

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 08/27/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 195214	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/16/2026
NAME OF PROVIDER OR SUPPLIER Ferncrest Manor Living Center		STREET ADDRESS, CITY, STATE, ZIP CODE 14500 Haynes Blvd. New Orleans, LA 70128	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. Based on observations, interviews, and record review the facility failed to maintain an effective pest control program. Findings: Review of the facility's Pest and Insect Control Policy & Procedure revised August 2025 revealed, in part, an effective, regular basic pest control program was maintained so the facility may be free of pests and rodents. Further review revealed the following: All garbage and refuse was to be disposed of properly. The garbage storage area was to be maintained in a sanitary condition to prevent harborage and feeding of pests. Garbage containers are covered when removed from the kitchen area to the disposal area. All garbage should be brought out after every meal. The waste disposal company was responsible for dumpster pick up. Pest control contractors were to come to the facility once a month. If needed, the contractor would come to the facility more frequently or in an emergency. Maintenance employees were to check for pests, rodents and insects during walk throughs, and bug light trap pads should be changed every Tuesday. When there was a report of any type of pest or insect in the facility or on grounds, maintenance must be notified. Maintenance would then coordinate with the pest control contractor to come and treat the facility/grounds and look at preventative measures for the future. Observation on 06/15/2026 at 9:25AM of Hall A revealed 1 fly was noted flying in the hall. Observation on 06/15/2026 at 9:26AM of Hall B revealed 2 flies were noted flying in the hall. In an interview on 06/15/2026 at 9:28AM, S3Registered Nurse (RN) stated she was assigned Hall A. S3RN further stated she noticed numerous flies in the facility during the months of April and May 2026 and had noticed a few so far in the month of June 2026. Observation on 06/15/2026 at 9:35AM of Hall C revealed 2 flies were noted flying in the hall. Observation on 06/15/2026 at 9:45AM of Hall E revealed 1 fly was noted flying in the hall. In an interview on 06/15/2026 at 10:00AM, S5Licensed Practical Nurse (LPN) stated she was assigned to residents residing on part of Hall B and Hall C. S5LPN further stated last month, there was an issue with flies in the facility, including in residents' rooms. In an interview on 06/15/2026 at 10:15AM, S6LPN stated last month, S6LPN noted flies in the facility including in the residents' rooms. In an interview on 06/15/2026 at 10:25AM, S7Housekeeping stated last month, the flies were bad in the facility. S7Housekeeping further stated she counted about 20 flies in one day. S7Housekeeping further stated S7Housekeeping still sees a few flies a day now. Observation on 06/15/2026 at 1:30PM of the interior and the exterior of the facility with S2Plant Operations Manager revealed immediately on the outside of Hall C's exit door near the dining room, there was a large bin on wheels with a large amount of clear/white plastic bags containing garbage. Further observation revealed 2 large gray garbage bins were uncovered. Further observation revealed one of the mentioned gray garbage bins contained used gloves, 2 empty water bottles, and loose papers, all of which were not contained in a garbage bag. Further observation revealed the other gray garbage bin had loose paper, loose gloves, and an open carton of a protein supplement, all of which were not contained in a garbage bag. Further observation revealed 4 to 5 flies were noted flying around the outside of Hall C's exit door. Observation on 06/16/2026 at 8:49AM of Hall A revealed 1 fly was noted flying in the hall. Observation on 06/16/2026 at 8:50AM revealed immediately on the outside of Hall C's exit door near the dining room, 2 large gray garbage bins, uncovered. Further observation revealed 1 of the mentioned gray garbage bins contained used gloves, 2 empty water bottles, and loose papers, all of which were not contained in a (continued on next page)		

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.

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

TITLE

(X6) DATE

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	garbage bag. Further observation revealed the other gray garbage bin had loose paper, loose gloves, and an open carton of a protein supplement, all of which were not contained in a garbage bag. Further observation revealed 4 to 5 flies were noted flying around the outside of Hall C's exit door and landing on cement. Further observation revealed 1 hanging fly strip full of dead flies. In an interview on 06/16/2026 at 8:51AM, S8Maintenance stated Hall C's exit door near the dining room was opened 5 to 7 times a day to bring trash to the dumpsters. S8Maintenance further stated the 2 large gray trash bins should not have loose garbage in them and should be covered. S8Maintenance further stated the flies were an ongoing issue at the facility during this time of the year. Observation on 06/16/2026 at 9:15AM of Hall C revealed 2 flies were noted flying in the hall. In a telephone interview on 06/16/2026 at 9:24AM, the facility's contracted pest control company's staff member stated on 05/26/2026, he was at the facility and provided his normal monthly pest control services, which included spraying for crawling insects only. The facility's contracted pest control company's staff member further stated no one from the facility informed him there was an issue with the flies or that the facility needed additional treatment. The facility's contracted pest control company's staff member further stated he noted flies in the facility but only a few during his visit. The facility's contracted pest control company's staff member further stated the facility had issues with fly infestation during this time of the year. The facility's contracted pest control company's staff member further stated he talked with S1Administrator approximately 2 months ago and offered to put out fly bait but, S1Administrator had never responded to his suggestion. In an interview on 06/16/2026 at 10:30AM, S9Director of Nursing (DON) stated the flies were bad inside and outside of the facility in April and May 2026, and S9DON was still noticing a few in the facility at this time. Observation of the smoker's patio on 06/16/2026 at 11:30AM revealed several flies flying around. Further observation revealed 2 residents in wheelchairs entered the facility through an automatic door, and 1 fly was observed entering the facility through the automatic door. In an interview on 06/16/2026 at 12:21PM, S1Administrator stated the facility should have maintained a pest free environment.		