

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 02/04/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345228	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/17/2025
NAME OF PROVIDER OR SUPPLIER RIDGEWOOD LIVING & REHAB CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 1624 HIGHLAND DRIVE WASHINGTON, NC 27889	
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F 000	INITIAL COMMENTS A complaint investigation was conducted from 1/16/2025 to 1/17/2025. Event ID # WITW11. The following intakes were investigated NC00225825, NC00225755, and NC00224610. One of the nine allegations resulted in a deficiency.	F 000		
F 925 SS=E	Maintains Effective Pest Control Program CFR(s): 483.90(i)(4) §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 observations, staff interviews, resident interviews, physician interview, and a pest control supervisor interview the facility failed to maintain an effective pest control program that was free of German cockroaches for 4 (Resident #3, Resident #4, Resident #5, and Resident #6) of 4 residents reviewed for pest control services. Findings included: Documentation on the facility pest control company contract initiated on 6/27/2022 indicated that both interior and exterior pest control services, including cockroaches, were provided weekly to all rooms located on one wing of the facility. Pest control services rotated accordingly, so all wings and facility rooms were serviced at least once per quarter. Documentation on a pest control contract signed on 12/11/2024 revealed that a "Roach Cleanout" was negotiated for Rooms 409, 413, 415, 417, 419, and 421.	F 925	For residents affected by the deficient practice: - Upon visual sighting on 1/16/25, immediate professional treatment was provided for: ↳ Room 305 (Residents #3 and #4) ↳ Room 315 (Resident #5) ↳ Room 306 (Resident #6) - Follow-up full cleanout and professional pest control treatment completed for: ↳ Room 305 on 1/28/25 ↳ Rooms 315 and 306 on 1/20/25 For identifying other residents with potential to be affected: - On 1/17/25, a complete facility-wide visual inspection, including all resident rooms, was conducted with no additional areas identified as requiring treatment Systemic changes to prevent recurrence:	2/13/25

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

TITLE

(X6) DATE

Electronically Signed

01/30/2025

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>Documentation on an unsigned pest control contract revealed a "Roach Cleanout" was being considered for Rooms 301, 302, 303, 305, 307, and 317.</p> <p>a. An observation was conducted of Resident #4 in Room 305 and Housekeeper #1 on 1/16/2025 at 1:29 PM. Resident #4 was observed lying on her back in bed with the head of her bed slightly elevated. Resident #4 was still finishing her lunch meal which sat on a bedside table in front of her. A cockroach crawled out from under the mattress and started crawling across the sheet toward the head of Resident #4. Resident #4 became alarmed and spoke out requesting for the cockroach to be removed. Housekeeper #1, who was in the doorway of the room, came into the room. Housekeeper #1 responded and flicked the cockroach off the bed to the floor. Housekeeper #1 then left the room.</p> <p>Housekeeper #1 was interviewed on 1/16/2025 at 1:29 PM. Housekeeper #1 stated she just flicked the cockroaches off the bed when she saw them. Houskeeper #1 revealed she often saw cockroaches in the resident rooms while cleaning. Housekeeper #1 further revealed she did not tell anyone about the cockroaches because she was "sure they knew."</p> <p>Resident #4 was interviewed on 1/16/2024 at 1:31 PM. Resident #4 stated cockroaches frequently crawled in her bed, on the walls, and around the television. She said everyone knew they were there.</p> <p>b. An observation was made of Resident #4 in</p>	F 925	<ul style="list-style-type: none"> - Implemented a new "Environmental Safety Checklist" protocol: <ul style="list-style-type: none"> ¿ Housekeeping staff will complete room inspections using standardized checklist ¿ Maintenance staff will perform weekly detailed inspections of resident care areas ¿ Nursing staff and housekeeping staff will be trained by the Staff Development Coordinator or designee to immediately report signs of pests to maintenance supervisor or manager on duty, training to be completed by 2/5/2025 ¿ Maintenance supervisor or designee will document and coordinate response to reported issues ¿ Findings and actions are documented in the electronic work order system by the Maintenance supervisor or designee <p>How the corrective action(s) will be monitored to ensure the practice will not recur: The Maintenance Director or designee will complete random weekly audits of 5 resident rooms for 12 consecutive weeks using a comprehensive room inspection monitoring checklist to ensure rooms are free of pests and proper prevention measures are in place.</p> <p>The QAPI team will review:</p> <ul style="list-style-type: none"> - Completion of daily housekeeping room inspection checklists - Documentation of weekly maintenance inspections - Pest sighting reports and response actions 		

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F 925	<p>Continued From page 2</p> <p>Room 305 and the Director of Housekeeping on 1/16/2025 at 1:34 PM. The Director of Housekeeping observed a cockroach crawling up the wall behind the bed of Resident #4 and he took a facial tissue and squashed the insect, ultimately depositing the insect in the garbage can.</p> <p>The Director of Housekeeping was interviewed on 1/16/2025 at 1:34 PM. The Director of Housekeeping knew that the facility had the pest control company "super treat" some of the rooms in the 400 hallway and that the pest control company sprayed the whole building once a week. The Director of Housekeeping stated the only thing that could be done was to kill the cockroaches when they saw them and sweep them up.</p> <p>c. The following observation was made of Room 315 on 1/16/2025 at 1:50 PM. Twenty cockroaches of various sizes crawled around on the room floor and under the bed. Three cockroaches were crawling up the wall behind the bed. Seven cockroaches were crawling around the door frame of the closet next to the bed. Two cockroaches were on the resident's bedside table.</p> <p>Nurse #1 was interviewed on 1/16/2024 at 2:13 PM. Nurse #1 stated he wrote out a work order that morning for maintenance to spray for the cockroaches in Room 315.</p> <p>An observation was made of Room 315 on 1/16/2025 at 5:47 PM. Five cockroaches were crawling around the door frame of the closet next to the bed.</p>	F 925	<p>- Environmental services logs</p> <p>Audit records will be reviewed by the QAPI Committee until such time consistent substantial compliance has been achieved as determined by the committee. Audit results will be shared with the Resident Council for comments and suggestions.</p>		

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F 925	<p>Continued From page 3</p> <p>An additional observation was made of Room 315 on 1/17/2025 at 9:48 AM. Three cockroaches were crawling along the door frame of the closet next to the bed.</p> <p>Resident #5 in Room 315 was interviewed on 1/17/2025 at 9:48 AM. Resident #5 stated that at night, cockroaches crawled on the ceiling and came from behind his television on the wall.</p> <p>d. Resident #3 in Room 305 was interviewed on 1/16/2025 at 11:55 AM. Resident #3 stated she saw cockroaches all the time in her room, and she had to call someone into the room to either help her or her roommate kill them.</p> <p>e. An interview was conducted with NA #2 on 1/16/2025 at 1:40 PM and the following information was provided. NA #2 stated that morning she was in the room of Resident #6 assisting him with morning care when she moved the bed slightly. NA #2 stated that 30 cockroaches came out of the wheel well on the bed, crawling in all directions across the floor. NA #2 explained there was a part underneath the bed frame which was a small cylinder for which insects could hide. NA #2 stated everyone knew cockroaches were everywhere. NA #2 explained that Resident #6 did not see the cockroaches and could not understand.</p> <p>The facility Administrator was interviewed on 1/16/2025 at 1:52 PM. The Administrator stated the facility determined the only effective way to get rid of the cockroaches was for the Pest Control company to provide a "clean out" which involved a two-step process of removing the residents from the rooms, treating the room for cockroaches, and then returning two weeks later</p>	F 925			

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F 925	<p>Continued From page 4</p> <p>to treat the rooms again. The Administrator stated the cleaning out process had already been performed for some of the rooms in the 400 hallway but getting rid of the cockroaches was a work in progress.</p> <p>A Supervisor with the pest control company was interviewed on 1/16/2024 at 2:43 PM and the following information was provided. The Supervisor has been out to the facility on three occasions in the last year to have meetings with the Administrator and the Director of Maintenance to discuss how to address the cockroaches in the facility. The Supervisor did not recall the dates of the meetings with the facility. The facility has German cockroaches. The German cockroaches are very invasive and the best way to handle an infestation is with the "clean out" process. The room needs to have all personal items removed, the resident removed for 4 to 5 hours, and the room needs to be cleaned. The pest control company then uses an aerosol spray, bait, and dust to kill the cockroaches in the room. The whole process was repeated after 2 weeks. It was proposed that every room in each hallway receive the "clean out" service, with one-half of the hallway completed at a time. In December 2024 six rooms were approved by the facility to receive the "clean out" service. There was another contract to perform the "clean out" service for rooms in the 300 hallway but it was not yet signed or agreed upon by the facility. If one German cockroach was visualized, there were likely a hundred cockroaches in the room. The German cockroach can multiply from two to two hundred in one month. The food, crumbs, and clutter exacerbate the problem of cockroaches. Certain respiratory issues or asthma can be exacerbated due to the pheromones and fecal matter of the</p>	F 925			

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F 925	<p>Continued From page 5</p> <p>German cockroach.</p> <p>The facility Administrator was interviewed again on 1/16/2024 at 4:12 PM. The Administrator revealed that room 315 and Resident #6's room had been added to the list of rooms to undergo the "clean out" service. The Administrator did not recall the dates of the meetings with the pest control company to discuss cockroaches but acknowledged that three meetings had been held.</p> <p>The Director of Maintenance was interviewed on 1/17/2025 at 10:42 AM. The Director of Maintenance stated he did not know the cause of the cockroaches in the facility. The Director of Maintenance explained the cockroach problem was significant at one time, but it seemed to get better after the 400 hall was treated by the pest control company. The Director of Maintenance revealed that the charger for the electric wheelchair in Room 315 was full of cockroaches but was cleaned. The Director of Maintenance thought the facility residents and family needed to address the clutter and the snacks in the rooms, so the cockroaches did not have a food source. The Director of Maintenance stated the contract for the "clean out" service for some of the rooms in the 300 hallway had been signed and was to be completed the following week.</p> <p>The facility's Medical Director was interviewed on 1/17/2025 at 12:15 PM. The Medical Director stated he had not seen cockroaches while visiting the facility's residents and did not think cockroaches caused any medical harm or created any medical issues.</p>	F 925			