

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>03/15/2022</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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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on March 15, 2022. The complaints wer substantiated (intake # NC00186625 and intake #NC00186269). 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> <p>This facility is licensed for 5 and currently has a census of 5. The survey sample consisted of audits of 5 current clients.</p>	V 000		
V 738	<p><b>27G .0303(d) Pest Control</b></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 record reviews and interviews, the facility was not kept free from insects. The findings are:</p> <p>Review on 3/8/22 of a pest control's commercial special service bed bug heat agreement, written on 2/21/22, revealed: -The facility was serviced on 3/3/22 -"The rooms/areas to be inspected/serviced: heat treat entire home for bed bugs. Price includes 5 twin mattress and box spring sets. Total amount of treatment was \$2,200.00" -This was a 30-day treatment guarantee only</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>Interview on 3/8/22 with client #1 revealed: -Stated on Friday, 3/4/22, the facility was treated for bedbugs -Had bedbugs in her room and on her mattress -Described the bedbugs as "small and black" and "when you squish them, blood comes out." -Stated the facility has had them since around Christmas (2021) -"They bit me on my arm. I was scratching so bad on my chest, it left marks." -Stated staff #1 sent a text out to the Qualified Professional/Licensee (QP/L) letting her know there were bedbugs -Saw bedbugs in the bathrooms, the den and other bedrooms -"They were everywhere. Even [the Day Program Teacher] saw them. [Staff #1] took photos of them." -Stated the pest control company "did a big bomb and a heat treatment. They (the bedbugs) are now all gone. The only ones I have seen are the dead ones." -"[The QP/L] told us to stop gossiping about the bedbugs. She did not want it to get out (that the facility had bedbugs)." -Client #1 told her father about the bedbugs</p> <p>Interview on 3/8/22 with client #2 revealed: -Had seen bedbugs crawling in her room -"They were in everyone's bedroom except the staff's room." -The facility was treated for bedbugs on Friday (3/4/22) -"They were crawling on my mattress...they were black bugs..." -"I hope they are all gone for good! We had to wash our clothes at the laundromat on Friday. We had to turn the heat up real high." -Had seen bedbugs on the wall in the living room -"I killed that one. It was behind the love seat."</p>	V 738		

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V 738	<p>Continued From page 2</p> <p>-Stated the QP/L knew the whole time the facility had bedbugs</p> <p>Interview on 3/8/22,with client #3 revealed: -Had observed "baby small" bedbugs in her room -Stated she washed her clothes at the laundromat with the other clients and staff to get rid of the bedbugs -The house was sprayed on Friday (3/4/22)</p> <p>Interview on 3/8/22 with client #4 revealed: -The facility was treated on Friday (3/4/22) for bedbugs -Had seen 3 or 4 bedbugs crawling on her sheets -"On Friday (3/4/22), we took all of our laundry to the laundromat. Then the pest company came out and sprayed."</p> <p>Interview on 3/8/22 with client #5 revealed: -Shared a room with client #4 and their room had bedbugs -Described the bedbugs as brown and black and very small -"They were crawling on my mattress." -"[Staff #1] and [the Qualified Professional/Licensee (QP/L)] knew about the bedbugs and we just got the house treated on Friday (3/4/22) ..."</p> <p>Interview on 3/8/22 with the pest control inspector revealed: -The facility had a heat treatment on Friday (3/4/22) -"Before we treated, I did the inspection. They (bedbugs) were in the beds, there were eggs all in the bed frames, We did the heat treatment to take care of it. We will follow up within 2 weeks and continue to treat the facility as long as they have activity." -His agency provided a 30-day treatment</p>	V 738		

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V 738	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-Another agency had been to the facility to spray but the heat treatment was not used</li> <li>- " The heat treatment is way more effective than the chemicals."</li> <li>-Had observed groves of bedbugs collected on the headboards in the clients' bedrooms</li> <li>- "It was pretty bad."</li> </ul> <p>Interview on 3/8/22 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-The bed bugs in the facility was "a reoccurring event."</li> <li>- "Someone came out to spray at the first of the year (2022), but it did not really work"</li> <li>-Was not sure where the bed bugs were coming from</li> <li>-Two of the clients told their dads about the bedbugs</li> <li>- "Those two clients were told by their parents to throw their mattresses away."</li> <li>-On Friday, the 4th (March 2022), "an exterminator came out to the facility. We were told to take the clients clothing to the laundromat and use a high setting on the dryer after they were washed...we did this on Friday (3/4/22)"</li> <li>-Had sent a text message to the QP/L in December (2021) about the bedbugs</li> <li>-Sent a second message in January (2022) to the QP/L</li> <li>- "[Client #1]'s bed was really bad. Bed bugs were everywhere ..."</li> <li>- Stated the exterminator was contacted in February (2022) by the QP/L and made an appointment to do the heat treatment</li> <li>- " ...It is all about the clients and their safety, health and well-being. I am so afraid of the bed bugs! I am glad the house was treated!"</li> </ul> <p>Interview on 3/8/22 with the Day Program Teacher revealed:</p> <ul style="list-style-type: none"> <li>-Had delivered food to the facility in the last few</li> </ul>	V 738		

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V 738	<p>Continued From page 4</p> <p>weeks and during that time, she had the opportunity to go into the facility.</p> <p>-When I got there, [staff #1] asked me to come and look at something. She took photos and video taped where the bedbugs were."</p> <p>-Staff #1 stated the bedbugs had been there for "a minute."</p> <p>-Was not sure how long the facility had bedbugs</p> <p>-I took the clients to the laundromat on Friday (3/4/22) while the pest company did a heat treatment."</p> <p>-The facility had also thrown away a lot of items</p> <p>-They clients have been complaining for a while. If I was aware of the bedbugs, I am sure [the QP/L] was aware of them. It has been a few months. Maybe since January 2022."</p> <p>Interview on 3/8/22 with the QP/L revealed:</p> <p>-Had a national pest company come out (on 3/4/22)</p> <p>-The other companies used chemicals that were not working. I signed a contract for the house to be treated every three months now."</p> <p>-Was not sure where the bed bugs had come from</p> <p>-When I was made aware of the bedbugs, I had the house treated near Christmas (2021)...the chemicals they were using just did not work. We threw a lot of things out. We had the heat treatment this time on Friday (3/4/22) ..."</p> <p>-Stated the clients had complained of bedbugs in February (2022)</p> <p>-Entered into a contact on 2/21/22 with this pest control company</p> <p>-The treatment with the heat was to get rid of the eggs from the bed bugs also</p> <p>-On Friday (3/4/22), we took all of the clients' clothing to the laundromat to be washed and dried on a high heat setting."</p> <p>-The pest control inspector stated he saw eggs</p>	V 738		

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V 738	Continued From page 5  from the bedbugs -"Within the next 30 days, he will come back out, free of charge, and spray if we see more bugs. This time I am entering into a contract with them because they will spray every 3 months. This has gotten to be very expensive."	V 738		
V 754	27G .0304(c) Comfort Zone  10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (c) Comfort Zone: Each 24-hour facility shall provide heating and air-cooling equipment to maintain a comfort range between 68 and 80 degrees Fahrenheit. (1) This requirement shall not apply to therapeutic (habilitative) camps and other 24-hour facilities for six or fewer clients. (2) Facilities licensed prior to October 1, 1988 shall not be required to add or install cooling equipment if not already installed.  This Rule is not met as evidenced by: Based on interviews, the facility staff failed to ensure electrical, mechanical and water systems were maintained in operating condition. The findings are:  Interviews on 3/15/22 with clients #1, #2 and #3 revealed: -The den in the facility was still cold  Interview on 3/11/22 with the DHSR Construction Surveyor revealed: -The heat was not working, but the emergency heat was. -"Since it will be cold this weekend, as long as the	V 754		

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V 754	<p>Continued From page 6</p> <p>emergency heat does not trip a breaker, the clients will have heat ...[The QP/L] already has someone working on the unit ...if the facility's heat does stop working, she (QP/L) will need to make other arrangements for the clients ..."</p> <p>Interview on 3/5/22 with staff #1 revealed: -Parts of the facility were still cold -"The den is very cold, but the hallway and the kitchen are warm." -Over the weekend, the clients said they were still cold -"[The QP/L] will not accept the fact the heat was not working. She thinks if the heat is running, it is working ..." -Currently the thermostat was set on 75 and it was still cold in the den -"Is there anyway to make the landlord (the facility was being rented) fix the heat?"</p> <p>Interview on 3/11/22 with the QP/L revealed: -Currently had a maintenance man out at the facility to fix the heat pump -If the heat stopped working this weekend, "I will move the clients to a hotel and fill out the emergency relocation forms."</p>	V 754		
V 774	<p>27G .0304(d)(7) Minimum Furnishings</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (d) Indoor space requirements: Facilities licensed prior to October 1, 1988 shall satisfy the minimum square footage requirements in effect at that time. Unless otherwise provided in these Rules, residential facilities licensed after October 1, 1988 shall meet the following indoor space requirements: (7) Minimum furnishings for client bedrooms shall</p>	V 774		

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V 774	<p>Continued From page 7</p> <p>include a separate bed, bedding, pillow, bedside table, and storage for personal belongings for each client.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to have minimum furnishings for clients bedrooms for 2 of 5 clients (#1 and #3). The findings are:</p> <p>Interview on 3/8/22 with client #1 revealed: -The facility had an issue with bedbugs -Told her father about the bedbugs and "my dad told me to throw my bed out." -Once she threw her mattress away, client #1 stated she slept on the facility's floor for two weeks and had made "a pallet." -"I slept some on the sofa (pulls out to a bed) and some on the floor (of my bedroom) for about two weeks."</p> <p>Interview on 3/8/22 with client #2 revealed: -The facility had issues with bedbugs -Had thrown her mattress away after speaking with her father -Stated she had to sleep on the facility's pull-out sofa</p> <p>Interview on 3/8/22 with client #3 revealed: -Stated client #1 and client #2 threw out their mattresses "due to bedbugs."</p> <p>Interview on 3/8/22 with client #4 revealed: -The facility had issues with bedbugs -Client #2 had slept on the facility's pullout sofa because her mattress was thrown away</p>	V 774		

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V 774	<p>Continued From page 8</p> <p>Interview on 3/8/22 with the Day Program Teacher revealed: -The clients had stated the facility had bedbugs -"We got rid of [client #1] and [client #3]'s mattresses. [The Qualified Professional/Licensee (QP/L)] bought everyone new beds and put them in zippered covers." -Stated 2 of the clients were without beds for a couple of weeks -"[Client #1] made a pallet on her floor and [client #2] slept on the pullout sofa ..."</p> <p>Interview on 3/8/22 with the QP/L revealed: -Was not aware any of the clients slept on the facility's floor or on the pull-out sofa due to bedbugs -Had purchased 5 new mattresses and encasements for the clients</p>	V 774		