

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

PRINTED: 01/31/2021  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>495344</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>10/07/2020</b>
NAME OF PROVIDER OR SUPPLIER  <b>KINGS DAUGHTERS COMMUNITY HEALTH &amp; REHAB</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>1410 NORTH AUGUSTA STREET</b> <b>STAUNTON, VA 24401</b>		
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E 000	Initial Comments	E 000			
F 000	<p>An unannounced Emergency Preparedness COVID-19 Focused Survey was conducted from 10/6/2020 to 10/7/2020. The facility was in compliance with E0024 of 42 CFR Part 483.73, Requirements for Long Term Care Facilities.</p> <p>INITIAL COMMENTS</p> <p>An unannounced Medicare/Medicaid abbreviated survey and COVID-19 Focused Infection Control Survey was conducted on 10/6/2020 through 10/7/2020. Three complaints were investigated during the survey. VA00048192 was substantiated with no deficient practice. VA00049499 was substantiated with no deficient practice. VA00049736 was substantiated with a deficient practice cited. The facility was in substantial compliance with 42 CFR Part 483.80 infection control regulations, and had implemented the CMS and Centers for Disease Control (CDC) recommended practices to prepare for COVID-19. Corrections are required for compliance with 42 CFR Part 483, the Federal Long Term Care requirements</p> <p>On 10/6/2020 the census in this 117 certified bed facility was 97. The survey sample consisted of six current record reviews (Residents # 1 through 6) and one closed record review (Resident # 7).</p> <p>There were 12 positive COVID cases in the facility at the time of the survey. The last facility wide testing, conducted on 10/2/2020, included 92 residents, with 87 testing negative and 5 testing positive; and 102 staff, all of whom tested negative.</p>	F 000			
F 921 SS=F	Safe/Functional/Sanitary/Comfortable Environ CFR(s): 483.90(i)	F 921		11/21/20	

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

TITLE

(X6) DATE

Electronically Signed

10/26/2020

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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F 921	<p>Continued From page 1</p> <p>§483.90(i) Other Environmental Conditions The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public. This REQUIREMENT is not met as evidenced by: Based on observation, resident interview, staff interview, and facility document review, the facility staff failed to ensure sanitary and comfortable environment for residents, staff and public.</p> <p>Findings include:</p> <p>An entrance conference was conducted on 10/06/20 at approximately 10:00 AM, with the DON (director of nursing) and the administrator, in the administrator's office on the first floor. Multiple gnats were observed in the office during the entrance conference. The gnats were killed, but more continued to appear. The gnats were observed flying around the administrator, DON and the survey team.</p> <p>A 10:30 AM, the DON and administrator were informed of the complaint allegation regarding an infestation of gnats at the facility. The administrator stated that the facility does have a problem with gnats and stated that they have a plan and that she would get that information. The administrator then stated that they were going to have to tear out the floor in the kitchen due to a drain pipe not sitting right to allow proper drainage. The administrator stated that they have tried everything and nothing has worked. The administrator stated that the drain has to be fixed because water is sitting in the pipes and not draining properly. The administrator stated that the work is "tentatively scheduled for next week"</p>	F 921	<ol style="list-style-type: none"> <li>1. Rentokil Steritech (Pest Control Company) will service the facility 3 to 4 times per week and install additional Insect Light Traps (ILT) until the drain work under the kitchen floor can be completed.</li> <li>2. Residents in the facility have the potential to be affected. Observations are conducted by the interdisciplinary team to ensure sanitary and comfortable environment for the residents.</li> <li>3. In-servicing will be provided to employees by the Assistant Director of Nursing and/or designee by 10/26/20 to ensure residents do not have opened food in their room and/or in their trash. Also, employees to ensure all soiled linen and/or briefs are to be in trash bags tied up and discarded properly to help reduce the Phorid Flies in resident areas. Rentokil Steritech (Pest Control Company) will service the facility 3 to 4 times per week and install additional Insect Light Traps (ILT) until the drain work under the kitchen floor can be completed. Facility has obtained an agreement with Blauch Brothers, Inc to complete drain/ plumping work in the kitchen which is the primary source of the Phorid Flies.</li> </ol>		

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F 921	<p>Continued From page 2</p> <p>and that the facility is going to have to get a mobile kitchen set up during the construction. The administrator stated that the problem has been bad for about a month.</p> <p>At 11:13 AM, the administrator presented requested information and a gnat was observed crawling around on the outside of the N-95 mask.</p> <p>At 11:30 AM, the common bathroom for visitors and staff had several gnats flying around, one observed on the toilet seat, two on the wall, and one dead on top of the sink.</p> <p>At 11:48 AM, on the second floor (300 hall) staff were passing out lunch trays. Resident #2 and #3 (roommates) were being served. The residents were asked if there had been a problem with gnats in the facility. Resident #2 stated, "Yes, they try to go in your mouth and up your nose at the same time!" Resident #3 stated, "Usually when we go to eat, is when you see'em, but I don't see any right now." Within moments of Resident #2 making that statement, the resident then stated that she saw one. Several gnats were observed flying around in their room at that time.</p> <p>Resident # 2 was originally admitted to the facility on 06/21/19. Resident #2's most recent MDS (minimum data set) was a quarterly assessment dated 09/29/20. This MDS assessed Resident # 2 with a cognitive score of 15, indicating the resident was intact for daily decision making skills.</p> <p>Resident #3 was admitted to the facility on 09/21/2015. Resident #3's most recent MDS was a quarterly assessment dated 09/15/20. This</p>	F 921	<p>4. The interdisciplinary team will monitor a total of 5 residents per week and turn results into the Administrator and/or designee for review.</p> <p>5. Results will be reviews will be discussed by the administrator and/or designee at the Quality Assurance Performance Improvement meetings monthly for three months. The committee will recommend provisions to the plan as indicated to sustain substantial compliance.</p>		

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F 921	<p>Continued From page 3</p> <p>MDS assessed Resident #3 with a cognitive score of 15, indicating the resident was intact for daily decision making skills.</p> <p>At 12:00 PM, Resident #4 was observed sitting in his room eating lunch. Resident #4 had finished eating his lunch and was eating a piece of pie that was on a separate dish. The resident's food plate was still in front of him. Two gnats were crawling on mashed potatoes and several gnats were crawling inside of a piece of plastic wrap. Resident #4 continued to eat the pie. A gnat was then observed on the side of the pie dish. The resident was informed and stated, "Where, I can't see it." The resident could not see the gnat. The gnat flew off of the pie dish. The resident stated, "I see it [flying]." The resident continued to eat the pie. The resident stated that they have had the gnats "really bad" for the last month and then stated, "Maybe longer." The resident stated, "They try to go in your eyes, in your food, in your water, everywhere really."</p> <p>Resident #4 was admitted to the facility originally on 09/28/18, with the most recent readmission on 12/29/19. Resident #4's most recent MDS was a quarterly assessment dated 09/17/20. This MDS assessed Resident #4 with a cognitive score of 15, indicating the resident was intact for daily decision making skills.</p> <p>At approximately 12:10 PM gnats were observed in the elevator.</p> <p>On 10/06/20 at 12:15 PM, the MED (Maintenance Environmental Director) was interviewed regarding the gnats. The MED stated that the facility does have a gnat problem. The MED stated that he had been with the facility a little</p>	F 921			

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F 921	<p>Continued From page 4</p> <p>over six years and they have had gnats before, but not to this degree. The MED stated, "They exploded in August."</p> <p>At 12:26 PM, the DM (Dietary Manager) was interviewed. The DM stated that, "it's better" referring to the gnats. The DM stated that the MED has been doing different things to try to remedy the problem, they are still bad and then stated, "It's 200 percent better."</p> <p>The MED presented the pest control logs at 12:30 PM. The pest control logs revealed that the identified issue was found and reported in April 2019. A pest control log dated 10/09/19 documented, "...Cracks or damage to floor allowing pest access. Please repair to prevent pest entry, noted fly activity coming from the crack in the floor...Severity: High...Status: New...Date: 04/19/19..." A pest log dated 03/09/20 documented, "...Cracks or damage to floor allowing pest access. Please repair to prevent pest entry, noted fly activity coming from the crack in the floor...Severity: ...Status: COMPLETE..Date: 04/19/19..."</p> <p>The MED was interviewed regarding the above information. The MED stated, "We repaired that." The MED could not provide a date when this was fixed. The MED was asked when it was repaired and the MED stated, "The day that he mentioned it, I filled it with clear caulk.</p> <p>The MED stated that in August the problem "exploded" and plumbing was called and came out and "scoped" and "jetted" the lines, and behind the steamer a line was found cracked, that was replaced/fixd on 08/26/20. The MED stated, "After that they [phorid flies] got so much</p>	F 921			

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F 921	<p>Continued From page 5 worse."</p> <p>A pest control log dated 07/20/20 documented, "...kitchen inspected drain flies look a lot better..."</p> <p>A pest control log dated 08/20/20 documented, "...Extra service for phorid flies completed drains checked positive results of maggots found in drain in dining room...treated kitchen area as well...going back Monday for a follow up..."</p> <p>09/14/20 "...wipe down completed at kitchen and back hall, drains treated...for phorid flies..."</p> <p>09/22/20 "...found 2 high potential breeding grounds for phorid flies. One is a janitorial closet located between dietary manager's office and storage area...another is in basement area known as dungeon..."</p> <p>09/23/20 "...door gap/damage noted that allows pest access. Please repair to prevent pest entry...severity: High...an accumulation of food product from damaged goods notes. Please remove food product to prevent attraction by pests...severity: High...General Comments: Mop sink removed and found heavy activity. Part of the wall was removed and treated...follow us everyday until further notice. Plumbers cameraed [sic] the pipes and found potential issues..."</p> <p>An email was presented by the MED dated 09/24/20 from the pest control company, which documented, "...phorid fly activity...This is evidenced by the removal of the janitorial tub pan yesterday. Upon removing it, enormous numbers of phorid flies were observed in the soil and gravel itself...there are flies within the plumbing system as well for sure, but soil or like material is</p>	F 921			

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F 921	Continued From page 6 required for the breeding of this species, hence soil and food debris must be together somewhere...I do not believe the flies are making their way through the building via drain pipes, I believe they are traveling to and eventually past doors..."  On 10/06/20 at 4:26 PM, the pest control company, OS #1 (Other Staff) was interviewed via phone. OS#1 stated that the main problem is the hole in the floor in the janitor's closet, which needs to be repaired/sealed to prevent entry of the flies. OS #1 stated that he had just left the facility at 3:50 PM, and that problem had still not been repaired.  On 10/07/20 at approximately 9:00 AM, the COVID unit, which was sealed from the rest of the facility with its own entrance and exit, was observed. Multiple gnats were observed flying around in the hall during the tour of the unit.  The administrator and DON were again made aware of concerns with infestation of gnats on 10/07/20 at 10:00 AM.  No further information and/or documentation was presented prior to the exit conference on 10/07/20 at 11:00 AM to evidence that the facility maintained an effective pest control program.	F 921			
F 925 SS=F	Maintains Effective Pest Control Program CFR(s): 483.90(i)(4)  §483.90(i)(4) Maintain an effective pest control program so that the facility is free of pests and rodents. This REQUIREMENT is not met as evidenced by:	F 925		11/21/20	

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F 925	<p>Continued From page 7</p> <p>Based on observation, staff interview, and facility document review, the facility staff failed to maintain an effective pest control program throughout the facility.</p> <p>Finding include:</p> <p>An entrance conference was conducted on 10/06/20 at approximately 10:00 AM, with the DON (director of nursing) and the administrator, in the administrator's office on the first floor. Multiple gnats were observed in the office during the entrance conference. The gnats were killed, but more continued to appear. The gnats were observed flying around the administrator, DON and the survey team.</p> <p>A 10:30 AM, the DON and administrator were informed of the complaint allegation regarding an infestation of gnats at the facility. The administrator stated that the facility does have a problem with gnats and stated that they have a plan and that she would get that information. The administrator then stated that they were going to have to tear out the floor in the kitchen due to a drain pipe not sitting right to allow proper drainage. The administrator stated that they have tried everything and nothing has worked. The administrator stated that the drain has to be fixed because water is sitting in the pipes and not draining properly. The administrator stated that the work is "tentatively scheduled for next week" and that the facility is going to have to get a mobile kitchen set up during the construction. The administrator stated that the problem has been bad for about a month.</p> <p>At 11:13 AM, the administrator presented requested information and a gnat was observed</p>	F 925	<ol style="list-style-type: none"> <li>1. Rentokil Steritech (Pest Control Company) will service the facility 3 to 4 times per week and install additional Insect Light Traps (ILT) until the drain work under the kitchen floor can be completed.</li> <li>2. Residents in the facility have the potential to be affected. Additional ILT will be placed throughout the facility. Rentokil Steritech will assist in identifying any other entry points, spray the area, and then caulk the area to create an additional seal.</li> <li>3. In-servicing will be provided to employees by the Assistant Director of Nursing and/or designee by 10/26/20 to ensure residents do not have opened food in their room and/or in their trash. Also, employees to ensure all soiled linen and/or briefs are to be in trash bags tied up and discarded properly to help reduce the Phorid Flies in resident areas. Rentokil Steritech (Pest Control Company) will service the facility 3 to 4 times per week and install additional Insect Light Traps (ILT) until the drain work under the kitchen floor can be completed. Facility has obtained an agreement with Blauch Brothers, Inc to complete drain/ plumping work in the kitchen which is the primary source of the Phorid Flies.</li> <li>4. The interdisciplinary team will monitor a total of 5 residents per week and turn results into the Administrator and/or designee for review.</li> </ol>		



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F 925	<p>Continued From page 8</p> <p>crawling around on the outside of the N-95 mask.</p> <p>At 11:30 AM, the common bathroom for visitors and staff had several gnats flying around, one observed on the toilet seat, two on the wall, and one dead on top of the sink.</p> <p>At approximately 12:10 PM gnats were observed in the elevator.</p> <p>On 10/06/20 at 12:15 PM, the MED (Maintenance Environmental Director) was interviewed regarding the gnats. The MED stated that the facility does have a gnat problem. The MED stated that he had been with the facility a little over six years and they have had gnats before, but not to this degree. The MED stated, "They exploded." The MED stated that he keeps notes on his phone and looked at his phone and stated that he called pest control around 08/18/20 and they came to take a look on 08/26/20. The MED stated that pest control comes monthly and had been to the facility earlier in the month of August.</p> <p>The MED presented the pest control logs at 12:30 PM. The pest control logs revealed that the identified issue was found and reported in April 2019. A pest control log dated 10/09/19 documented, "...Cracks or damage to floor allowing pest access. Please repair to prevent pest entry, noted fly activity coming from the crack in the floor...Severity: High...Status: New...Date: 04/19/19..." A pest log dated 03/09/20 documented, "...Cracks or damage to floor allowing pest access. Please repair to prevent pest entry, noted fly activity coming from the crack in the floor...Severity: ...Status: COMPLETE..Date: 04/19/19..."</p>	F 925	<p>5. Results will be reviews will be discussed by the administrator and/or designee at the Quality Assurance Performance Improvement meetings monthly for three months. The committee will recommend provisions to the plan as indicated to sustain substantial compliance.</p>		

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F 925	<p>Continued From page 9</p> <p>The MED was interviewed regarding the above information. The MED stated, "We repaired that." The MED could not provide a date when this was fixed. The MED was asked when it was repaired and the MED stated, "The day that he mentioned it, I filled it with clear caulk."</p> <p>The MED stated that in August plumbing was called and came out and "scoped" and "jetted" the lines and behind the steamer a line was found cracked, that was replaced/fixed on 08/26/20. The MED stated, "After that they [phorid flies] got so much worse."</p> <p>A pest control log dated 07/20/20 documented, "...kitchen inspected drain flies look a lot better..."</p> <p>Pest control logs documented the following:</p> <p>08/20/20 "...Extra service for phorid flies completed drains checked positive results of maggots found in drain in dining room...treated kitchen area as well...going back Monday for a follow up..."</p> <p>08/24/20 "...all kitchen drains treated...for phorid flies..."</p> <p>08/26/20 "...new insect light trap installed...steam drain treated..."</p> <p>09/14/20 "...wipe down completed at kitchen and back hall, drains treated...for phorid flies..."</p> <p>09/22/20 "...found 2 high potential breeding grounds for phorid flies. One is a janitorial closet located between dietary manager's office and storage area...another is in basement area known as dungeon..."</p>	F 925			

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NAME OF PROVIDER OR SUPPLIER  <b>KINGS DAUGHTERS COMMUNITY HEALTH &amp; REHAB</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>1410 NORTH AUGUSTA STREET STAUNTON, VA 24401</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	
F 925	<p>Continued From page 10</p> <p>09/23/20 "...door gap/damage noted that allows pest access. Please repair to prevent pest entry...severity: High...an accumulation of food product from damaged goods notes. Please remove food product to prevent attraction by pests...severity: High...General Comments: Mop sink removed and found heavy activity. Part of the wall was removed and treated...follow us everyday until further notice. Plumbers cameraed [sic] the pipes and found potential issues..."</p> <p>An email was presented by the MED dated 09/24/20 from the pest control company, which documented, "...phorid fly activity...This is evidenced by the removal of the janitorial tub pan yesterday. Upon removing it, enormous numbers of phorid flies were observed in the soil and gravel itself...there are flies within the plumbing system as well for sure, but soil or like material is required for the breeding of this species, hence soil and food debris must be together somewhere...I do not believe the flies are making their way through the building via drain pipes, I believe they are traveling to and eventually past doors..."</p> <p>On 10/06/20 at 4:26 PM, the pest control company, OS #1 (Other Staff) was interviewed via phone. OS#1 stated that the main problem is the hole in the floor in the janitor's closet, which needs to be repaired/sealed to prevent entry of the flies. OS #1 stated that he had just left the facility at 3:50 PM and that problem has still not been repaired.</p> <p>On 10/07/20 at approximately 9:00 AM, the COVID unit, which was sealed from the rest of the facility with its own entrance and exit, was</p>	F 925			

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

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F 925	Continued From page 11 observed. Multiple gnats were observed flying around in the hall during the tour of the unit.  The administrator and DON were again made aware of concerns with infestation of gnats on 10/07/20 at 10:00 AM.  No further information and/or documentation was presented prior to the exit conference on 10/07/20 at 11:00 AM to evidence that the facility maintained an effective pest control program.	F 925		