

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/17/2024  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>34G006</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/12/2024</b>
NAME OF PROVIDER OR SUPPLIER  <b>BEAR CREEK</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>5840 GREENWOOD AVENUE LA GRANGE, NC 28551</b>		
(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) COMPLETION DATE	
W 000	INITIAL COMMENTS	W 000			
W 104	<p>An unannounced complaint investigation was conducted on 9/12/24 for the following intakes: #NC00221030, #NC00221091, #NC00221219 and #NC00221322. The allegations were substantiated with a deficiency cited.</p> <p><b>GOVERNING BODY</b> CFR(s): 483.410(a)(1)</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility. This STANDARD is not met as evidenced by: Based on observation, record review and interviews, the facility failed to exhaust remedies to prevent the harboring of pests. The finding is:</p> <p>Observation on 9/12/24 at 2:45pm, revealed the exterminators onsite at the facility, to perform pest control services. The facility was under quarantine due to COVID-19; the exterminators had not begun their interior service.</p> <p>Record review on 9/12/24 of the facility's pest control log book revealed the following details:</p> <p>On 6/24/24 roaches were reported on the administrative unit and were treated. On 6/26/24 roaches were reported inside the kitchen and were treated. On 7/1/24 spiders were reported on the yellow unit and were treated. On 7/9/24 spiders were reported at the nurses' station on Foxes Den and were treated. On 7/10/24 spiders were reported in room 426 on Foxes Den and were treated.</p> <p>Record review on 9/12/24 of the exterminator's invoice reports revealed the following details:</p>	W 104			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 104	<p>Continued From page 1</p> <p>Monthly visits were performed on 6/13/24, 7/11/24 and 8/15/24. There were no details of pest activity on the invoices.</p> <p>Interview on 9/12/24 with Staff A revealed flies and gnats are a regular problem on the units due to the doors opening. Staff A revealed there was a bug zapper machine by the door but it still was a problem. Staff A confirmed roaches are a daily problem.</p> <p>Interview on 9/12/24 with Staff D revealed even though exterminating services are provided by the facility, there were still roaches scattered throughout the facility. Staff D acknowledged seeing roaches as recently as yesterday in the facility.</p> <p>Interview on 9/12/24 with Nurse A revealed that bugs were a daily issue at the facility despite seeing exterminators visit the units.</p> <p>Interview on 9/12/24 with the exterminators revealed smokey brown roaches were treated in the facility ongoing because of the factors with the facility having trees and leaves close to the building which attract this insect. The exterminators also indicated moisture from the facility's crawl space will attract pests. The exterminators revealed there are blue lights installed on the halls near the doors to attract flies to their sticky pads. The exterminators also revealed staff have been known to unplug the blue light machines which could rid the units of flies. The exterminators acknowledged the facility had a contract for monthly service however, they are available to return at no extra charge, with unlimited visits to treat problem areas.</p>	W 104			

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W 104	Continued From page 2 Interview on 9/12/24 with the Administrator revealed staff have been known to prop the doors on the units to gain entry to the building when they forget their key FOB. The Administrator acknowledged not sealing the doors allows flies, roaches and even mice to enter the building. The Administrator confirmed he was aware of staff unplugging the blue light machines on the hallways, to treat flies, in order to charge their cell phones.	W 104			