

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-381	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/27/2019
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NAME OF PROVIDER OR SUPPLIER VILLAGES OF HOPE HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 3815 NORTH TRYON STREET CHARLOTTE, NC 28206
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and limited Type A1 follow up survey was completed on 11/27/19. The limited follow up survey was for the Type A1 rule violation cited during the complaint survey completed on 10/10/19. This was a limited follow up, only 10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION V512 was reviewed for compliance. The following was brought back into compliance: 10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION V512. The complaint was substantiated (Intake #156791). A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27 G .4300 Therapeutic Community, 10A NCAC 27G .4100 Residential Recovery Programs for Individuals With Substance Abuse Disorders and Their Children.</p>	V 000	<p style="text-align: center;">DHSR - Mental Health</p> <p style="text-align: center;">JAN 6 2020</p> <p style="text-align: center;">Lic. & Cert. Section</p>	
V 738	<p>27G .0303(d) Pest Control</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure buildings were kept free from insects. The findings are:</p> <p>Interview on 11/21/19 with the Vice President of Operations (VP of Ops) revealed: -had bedbugs reported in the unlicensed section</p>	V 738		

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

TITLE

(X6) DATE

STATE FORM

6899

RYSM11

If continuation sheet 1 of 4

[Handwritten Signature] *[Handwritten Title: V.P. operations]* *[Handwritten Date: 12-27-19]*

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V 738	<p>Continued From page 1</p> <p>of the facility last month;</p> <ul style="list-style-type: none"> -had bedbugs reported in the Women's Program recently; -all areas were treated for bedbugs; -have a protocol for maintenance; -use treatment approved by the local Health Department; -have a heat tent and chemicals; -also treat perimeters of adjoining rooms; -rooms are stripped completely; -also belongings are put in industrial washer and dryer; -any other belongings that cannot be treated are thrown away; -have recently thrown out some furniture; -clients are moved to other rooms while rooms are treated for bedbugs; -rooms are inspected and considered "down" for a period of time; -are more "reactive than proactive;" -would like to do more preventive; -as clients are admitted, used to put their belongings in heat treatment for 4 hours and also put in washer/dryer prior to belongings going to their room; -had a lot of staff turnover and budget cutbacks; -not enough staff to handle this task now. <p>Interview on 11/21/19 with the Assistant Maintenance Manager revealed:</p> <ul style="list-style-type: none"> -use the spray/chemicals and heat tent to treat for bedbugs; -throw away furniture; -document all treatment done for bedbugs; -also do preventive by treating adjoining rooms; -have rooms "down" until clear of bedbugs. <p>Review on 11/21/19 of documentation of bedbug treatment/prevention completed by the Assistant Maintenance Manager from 9/1/19-11/21/19</p>	V 738		

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V 738	<p>Continued From page 2</p> <p>revealed the following: -9/11 carpet cleaned in 10 rooms/preventive; -9/17 carpet cleaned in 9 rooms/preventive; -9/20 treated 3 rooms, removed curtains, removed boxsprings, also treated perimeters; -9/23 second treatment for 2 rooms, sprayed 15 rooms for preventive; -9/25 treated 8 rooms, need new mattresses; -9/26 third treatment for 2 rooms, also treated box springs; -9/30 treated 2 rooms/preventive; -10/8/19 saran wrapped 3 mattresses.</p> <p>Review on 11/26/19 of a "Bed Bug Procedures" revealed the following documented: "1. Report of Bedbugs is submitted through work request system; 2. Member of maintenance staff will do visual check of room the same day; 3. If no evidence is found room will be sprayed along cracks and crevices; 4. If evidence is found room will be sprayed. Depending on amount of infestation, mattresses will be either heat treated or discarded. Furniture will be treated or discarded as well. 5. Linens and clothing will be laundered and heat treated in dryers; 6. Additional items will be heat treated; 7. Depending on severity of infestation, room residents will be relocated to another room only taking items that have been treated; 8. Infested room will remain vacant and will be treated in 7 days; 9. Room will be inspected again after second spraying. If no evidence is found, room will be monitored until it is needed. if evidence is still found, room will continue to be retreated. 10. Adjacent room will be inspected and sprayed along cracks and crevices; 11. Room treatment will be logged."</p>	V 738		

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V 738	<p>Continued From page 3</p> <p>Interview on 11/21/19 with clients #1, # and #3 revealed: -not had bedbugs in their rooms; -not had any bug bites on their bodies; -no knowledge of any bedbugs currently.</p> <p>Interview on 11/27/19 with the Interim Chief of Operations, the Human Resources Director and the Board Chairman revealed: -will continue to treat for bedbugs per procedure; -also will look at more preventive measures at admission of clients to prevent bedbugs from entering facility.</p>	V 738	V 738 As a measure of prevention all new residents admitted to Hope Haven will have all belongings that can withstand heat treatment placed in the heat tents and treated per recommended temperature and times. Facility Manager will insure all items that can be treated are treated.	1/15/20