

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-334</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>04/03/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NOA HUMAN SERVICES III, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1847 WAYCROSS DRIVE</b> <b>WINSTON SALEM, NC 27106</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 4/3/20. The complaint was substantiated (intake #NC00159747). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 738	<p><b>27G .0303(d) Pest Control</b></p> <p><b>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</b> (d) Buildings shall be kept free from insects and rodents.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility was not kept free from insects. The findings are:</p> <p>Interview on 1/24/20 with the Owner revealed: -She was aware that Environmental Health Services had observed bed bugs during an inspection in December 2019; -According to the pest control company that provided services to the facility, there were no longer bed bugs present; -It was the responsibility of the House Manager to take care of all maintenance issues.</p> <p>Attempt on 1/24/20 to interview clients was not successful as the facility telephone had been disconnected.</p> <p>Review on 1/28/20 of the pest control service</p>	V 738		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 738	<p>Continued From page 1</p> <p>record dated 12/19/19 revealed:                      -"Inspected and treated living room, 3 bedrooms with 5 beds upstairs;"                      -"Treated 2 bedrooms downstairs, and pullout couch;"                      -"Treated all the baseboards, outlets, mattresses and box springs;"                      -"Still recommend replacing mattresses and box springs and installing bed bug protectors on them also;"                      -"Schedule follow up 2 weeks from 12/19/19."</p> <p>Review on 1/28/20 of the pest control service record dated 1/20/20 revealed:                      -"Inspected and treated 1st room both beds;"                      -"Found 1 live bed bug in that room;"                      -"Inspected and treated back bedroom;"                      -"Treated only 1 bed and found 1 live bed bug."</p> <p>Telephone interview on 1/29/20 with the House Manager revealed:                      -He thought that the facility was currently bed bug free;                      -Pest control was scheduled to inspect the facility in 1 week.</p> <p>Telephone interview on 2/6/20 with the House Manager revealed:                      -There was some confusion regarding scheduling and the pest control company didn't inspect and treat the facility;                      -He was not sure when the facility was going to be inspected and treated again but it would probably be at least a couple of weeks;                      -He planned to send verification when that occurred.</p> <p>Telephone interview on 2/6/20 with Environmental Health Services revealed:                      -An inspection of the facility had been completed</p>	V 738		

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V 738	<p>Continued From page 2</p> <p>on 1/6/20; -Reinspections of the facility had been completed on 1/13/20 and 1/29/20; -A significant bed bug problem was observed that included insect waste and live bed bugs crawling throughout the rooms of the facility.</p> <p>Telephone interview on 2/6/20 with clients #1 and #3's guardian representative revealed: -Client #3 had called her in January 2020 (exact date not known) to inform her that all his clothing had been thrown away and replaced by the facility; -She had called the Qualified Professional (QP) that same day and he informed her that there had been bed bugs observed in the facility, including in client #3's clothing; -She had talked with the QP at least monthly since that time and he informed her that the facility had been treated a couple of times and no longer had bed bugs.</p> <p>Telephone interview on 2/6/20 with staff #1 revealed: -He had heard the QP and House Manager talk about bed bugs, but he hadn't seen any; -None of the clients wanted to be interviewed on the telephone.</p> <p>Attempts to call the House Manager on 2/24/20 and 3/3/20 were not successful as he did not return telephone calls.</p> <p>Telephone interview on 3/25/20 with client #2's guardian representative revealed: -She had been contacted on 2/18/20 by the QP and made aware that the facility had bed bugs; -The QP was concerned that client #2 had been transporting them to the facility from the day program he was attending;</p>	V 738		

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V 738	<p>Continued From page 3</p> <p>-She provided consent for client #2 to stop attending the day program; -The QP had not notified the day program of his concerns so the guardian representative requested he contact them.</p> <p>Telephone interview on 3/26/20 with the Owner revealed: -There were no longer bed bugs in the facility; -The facility was being treated "every 2 weeks" by the same pest control company; -She had requested the pest control company complete 1 final heat treatment to make sure that all the bed bugs were gone.</p> <p>Telephone interviews on 3/26/20 and 3/27/20 with the House Manager were not successful as he did not return telephone calls.</p> <p>Telephone interviews on 3/27/20 and 3/31/20 with the Owner were not successful as she did not return telephone calls.</p> <p>Telephone interview on 4/2/20 with a representative of the pest control company revealed: -They had inspected and treated the facility only once since 1/20/20; -The facility had been inspected and treated on 2/10/20 and live bed bugs were observed; -An alternative heat treatment was recommended but the facility had not scheduled additional treatment.</p> <p>Telephone interview on 4/2/20 with the House Manager revealed: -There were no bed bugs currently in the facility, but the pest control company was going to do a final heat treatment just to be sure; -The facility had been treated by the same pest</p>	V 738		

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V 738	<p>Continued From page 4</p> <p>control company every 2 weeks since January 2020;</p> <p>-He was unable to explain why the pest control company reported they had only inspected and treated the facility once a month for the months of December 2019 - February 2020;</p> <p>-"I wasn't aware that they (pest control company) weren't coming;"</p> <p>-"I'll have to call them (pest control company);"</p> <p>-"As of today, I've got a call into them (pest control company);"</p> <p>-"I'll get in touch with them (pest control company) one way or another today."</p> <p>Telephone interview on 4/2/20 with the Owner revealed:</p> <p>-She was not aware that the pest control company had not inspected or treated the facility since 2/10/20;</p> <p>-She had instructed the House Manager in February to arrange for the entire facility to be heat treated;</p> <p>-"I guess that phone call wasn't made."</p> <p>Review on 4/3/20 of a Plan of Protection signed by the Owner dated 4/3/20 revealed:</p> <p>-"What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? We will immediately have [pest control company] come out and do a bedbug heat remediation treatment of the whole facility and a chemical treatment. After this procedure, we will weekly spot-check the facility to ensure the facility is not re-infested as those bugs travel on 1/more of the clients (we presume) from their community interactions."</p> <p>-"Describe your plans to make sure the above happens.</p> <p>Please see attached contract with [pest control].</p> <p>One-time bedbug service which offers no</p>	V 738		

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V 738	<p>Continued From page 5</p> <p>guarantee after 30 days of the initial service. If a problem occurs within that period, our guarantee is that we will offer one free liquid retreatment return service of the original service area."</p> <p>This facility serves 6 clients with diagnoses that include Schizophrenia, Depression, Traumatic Brain Injury, Asthma, Cocaine Use Disorder, Hypertension, Hyperlipidemia, Gastroesophageal Reflux Disease, Vitamin D Deficiency, Marijuana Use Disorder, Alcohol Use Disorder, Type 2 Diabetes, Human Immunodeficiency Virus, Moderate Intellectual Developmental Disability, Persistent Depressive Disorder, Hepatitis C, and Coronary Artery Disease. Significant bed bug waste and live bedbugs had been observed crawling throughout the facility during the Environmental Health Services inspection on 1/6/20 and reinspections on 1/13/20 and 1/29/20. A licensed pest control company had inspected and treated the facility on 12/19/19, 1/20/20 and 2/10/20. The facility had not scheduled treatment every 2 weeks nor approved heat treatment of the entire facility as recommended by the pest control company. The facility's failure to obtain bed bug treatment as recommended by a licensed pest control company and the Environmental Health Services Inspector, placed the clients in an unsafe environment and was detrimental to their health, safety and welfare. This deficiency constitutes a Type B rule violation. If the violation is not corrected within 45 days, an administrative penalty of \$200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day.</p>	V 738		