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

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345468	A. Building B. Wing	03/18/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Liberty Commons Rehabilitation Center	121 Racine Drive Wilmington, NC 28403

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 0550 Level of Harm - Actual harm Residents Affected - Few	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on record review and interviews with staff, Emergency Medical Services (EMS) personnel, and pest control specialist, the facility failed to ensure a resident's dignity was maintained when Resident #86 was observed by EMS personnel with multiple live cockroaches crawling on his body and in his bed prior to transferring the resident to the hospital. EMS personnel indicated the resident was not aware of the cockroaches. A reasonable person expects their dignity to be maintained by their caregivers and would have been traumatized and experienced feelings such as fear, dehumanization, humiliation, and anxiety. The deficient practice affected 1 of 2 residents (Resident #86) reviewed for dignity.Findings included:Resident #86 was admitted to the facility on [DATE].Resident #86's admission Minimum Data Set (MDS) assessment dated [DATE] revealed the resident had moderate cognitive impairment with no behaviors, required a wheelchair for mobility and supervision with bathing and dressing. A nursing progress note written by Nurse #5 dated 1/3/26 at 8:02 PM indicated Resident #86 was oriented to himself earlier in the day but became increasingly confused with disorientation to self and place. The provider was notified of Resident #86's change in condition with altered mental status. Emergency Medical Services (EMS) arrived at 6:25 PM to transport Resident #86 to the emergency department for evaluation. Review of an Emergency Medical Services (EMS) report dated 1/3/26 indicated that EMS personnel arrived at the facility at 6:25 PM on 1/3/26. The EMS report indicated that while assessing Resident #86 prior to transporting him to the emergency department for evaluation, an unspecified number of live insects consistent with cockroaches were noted crawling on the resident and in his bed when he was turned over. The note indicated that when the EMS personnel asked the facility staff about a bug problem, the staff confirmed that the facility had a cockroach infestation. The note stated that Resident #86 was transported to the hospital and following the transport, EMS personnel completed an Adult Protective Services report due to the mandated reporter requirement. A telephone interview was conducted on 3/9/26 at 11:10 AM with EMS personnel that arrived at the facility on 1/3/26 to transport Resident #86 to the emergency department. The EMS personnel stated that on 1/3/26 when he arrived to transport Resident #86 to the hospital, he turned the resident over and observed several roaches, he was unable to recall how many, on the resident's body and in his bed. The EMS personnel stated that he informed the staff that he observed roaches on Resident #86 and the staff reported that the facility was infested with them. The EMS personnel stated that Resident #86 was unaware of having roaches on him or in his bed. Review of the Emergency Department provider note dated 1/3/26 indicated that Resident #86 presented to the emergency department for evaluation of altered mental status. The provider note stated that Resident #86 arrived in the emergency department with an unspecified number of insects on him and was immediately cleaned by the nursing staff. Resident #86 was minimally able to participate in the evaluation due to altered mental status and was able to nod or shake his head but was unable to answer questions consistently. Review of Resident #86's (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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NAME OF PROVIDER OR SUPPLIER Liberty Commons Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 121 Racine Drive Wilmington, NC 28403	

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F 0550 Level of Harm - Actual harm Residents Affected - Few	electronic health record showed that the resident was readmitted on [DATE] and subsequently discharged to the hospital on 2/6/26. He did not return to the facility. An interview was conducted with Nurse #5 on 3/10/26 at 3:25 PM. Nurse #5 stated that Resident #86 had confusion and on the evening of 1/3/26, she transferred Resident #86 to the emergency department for a change in condition related to his medical condition. She stated that EMS personnel did not report to her that they observed cockroaches on the resident or in his bed at the time of transfer and she did not observe any roaches on the resident. Nurse #5 stated she learned later that the Director of Nursing received a report that the EMS personnel observed cockroaches on Resident #86. An interview was conducted with Nurse Aide (NA) #5 on 3/11/26 at 8:45 AM. NA #5 stated that she was assigned to Resident #86 on 1/3/26 from 7:00 AM to 7:00 PM. NA #5 stated that she heard from the other NA that was working with her on the hall, she did not recall which NA, that the EMS personnel observed cockroaches on Resident #86 and were stomping the cockroaches out on the floor when they were preparing to take the resident to the hospital for evaluation on 1/3/26. NA #5 indicated that she personally did not observe the cockroaches on the resident. NA #5 stated that Resident #86 was transferred to the hospital in the evening shortly after dinner. She added that it had been several hours before the transfer that she last assisted the resident with personal care. An interview was conducted with NA #6 on 3/11/26 at 10:41 AM. NA #6 stated that the cockroaches were terrible in the facility, especially in the fall and winter of last year. NA #6 stated that she observed cockroaches on the medication carts, on residents, in their beds, on the ceilings and in the resident rooms. NA #6 recalled an incident in the winter with a resident, she could not recall which resident or the date, in which she went to put a jacket on the resident and observed a cockroach on the resident. NA #6 stated that the resident was unaware that a roach was on him. NA #6 indicated that she felt badly that the residents had cockroaches in their rooms. An interview was conducted with the Maintenance Director on 3/10/26 at 1:18 PM. The Maintenance Director acknowledged that the facility experienced an infestation of cockroaches in November and December 2025 and stated that the staff reported they observed cockroaches as recently as approximately one month ago. He further stated he was told by an individual he could not recall on a date he could not recall that cockroaches were found on residents. A telephone interview conducted with the Pest Control Specialist on 3/18/26 at 12:45 PM revealed that he was the owner of the new pest control company that began providing services to the facility in late January 2026. He reported that he completed a comprehensive evaluation of the facility, which included staff interviews, observations across all shifts, and assessments of resident rooms, offices, the kitchen, and common areas. He stated that during his initial evaluation, the facility was heavily infested with active cockroach activity.An interview was conducted with the Administrator on 3/11/26 at 11:30 AM. He stated that cockroaches were frequently observed in the facility in October and November and that he realized the pest control company being used was not effective. He stated that he was aware that in January, EMS reported seeing cockroaches on a resident being transferred to the hospital and an Adult Protective Services report was filed. During a follow?up interview on 3/12/26 at 2:14 PM, the Administrator stated that his expectation was that all residents be treated with dignity and respect at all times, which included ensuring they were free from insects on their bodies and in their rooms.

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Based on observations and staff interviews, the facility failed to label and date opened food items in 1 of 1 walk?in cooler and 1 of 1 walk-in freezer; failed to label, date, and discard expired food items stored on shelving in the kitchen; and failed to discard expired food items stored in 2 of 2 nourishment room refrigerators (100 and 300 hall nourishment rooms). This deficient practice had the potential to negatively affect the safety of food served to residents.Findings included:a. An initial tour of the kitchen was conducted on 3/9/26 at 10:50 AM in the presence of the Dietary Manager.- At 10:50 AM on 3/9/26 an opened plastic bag containing hard boiled eggs was observed in the kitchen walk in cooler undated.- At 10:55 AM on 3/9/26 an opened undated plastic bag of breadsticks and an opened plastic bag of shredded cheese with an opened date of 1/9/26 was observed in the walk-in freezer.An interview conducted with the Dietary Manager on 3/9/26 at 11:00 AM revealed that all food items were expected to be labeled and dated upon opening, and any expired items were to be discarded. b. An observation of the 100-hall nourishment room on 3/9/26 at 11:05 AM with the Dietary Manager present revealed a plastic grocery bag with apples and oranges was observed in the 100-hall nourishment room refrigerator without a resident name or date. Seven single serve plastic containers of orange juice were observed in the refrigerator with a best by date of 1/24/26. An observation of the 300-hall nourishment room on 3/9/26 at 11:15 AM with the Dietary Manager present revealed in the refrigerator there were four single serve plastic containers of orange juice with a best by date of 1/24/26 and six containers with a best by date of 1/17/26 observed in the 300-hall nourishment room refrigerator. An interview conducted with the Dietary Manager on 3/9/26 at 11:20 AM revealed that the Dietary Aides were responsible for checking the nourishment room refrigerators daily for expired items and for items that were not properly labeled or dated. The Dietary Manager stated that the refrigerator had been checked that day, and she did not know how the expired and unlabeled items were overlooked. c. During an observation in the kitchen on 3/10/26 at 12:10 PM with the Dietary Manager present, three opened bags of bread were observed on a shelf in very close proximity to two open half full containers of cleaning solution. The bread was not in its original packaging, instead each loaf was in clear, plain unmarked plastic bags with no stamped use by dates. One bag contained white bread dated 2/27, one bag of white bread had no date, and one bag of wheat bread was dated 3/6/26. An interview conducted with the Dietary Manager on 3/10/26 at 12:15 PM revealed that food items should not be stored near the buckets of cleaning solution and should be labeled and dated. The Dietary Manager verified that the buckets contained the sanitizing solution that was used to clean surfaces in the kitchen and the solution was harmful if ingested. An interview was completed with the Administrator on 3/12/26 at 1:15 PM. The Administrator stated that he expected the kitchen staff to check for expired food in the kitchen and nutrition rooms and to discard them. He further stated he expected the staff to label and date food stored in the kitchen and nutrition rooms.

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, staff interviews, and record review, the facility failed to maintain a pest free environment for 3 of 3 residents reviewed for pest control (Resident #86, Resident #16 and Resident#5). Findings included:Resident # 86 was admitted on [DATE].A review of Resident #86's admission Minimum Data Set (MDS) dated [DATE] revealed the resident had moderate cognitive impairment with no behaviors, required a wheelchair for mobility and supervision with bathing and dressing. A review of the pest control company's invoices from December showed that weekly services were provided. The invoices dated December 3 and December 17, 2025, indicated that rooms on the 100 and 200 halls were treated with an aerosol product; however, they did not document the reason for the treatment or provide details about the specific application. The invoice dated December 24, 2025, noted evidence of German cockroaches in room [ROOM NUMBER]. The invoices did not include documentation of staff reports regarding cockroach activity, nor did they specify what pests the treated areas were being addressed for.A nursing progress note written by Nurse #5 dated 1/3/26 at 8:02 PM indicated Resident #86 was oriented to himself earlier in the day but became increasingly confused with disorientation to self and place. The provider was notified of Resident #86's change in condition with altered mental status. Emergency Medical Services (EMS) arrived at 6:25 PM to transport Resident #86 to the emergency department for evaluation. Review of an Emergency Medical Services (EMS) report dated 1/3/26 indicated that EMS personnel arrived at the facility at 6:25 PM on 1/3/26. The EMS report indicated that while assessing Resident #86 prior to transporting him to the emergency department for evaluation of altered mental status, an unspecified number of live insects consistent with cockroaches were noted crawling on the resident's body and in his bed. The note indicated that when the EMS personnel asked facility staff about a bug problem, the staff confirmed that the facility had a cockroach infestation. The note stated that Resident #86 was transported to the hospital and following the transport, EMS personnel completed an Adult Protective Services report due to the mandated reporter requirement. Review of the Emergency Department provider note dated 1/3/26 indicated that Resident #86 presented to the emergency department for evaluation of altered mental status. The provider note stated that Resident #86 arrived in the emergency department with insects (number and site note specified) on him and was immediately cleaned by the nursing staff. Resident #86 was minimally able to participate in the evaluation due to altered mental status and was able to nod or shake his head but was unable to answer questions consistently. Resident #86 was admitted for treatment of altered mental status secondary to recurrent hepatic encephalopathy with history of cirrhosis. An interview was conducted on 3/9/26 at 11:10 AM with the Emergency Medical Services (EMS) personnel that arrived at the facility on 1/3/26 to transport Resident #86 to the emergency department. The EMS personnel stated that on 1/3/26 when he arrived to transport Resident #86 to the hospital, he observed several roaches (he could recall the exact number) on the resident's body and in his bed when he turned the resident over. The EMS personnel stated that he informed the staff that he observed roaches on Resident #86's body and in his bed and the staff reported that the facility was infested with them and there was nothing that could be done about it. An initial tour of the facility on 3/9/26 at 12:15 PM revealed that insects were not observed in the resident rooms on the 200 hall. An invoice dated 1/16/26 showed that a new pest control company completed a triage and remediation of the facility, including first?pass treatment for German cockroaches in selected rooms on the 100 and 200 halls and in room [ROOM NUMBER].An invoice dated 2/6/26 from the new pest control company indicated monthly maintenance was completed. The remarks on the invoice indicated that the 500 hall nursing staff reported cockroach sightings and treatment was provided. (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	AM. NA #6 stated that the cockroaches were terrible in the facility, especially in the fall and winter of last year. NA #6 stated that she observed cockroaches on the medication carts, on residents, in their beds, on the ceilings and in the resident rooms. NA #6 indicated that cockroaches were everywhere on 100 and 200 hallways including on resident beds and clothing. NA #6 recalled an incident in the winter with a resident, she could not recall which resident or the date, in which she went to put a jacket on the resident and observed a cockroach on the resident. NA #6 stated that the resident was unaware that a roach was on him. NA #6 indicated that housekeeping cleaned during the daytime but there was no housekeeping in the evening and at night. NA #6 stated that most residents on 200 hallway ate meals in their rooms and food was frequently spilled on the floors. NA #6 indicated that she felt badly that the residents had cockroaches in their rooms, but everyone knew about it. NA stated that she did not report the cockroaches that she observed in the resident rooms as she assumed the administration and maintenance already knew. An interview was conducted with NA #2 on 3/11/26 at 10:00 AM. NA #2 stated that there had been a significant cockroach problem in the facility for a long time and that the exterminator did not know what he was doing. She stated she observed the exterminator enter the facility every few weeks with a small can of spray and that he never thoroughly treated the building. She stated that everyone in the facility was aware of the pest problem. She did not report the issue to the Administrator or Maintenance because she assumed they already knew how severe the infestation was. NA #2 stated the roach problem had been ongoing for months, likely since October or November. She stated she observed heavy cockroach activity in November, December, and January, including roaches in resident beds and on surfaces in resident rooms. NA #2 further stated that cockroaches were frequently found behind refrigerators and coming from the heating and air?conditioning units in resident rooms. She reported that although pests were still present, the situation had improved since the new pest control company began providing services.An interview was conducted with the Administrator on 3/11/26 at 11:30 AM. He stated that cockroaches were frequently observed in the facility in October and November and that he realized the pest control company being used was not effective. He stated that after the January incident in which EMS reported seeing cockroaches on a resident being transferred to the hospital, the facility cleaned rooms on the 200 hall, and he consulted a corporate consultant who recommended a different pest control company. He reported that the facility switched to the new company in late January, and since then pest activity had decreased. He stated he had been dissatisfied with the previous company's services for some time but had hoped the situation would improve. The Administrator stated the facility did not use a work order system to report pests and relied on word-of-mouth reporting. He stated there was no auditing of rooms for pest activity and that cockroaches were mainly observed on the 200 hall although they were reported in other parts of the facility as well. The housekeeping staff used an over?the?counter household spray if they were notified of pests. He stated he was informed that an Adult Protective Services (APS) report had been filed regarding a resident's condition, but he did not know the outcome of the APS investigation. He further stated he did not initiate monitoring, implement a performance improvement plan, or bring the issue to Quality Assurance for review.An interview was conducted with NA #7 on 3/11/26 at 12:04 PM. NA #7 stated she began working in the facility at the end of December 2025 and had observed cockroaches in resident rooms on the 200 hall since she started. An interview was conducted with the Housekeeping and Laundry Supervisor on 3/11/26 at 4:15 PM. She stated she had been in the position for two years, the department was fully staffed, and staff worked from 8:00 AM to 3:30 PM. She stated there were no housekeeping staff on duty in the evenings or at night, although some of the nursing staff assisted with cleaning spills in resident rooms at times. The Supervisor stated (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	there had been a significant cockroach problem on the 100 and 200 halls for a long time and that the facility had been infested since the previous summer. She reported that staff sometimes informed her when they observed bugs, and she kept an over?the?counter spray that she used in resident rooms as needed between exterminator visits.The Supervisor stated that recently, she was instructed to accompany the exterminator on the visits. During a follow up interview on 3/12/26 at 2:14 PM, the Administrator acknowledged that the contracted pest control provider had not been successful in eliminating the pests. Despite this awareness, the facility did not implement additional corrective measures or alternative pest control services to adequately address the problem. The facility did not perform any documented monitoring, follow?up, or escalation of the issue.An interview conducted with the Pest Control Specialist on March 18, 2026, at 12:45 PM revealed that he had more than 30 years of experience, including extensive education and training in the identification and treatment of German cockroaches. He explained that German cockroaches posed a significant health risk, carrying allergens and bacteria that can contaminate surfaces and lead to infections and gastrointestinal symptoms. The Pest Control Specialist stated that he was the owner of the new pest control company that began providing services to the facility in late January 2026. He reported that he completed a comprehensive evaluation of the facility, which included staff interviews, observations across all shifts, and assessments of resident rooms, offices, the kitchen, and common areas. He stated that during his initial evaluation, the facility was heavily infested with active cockroach activity; however, he noted a reduction in activity during subsequent visits.