

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345014	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/18/2024
NAME OF PROVIDER OR SUPPLIER Linden Place Center for Nursing and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 1201 Carolina Street Greensboro, NC 27401	

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)
<p>F 0584</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 48945</p> <p>Based on observations and staff interviews the facility failed to maintain clean and sanitary floors, ensure baseboards were in good repair and ensure the toilet was clean and in good repair in 2 of 3 rooms (rooms [ROOM NUMBERS]), ensure the light fixture was clean and a sink was in good repair in 1 of 3 rooms (room [ROOM NUMBER]), and maintain cleanliness and sanitation in 1 of 2 linen closets and 1 of 1 dining room observed for maintenance of a sanitary and orderly interior.</p> <p>The findings included:</p> <p>Review of the Performance Improvement Project (PIP) worksheet dated 5/6/24 revealed the facility had decluttered resident's rooms and transitioned from contracted housekeeping services to in house. The facility documented results of their interventions as clean building, decreased pests, consistent housekeeping, deep cleaning and decluttering. To sustain improvement, the facility wrote consistent housekeeping and focus on being clutter-free, and constant contact with local pest exterminator for any pest seen. The PIP worksheet indicated it was ongoing and did not have a completion date.</p> <p>a. An observation of room [ROOM NUMBER] on 6/10/24 at 12:45 pm revealed a sink that was pulling away from the wall, the light fixture was full of dead bugs, the baseboards outside the bathroom were peeling away from the wall, the bathroom floor had debris and dust at the corners under the commode, a crack with an opening was noted in a corner wall of the bathroom and a dried brown material was on the commode lid. An additional observation was conducted on 6/11/24 at 11:50 am with the Administrator revealing the same findings. The Administrator stated he would have someone take care of those right away.</p> <p>During an interview with the resident in room [ROOM NUMBER] on 6/10/24 at 12:45 pm, the resident revealed the housekeepers came to clean everyday but did not do a thorough job. She stated there was a housekeeper that came by but the dried bowel movement on the commode lid was still there. She stated she could barely balance herself to wipe the lid or pick up something from the floor. She pointed at her light fixture and stated it was full of bugs since she got admitted and nobody came to clean it.</p> <p>b. An observation of room [ROOM NUMBER] on 6/11/24 at 9:30 am revealed dust or [NAME] material on the floor outside the bathroom. The baseboard was peeling away from the wall outside the bathroom. Debris was noted in the broken vinyl tile in the bathroom and dust noted on the corners of the bathroom.</p> <p>(continued on next page)</p>

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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<p>F 0584</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>During an observation and interview on 6/11/24 at 12:10 pm, the room looked the same with dust or [NAME] material on the floor beside the bathroom and debris in the broken vinyl tile and dust on the corners of the bathroom. The resident occupying the room stated the housekeepers came and cleaned every day. They swept and mopped around her belongings on the floor. She stated it was hard for her to pick up because of her back hurting. She stated she could not recall if they did a deep clean in her room.</p> <p>c. An observation of the south hall linen closet on 6/10/24 at 4:00 pm revealed dust and dirt accumulated on two corners of the floor. A follow up observation with the Administrator of the linen closet on 6/11/24 at 11:50 am revealed the same dust and dirt on both corners of the floor.</p> <p>d. An observation of the dining room on 6/11/24 at 10:30 am with the Regional Nurse Consultant revealed the back of the dining room doors were covered with dust and debris. The upper part of the doors had cobwebs on them. The Nurse Consultant stated she was going to inform the Administrator and left. Further inspection revealed the back of the vending machines inside the dining room had dust and debris. The upper portion had some cobwebs. A roach bait station was observed behind the vending machine and was full of dust and debris.</p> <p>During an interview on 6/11/24 at 9:35 am, Environment Specialist #1 stated cleaning each resident room consisted of collecting trash, wiping surfaces with a wet rag, sweeping and mopping the floors in the rooms. She cleaned the bathrooms next by wiping in there, sweeping and mopping the floor. She was assigned to rooms [ROOM NUMBERS] and had not cleaned them at that time.</p> <p>During an interview on 6/11/24 at 9:55 am, Floor Technician #1 stated they swept and mopped the hallways and the dining room every day. He stated they buffed the floor in the dining room weekly. He stated he swept and mopped the dining room after lunch on 6/10/24. He has not cleaned the dining room during the interview.</p> <p>During an interview on 6/11/24 at 11:45 am, the Administrator stated they had an ongoing PIP on environmental services which included pest control. The goal was to provide home like, clean, pest free environment. This started in March 2024. They decluttered and threw away some of the residents' old belongings. He stated the pests were coming from the residents' clutter. The maintenance staff were filling out cracks in the walls. The staff were supposed to submit work orders online if they see bugs or things needing repairs. The Administrator stated the department heads did daily rounds and submitted work orders if they saw stuff. The housekeepers were supposed to be deep cleaning the dining rooms and residents' rooms weekly. The Administrator was shown room [ROOM NUMBER]'s condition and the light fixture full of dead flies. He stated the Regional Nurse Consultant told him about the dining room. He stated he would have someone take care of those. The Administrator provided a copy of the PIP worksheet dated 5/6/24 to the surveyor.</p> <p>During a discussion on 6/11/24 at around 1:40 pm, the Regional Director of Operations was informed of the findings in the resident's rooms, the linen closet and the dining room. She presented the PIP on environmental services and stated it was ongoing. She stated she was not aware of the observations with the Administrator of room [ROOM NUMBER] and its bathroom, and the linen closet in the south hall.</p>		

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<p>F 0925</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 48945</p> <p>Based on observations, record review, resident and staff interviews, the facility failed to maintain an effective pest control program as evidenced by pests observed in 1 of 3 hallways (the hallway leading into the dining room) and in 2 of 3 residents' rooms (rooms [ROOM NUMBERS]) reviewed for pest activity.</p> <p>The findings included:</p> <p>Review of the facility's Performance Improvement Project (PIP) dated 3/3/24 in Environmental Services revealed a problem with pest control. Interventions included decluttering residents' rooms, scheduling deep cleaning of rooms, weekly exterminator rounds, care planning for residents who hoarded and daily rounding by the administrator, social worker, maintenance and environmental services. This PIP did not have a date of completion.</p> <p>Review of the facility's invoices from a local pest control company as follows:</p> <p>4/5/24 read in part: Treated kitchen area corner tile broke with roaches, treated side exit door therapy and hallway restroom for German Roaches.</p> <p>4/12/24 read in part: Kitchen at Wi-Fi area German roach activity found alive and dead. Crack and crevice treatment, void treatment. Restrooms in patient rooms: 138, 146: crack and crevice treatment. No cockroaches were found.</p> <p>Preventive crack and crevice treatment south nurses' station, office, and south hallways, exit doors.</p> <p>4/19/24 read in part: Preventive spot treatment of hallway bathrooms, deep sink area, dishwashing area, kitchen office, kitchen area, and maintenance shop. Interior placement of bait in boiler room for American cockroaches. Please have dead roaches removed/floor cleaned under flour storage bins/table in kitchen (killed two roaches under flour bin).</p> <p>4/26/24 read in part: Unoccupied residents' rooms [ROOM NUMBERS] crack and crevice treatment for ants. No ants or roaches found. Beauty salon, physical therapy, administrative office preventive spot treatment for roaches and ants. Kitchen preventive spot treatment.</p> <p>5/3/24 read in part: Completed inspection and proactive spot treatment for roach activity found in kitchen, kitchen office, little locker room, behind dishwasher around pipe opening collars, and deep sink area. Completed proactive spot treatment of offices and the scheduling office. Ants reported in scheduling room.</p> <p>Review of the facility's PIP worksheet dated 5/6/24 revealed the results of their interventions were: cleanliness of the building, decrease in pests, consistent pest control/housekeeping, deep cleaning and de-cluttering. To sustain improvement, the facility wrote consistent housekeeping and focus on being clutter-free, and constant contact with local pest exterminator for any pest seen. The PIP worksheet indicated it was ongoing and did not have a completion date.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Review of the facility's invoices from a local pest control company after the PIP follow up on 5/6/24 revealed:</p> <p>5/10/24 read in part: Preventive crack and crevice treatment for ants and roaches in unoccupied rooms 104, 107, 144, 146 and southside spa. Reported ants in room [ROOM NUMBER] - crack and crevice treatment. Caulked some more in kitchen at tile crack. Crack and crevice treatment of windows for ants reported in physical therapy room.</p> <p>5/17/24 read in part: Preventive spot treatment for unoccupied rooms (110, 109, 111, 137, 144 and 146), nurses stations, kitchen office, janitorial closet, behind drink machines, dining area, storage room and behind shredded dryer holder. Found and killed roaches around pipe opening collars under dishwashing machine and behind bending machine. Found one dead smokey brown roach in bathroom of room [ROOM NUMBER].</p> <p>5/24/24 read in part: Completed spot treatment of dishwashing area. Roach activity was found and treated behind pipe openings and control box. Caulked sealed off pipe openings and crevices of interior back corner, hole in floor. Seal off hole and repair damaged sheetrock at bottom wall or door frame of door leading to dining room. Hole had roach activity. Spot treatment in room [ROOM NUMBER].</p> <p>6/3/24 read in part: Inspected hallways, lobby areas, vending areas and interior traps. No observed activity at time of visit. No reported activity in patient rooms at time of inspection.</p> <p>a. An observation of room [ROOM NUMBER] was made on 6/10/24 at 12:45 pm revealed a fly flying around the light fixture. The room was occupied by a resident who stated she had flies flying around her face the other day and she was aggravated. She pointed to her light fixture in the room and stated it was full of dead flies since admission and she has not seen anyone clean the light fixtures. She stated her family member was going to report it. She stated she also saw brown bugs crawling out of the bathroom and thought they came from the cracks in the bathroom. The resident thought she saw the bugs after she came back from her orthopedic appointment on 6/4/24.</p> <p>b. An observation of room [ROOM NUMBER] was made on 6/11/24 at 9:30 am. The room was occupied at the time of the observation and the resident revealed she saw bugs coming in and out of her bathroom several times the other day (6/9/24). She told a staff but could not recall who it was. The resident has not seen anyone spray in her room. The bathroom was observed with baseboards peeling off the wall and a flattened broken vinyl tile folded over.</p> <p>c. An observation of common areas on 6/11/24 at 10:25 am revealed another fly circling the water sprinkler above the dining room door entrance. There were several residents in the dining room participating in activities.</p> <p>During an interview on 6/10/24 at 4:25 pm, Nurse Aide #1 stated a previous resident complained of seeing roaches in his room. She stated she saw roaches coming out of the linen closet the other week. She stated they submitted work orders when they see bugs.</p> <p>During an interview on 6/10/24 at 3:45 pm, Nurse Aide #2 stated she saw roaches and water bugs coming from the linen closet every now and then. She could not remember when she saw them last, but it was one day last week. She stated they report it to the nurses if they see them.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 6/10/24 at 4:05 pm, Nurse Aide #3 stated she saw roaches in the halls and in the residents' bathrooms when she worked third shift. She stated she saw them at the end part of May 2024. She was not aware of any residents that complained of bugs.</p> <p>During an interview on 6/11/24 at 9:35 am, Environmental Specialist #1 revealed she observed live baby roaches in a resident's room that morning and killed them. She stated she also saw flies in their break room. She stated the floor technicians and maintenance take care of the pest control. She stated somebody had been spraying in the facility.</p> <p>During an interview on 6/11/24 at 9:55 am, Floor Technician #1 stated they mop the hallways. He stated he saw a roach in his mop bucket several weeks ago and killed it. He stated he has not seen any in the washroom lately. He stated someone came and sprayed a week after he reported it.</p> <p>During an interview on 6/11/24 at 3:00 pm, Medication Aide #1 revealed she saw roaches around doors the other day. She could not remember which resident rooms had them. She stated they had been reporting it, but they kept seeing them.</p> <p>During an interview on 6/11/24 at 11:45 am, the Administrator stated they had an ongoing PIP on environmental services which included pest control. This started in March 2024, and it was for any bugs in the facility. He stated the exterminator was on contract monthly but was changed to weekly during the first week of May 2024. He stated the receipts were records of his rounds. The facility also called the exterminator as needed. The exterminator put bait traps all over the facility. He stated the PIP was ongoing and they tried to identify residents that hoarded and decluttered and threw away some of their old belongings. He stated the pests were coming from the residents' clutter. The maintenance staff were filling out cracks in the walls. The staff were supposed to submit work orders online if they see bugs or things needing repairs. The Administrator stated the department heads did daily rounds and submitted work orders if they saw stuff. The housekeepers were supposed to be deep cleaning the dining rooms and residents' rooms weekly. The Administrator was shown room [ROOM NUMBER]'s condition and the light fixture full of dead flies. He stated he will have someone take care of those. The Administrator provided a copy of their PIP worksheet to the surveyor.</p> <p>During a discussion on 6/11/24 at around 1:40 pm, the Regional Director of Operations presented the PIP on pest control and stated it was ongoing. She stated she was not aware of the flies in the resident's room, the light fixture full of dead flies and the fly above the dining room door.</p>		