

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-103	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/23/2021
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NAME OF PROVIDER OR SUPPLIER RIVERVIEW GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 421 RIVERVIEW DRIVE ASHEVILLE, NC 28806
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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
V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on April 23, 2021. The complaint was substantiated (Intake #NC00174523). 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>27G .0303(d) Pest Control</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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>Review on 4/14/21 of Client #1's record revealed: -Date of Admission: 4/20/20. -Diagnoses: Bi-Polar Disorder; Attention Deficit Hyperactivity Disorder; Post Traumatic Stress Disorder; Static Encephalopathy.</p> <p>Review on 4/14/21 of Client #2's record revealed: -Date of Admission: 2/10/21. -Diagnoses: Schizoaffective Disorder Unspecified.</p> <p>Review on 4/14/21 of Staff #1's record revealed: -Date of Hire: 7/23/12. -Title/Position: Direct Support Associate.</p>	V 738		

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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>Review on 4/14/21 of Staff #2's record revealed: -Date of Hire: 12/15/20. -Title/Position: Direct Support Associate.</p> <p>Interview on 4/23/21 with Client #1 revealed: -She stated, "Somebody said they found a couple of bed bugs, but I don't know who it was." -She did not have any bed bug bites and did not see anyone else with bedbug bites. -Pest Control treated the house twice.</p> <p>Interview on 4/23/21 with Client #2 revealed: -Pest control came to the facility and performed two heat treatments. -Dogs were brought to the facility twice. -He stated, "The first time, the dogs smelled something. The second time they didn't. After the first treatment, I saw only two bugs but didn't tell anybody." -He has not seen any bugs since the second heat treatment was performed.</p> <p>Interview on 4/23/21 with Staff #1 revealed: -She saw one bed bug and reported it. -Staff called the exterminator and they performed a treatment. -The facility was re-treated after dogs "came out and sniffed something." -Staff have been conducting walk through checks for bugs with a fine toothed comb and flashlights. -No staff or clients have reported seeing any bugs for a few weeks. -No staff or clients reported any bug bites at any time and none were observed.</p> <p>Interview on 4/23/21 with the Qualified Professional revealed: -He received a phone call from staff the night they found the first bug. -Maintenance verified that it was a bed bug.</p>	V 738		

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V 738	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Maintenance set traps and pest control was contacted. -Pest control heat treatment was performed. -All recommendations were followed which included keeping clients outside during treatments, changing clothes and laundering everything. -The dogs were triggered during re-inspection even though bugs were not observed. -Pest control re-treated the facility with heat and then re-inspected. -Pest control sent confirmation that there was no evidence of bed bugs. -There have been no further reports of staff, or clients seeing any bed bugs. -Nobody had any bed bug bites at any time. <p>Interview on 4/14/21 with the Department Manager of the local pest control company revealed:</p> <ul style="list-style-type: none"> -Pest control staff confirmed that there were bed bugs at the facility and the first treatment was performed on 2/24/21. -Treatment included heating the facility to 120 degrees and applying insecticide. -The insecticide dries within 15 minutes and does not pose a danger to humans. -Pest control offered a post treatment inspection for an additional cost; however, the facility chose not to have the inspection because they had no visible signs of bed bugs since the treatment. -On 3/30/21 the facility contacted pest control and requested a post treatment inspection because the state licensure division was conducting a survey. -Dogs were brought to the facility on 4/2/21 and alerted in one of the bedrooms. -Dogs are trained to react to live bed bugs, or to viable bed bug eggs. -The facility was re-treated on 4/6/21. 	V 738		

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V 738	<p>Continued From page 3</p> <p>-Protocol is to wait two weeks before re-inspecting.</p> <p>-He stated, "If the dogs come in too soon, they could react to the scent of the chemical. People can't smell the chemical, but the dogs do and they could give a false reaction."</p> <p>Review on 3/30/21, 4/15/21 and 4/21/21 of reports from the local pest control company revealed:</p> <p>-A Pest Control Service Agreement signed 2/18/21 with a proposal for the facility to have bed bug treatment services on 2/24/21.</p> <p>-The Pest Control Service Agreement had a "recommendation for a follow up canine inspection for bed bugs two weeks following treatment to ensure all stages of bed bug life are no longer present."</p> <p>-A Detailed Service Report dated 2/24/21 included a description of treatment services which were performed at the facility.</p> <p>-A Detailed Service Report dated 4/6/21 included a description of re-treatment services performed at the facility.</p> <p>-A Service Inspection Report dated 4/20/21 confirmed the facility was searched for the presence of the odor of live bed bugs and viable eggs by k-9. No alerts were given throughout the entire house.</p>	V 738		