Completed
Room 29-repair ceiling		James
Room 4-caulk around base of toilet	10/17/2017	Completed
Room 4-leak under ac unit	Prior to 10/17/2017	Completed
Room 4-replace damaged bedskirt and mattress		Per Juan; Some removed and new installed; subsequent replacement pending bed bug treatment

Room 5-duct tape around ac unit	10/17/2017	Completed
Room 7-clean ceiling fan	10/17/2017	Completed
Room 8-replace missing trim/grout restroom	10/17/2017	Completed
Shower room close to lobby-paint wall heater	10/17/2017	Completed
Storage areas-all need organization-storage must be 8" above floor	10/17/2017	Completed



14 Day Cleaning Process for Bed Bug Treatments after Mobile Heat Chamber Treatment

1. After treatment is complete all voids such as: cracks, holes, seams, etc. **MUST** be sealed with caulking or putty by maintenance/ owner and should be rechecked periodically. This includes baseboards, window trim, etc. (This service can be provided for additional cost). (We will not be responsible for sanding and painting)
2. Vacuuming of all treated areas daily to include furniture, beds, closets and flooring. Be sure to utilize crack and crevice attachments/ tools for vacuum cleaner. This needs to be continued daily for a minimum of two weeks. Bag must be disposed of daily or after each vacuuming. An alternative to disposing of the bag each time is to tape access points to the vacuum cleaner after each use. All Cardboard should be disposed of as this creates a harborage for pests. Clean rooms daily with solution of ½ ounce of Dawn per quart of water for a minimum of two weeks.
3. Customer must dry all clothing items on high heat for at least 30 minutes after pest control treatment when addressing bed bug issues.
4. Failure by the customer/tenant to follow this process voids all warranty coverage. Paladin Limited LLC is not responsible for re-treatment if customer fails to follow the 14 day process. Infestations found to be due to customer failure will only be serviced again for additional charges.

Notice: This service does NOT provide for access to wall cavities in order to effect control of bedbugs. Extra charges will apply should wall cavit(y)ies be opened or accessed in order to control bedbugs.

Property Owner

Date

Item C

Patriot Living

14 Day Cleaning Process for Bed Bug Treatments after Mobile Heat Chamber

This process must be done EXACTLY as stated, NO DEVIATIONS! Our warranty will be voided if we do not follow it and more importantly, the treatment may not work.

Please complete the following in EVERY room EVERY day for the next 14 days.

1) All seams, holes, cracks, etc MUST be sealed with caulking and putty by maintenance and rechecked periodically. Staff initial _____

2) Vacuuming of all treated areas daily to include furniture, beds, closets and flooring. Be sure to use crack/crevice tool. Bag must be disposed of or tape all access points to the vacuum when finished for the day. Staff initial _____

3) Customers must dry all clothing on high heat for at least 30 minutes after pest control treatment. All linen must be removed from the bed and laundered daily. Any clothing left lying on the beds shall also be laundered daily Staff initial _____

4) Remove any cardboard or wicker from the rooms and dispose of in the dumpster. Staff initial _____

I certify that all of the above has been completed.

Housekeeping Supervisor

Date

Administrator

Date

Item D

Integrity Senior Properties: Patriot Living/Pinebrook

Policy: Treatment of belongings for New Admissions (to prevent bed bug infestation)

All belongings for any new admissions shall be delivered to the outbuilding at Patriot Living.

The belongings will be heat treated at no less than 113 degrees for 90 minutes. The clothes will then be placed in the dryer and dried on high heat for 45 minutes.

The clothes should then be ran through a regular wash cycle.

No cardboard or wicker is allowed in either property.

This policy applies even for residents being transferred between Integrity Properties.

New admissions must be showered immediately and given a clean set of scrubs to wear until their belongings are treated -NO EXCEPTIONS!