

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041-736</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>11/08/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MERCY HOME SERVICES, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3221 EDENWOOD DRIVE GREENSBORO, NC 27406</b>
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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><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 11/8/21. The complaint was substantiated (intake # NC00182482). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</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 interviews and record reviews, the facility was not kept free from insects. The findings are:</p> <p>Review on 10/26/21 of clients #1, #2, #3, and #4's records revealed diagnoses included Schizophrenia, Major Depressive Disorder, Fetal Alcohol Syndrome, Hypertension, Genital Herpes, Moderate Intellectual Developmental Disability, Seizure Disorder and Gastroesophageal Reflux Disease.</p> <p>Interview on 11/4/21 with staff #1 revealed: -She had observed bed bugs in the home 1-2 months ago; -The Owner had a pest control company treat the facility for bed bugs.</p> <p>Interview on 10/26/21 with the Office Manager</p>	V 738		

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>revealed she was aware that the facility had a bed bug infestation.</p> <p>Interview on 10/27/21 with the Owner revealed: -She was aware that there had been a bed bug infestation at the facility the past 1-2 months; -The facility had been treated by a pest control company; -She had instructed the pest control company to continue inspecting the facility every 3 months in the future.</p> <p>Interview on 11/2/21 with a representative of the pest control company revealed the facility had been treated for bed bugs the past 2 months.</p>	V 738		