

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G486		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 05/23/2012	
NAME OF PROVIDER OR SUPPLIER  COMMUNITY ALTERNATIVES-ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 7919 SAN RICARDO DR INDIANAPOLIS, IN 46256			
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W0000	<p>This visit was for the investigation of complaint #IN00107741.</p> <p>Complaint #IN00107741-Substantiated, Federal/state deficiencies related to the allegation are cited at W104, W149, W189, W418 and W434.</p> <p>Dates of Survey: 5/14, 5/15, 5/17 and 5/23/12</p> <p>Facility Number: 001000 Provider Number: 15G486 Aim Number: 100245010</p> <p>Surveyors: Paula Chika, Medical Surveyor III-Team Leader Amber Bloss, Medical Surveyor III (5/14/12 and 5/15/12)</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 6/1/12 by Ruth Shackelford, Medical Surveyor III.</p>			W0000			

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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W0104	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the facility's governing body failed to exercise general policy and operation direction over the facility to ensure the facility was maintained/kept in a sanitary condition and to ensure the facility addressed/implemented its policy and procedures in regard to bed bugs to eliminate any infestations which could cause harm to the clients.</p> <p>Findings include:</p> <p>1. During the 5/14/12 observation period between 5:45 PM and 7:10 PM, at the group home, client B had a dead bed bug in his bed on his sheet near the foot of the bed. Client B had a captain bed and one dead bed bug was seen in the drawer located underneath client B's bed. Client G, client B's roommate, had two dead bed bugs around a bed post located at the foot of client G's bed. Dead bed bugs were also seen at the entrance way in the hallway of the group home (near the base boards of the wood floors) where client A, B, C and G's bedrooms were located.</p>	W0104	<p><b>CORRECTION:</b> <i>The Governing body must exercise general policy, budget and operating direction over the facility. Specifically, the agency's contracted pest control provider has returned to and retreated the residence to assure the elimination of bedbugs. facility professional and direct support will be retrained regarding proper implementation of the agency's Bedbug infestation policy and the need to maintain a sanitary environment. PREVENTION:</i></p> <p>The facility will conduct physical environment safety inspections of the home as needed but no less than monthly to assure a sanitary and vermin-free training environment is maintained. The Governing Body has established a separate Quality Assurance Department to assist with auditing facility systems and developing sound risk management practices. Members of the Operations and Quality Assurance Teams will periodically perform inspections of the facility on an ongoing basis to assure a sanitary environment is maintained. <b>RESPONSIBLE PARTIES:</b> QDDPD, Home Manager, Support Associates, Quality Assurance Team, Operations Team</p>	06/22/2012			

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	In the bathroom located in the hallway, there was a throw rug located in the middle of the floor. The throw rug was dirty/stained and had several (three plus) dead bed bug carcasses on the throw rug located in front of the toilet and the tub. During the above mentioned observation period, clients A, B, C and E did not have plastic coverings on their mattresses which zipped. Clients A, B, C and E had mesh like mattress covers on their bed which were made out of cloth not plastic. There were dead termites scattered on the floor of the kitchen by a kitchen window and on the window sill. There were dead flies on client B and G's bedroom window sill. In client D and E's bath room located in their bedroom, there were 4 light bulbs which did not work in the light fixtures over the bathroom sink. The floor in the bathroom also had not been swept as dead roly poly worms were on the floor with other debris. The group home's kitchen floor had food particles on it near the cracks/baseboards of the floor which had not been swept up and/or mopped. The cabinets where the pots and pans were kept, had food droppings and dirt at the bottom of the cabinet. The 2 leather type couches in the living room were worn and discolored. The brown couch had turned to yellow in different spots on the couch. At 6:25 PM in client A and C's bedroom, a urine smell/odor was detected upon			

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	<p>entering the room. The clients' bedroom floor was sticky and smelled of urine when standing on the floor.</p> <p>Interview with client D on 5/14/12 at 5:14 PM indicated the client did not clean his bedroom on a regular basis. Client D stated he had cleaned his room "a long time ago. I do not clean that often."</p> <p>Interview with client E on 5/14/12 at 6:06 PM indicated the group home had recently bought a vacuum cleaner. Client E indicated he cleaned his bedroom every week and mopped the floor.</p> <p>Interview with client A on 5/14/12 at 6:25 PM indicated the kitchen was to be swept and mopped daily. Client A indicated the group home had a working vacuum cleaner.</p> <p>Interview with staff #3 at 6:50 PM indicated client A and C's bedrooms smelled of urine due to client C. Staff #3 indicated client C would urinate on the floor and in his closet on clothes. Staff #3 indicated the floor was to swept and mopped daily. Staff #3 indicated the kitchen floor was also supposed to be swept and mopped daily. Staff #3 indicated clients did chores and the overnight staff did cleaning at night.</p>						

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	<p>Interview with staff #2 on 5/14/12 at 7:00 PM indicated the facility was sprayed for bed bugs on 5/12/12. Staff #2 indicated the kitchen floor was mopped every night. When asked when the kitchen cabinets were last cleaned, staff #2 stated "Not sure cleaned when I worked."</p> <p>Interview with administrative staff #3 and the Qualified Developmental Professional-Designee (QDDP-D) on 5/15/12 at 3:26 PM indicated the group home had an infestation of bed bugs and had been treated with 3 rounds of spray by an exterminating company. The QDDP-D indicated the last spray was completed on 5/12/12. The QDDP-D indicated facility staff should have cleaned up the dead bugs/insects that were in the house. The QDDP-D indicated the rug in the bathroom should have been removed from the bathroom and washed. The QDDP-D indicated client C would urinate on the floor and in his bedroom. The QDDP-D indicated the client's bedroom floor should be cleaned/mopped daily. The QDDP indicated the light bulbs would need to be replaced in client D and E's bedroom. Administrative staff #3 indicated facility staff should be cleaning the group home on a daily basis.</p> <p>2. The facility's governing body failed to</p>			

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	<p>exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect of clients in regard to bed bugs for clients A, B, C, D, E, F, G and H. Please see W149.</p> <p>This federal tag relates to complaint #IN00107741.</p> <p>9-3-1(a)</p>			

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W0149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the facility failed to implement its policy and procedures to prevent neglect of clients in regard to a bed bug infestation.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 5/15/12 at 12 noon. The facility's reportable incident reports indicated the following:</p> <p>-4/14/12 "A family member told the supervisor that they suspected the presence of bedbugs (sic) in the house. [Name of exterminating company] was treating another ResCare facility and the administrative team made arrangements for the exterminators to assess the home. [Name of exterminating company] technicians confirmed bedbugs (sic) had infested [clients A and C's] (individuals supported by ResCare) bedroom. [Name of exterminating company] performed the first of three scheduled treatments as soon as they confirmed the infestation. Two</p>	W0149	<p><b>CORRECTION:</b> <i>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Specifically, the agency's contracted pest control provider has completed additional bedbug eradication treatments. The team has been retrained on cleaning and overall sanitation expectations and preventative measures to prevent re-infestation will be implemented per pest control provider recommendations</i></p> <p><b>PREVENTION:</b> <i>The facility will conduct physical environment safety inspections of the home as needed but no less than monthly to assure a sanitary and vermin-free training environment is maintained. The Governing Body has established a separate Quality Assurance Department to assist with auditing facility systems and developing sound risk management practices. Members of the Operations and Quality Assurance Teams will periodically perform inspections of the facility on an ongoing basis to assure a sanitary environment is maintained. <b>RESPONSIBLE PARTIES:</b> QDDPD, Home Manager, Support Associates, Quality Assurance Team, Operations Team</i></p>	06/22/2012			

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	<p>additional treatments will be administered at two week intervals. [Clients A and C] will relocate until [name of exterminating company] eradicates the bugs successfully...."</p> <p>-4/27/12 "While assisting [client B] (individual supported by ResCare) with his morning routine, staff noted what they believed to be bed bugs in his room. [Name of exterminating company] is treating a bed bug infestation at [client B's] residence and a second of three treatments is scheduled for 4/28/12. As a precaution, staff transported [client B] to the [name of hospital] Emergency department to be evaluated for bed bug bites, ER personnel evaluated [client B] and noted no evidence of insect bites. They released [client B] to SGL (supported group living) staff with a prescription for cream to treat itching in the event [client B] experiences any bites in the future. Staff will continue to monitor [client B] closely and assist [name of exterminating company] with completing the extermination treatments." The facility's 4/27/12 reportable incident report neglected to indicate any additional measures put in place to protect client B and/or his roommate client E from bed bugs.</p> <p>During the 5/14/12 observation period</p>			



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	<p>between 5:45 PM and 7:10 PM, at the group home, client B had a dead bed bug in his bed on his sheet near the foot of the bed. Client B had a captain bed and one dead bed bug was seen in the drawer located underneath client B's bed. Client G, client B's roommate, had two dead bed bugs around a bed post located at the foot of client G's bed. Dead bed bugs were also seen at the entrance way in the hallway of the group home (near the base boards of the wood floors) where client A, B, C and G's bedrooms were located. In the bathroom located in the hallway, there was a throw rug located in the middle of the floor. The throw rug was dirty/stained and had several (three plus) dead bed bug carcasses on the throw rug located in front of the toilet and the tub. During the above mentioned observation period, clients A, B, C and E did not have plastic coverings on their mattresses which zipped. Clients A, B, C and E had mesh like mattress covers on their bed which were made out of cloth not plastic. Also located in the garage off the kitchen, two new mattresses and 2 boxes which contained head boards were seen in the garage which was attached to the group home. The new mattresses were covered in the plastic they came in and standing up/touching the garage floor.</p> <p>Client B's record was reviewed on</p>			

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	<p>5/15/12 at 12:45 PM. Client B's Record of Visits indicated the following:</p> <p>-4/27/12 "1. Reason for Visit: Bed Bugs 2. Results/Findings of Examination: itch 3. Diagnosis: bed Bugs 4. Recommendations for treatment: Benadryl Steroid Cream...." Attached to the 4/27/12 form indicated an After Care Instructions sheet for bed bugs. The after care sheet indicated "...Because bed bugs are most active at night, most people are bitten while sleeping on a mattress or bedding that has been infected with bed bugs...."</p> <p>-5/3/12 Client B saw his primary care doctor. Client B's 5/3/12 form indicated "Bed bug bites seen on [client B] -...treatment to house x (times) 2 exam some reddened area on (L) (left) neck &amp; (and) ankle &amp; LUE (left upper extremity) -No infection noted." The 5/3/12 form indicated "...3. Diagnosis: "resolving bed bug bites. 4. Recommendations for Treatment: Continue prn treatment for symptomatic redness."</p> <p>Client B's Nursing Monthly Summaries indicated the following:</p> <p>-4/16/12 "late entry. No bed bug bites noted. 0 noted itching-" -4/27/12 "[Client B] went to [name of</p>						

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	<p>hospital] ER (emergency room) for bed bugs. New orders for Triamcinolone 0.1% cream to affected area 3 x day and Benadryl 25mg (milligrams) (one tablet) q (every) 6 (hours) prn (as needed) for symptoms. No bites found upon assessment. No scratching was noted." -5/2/12 "Requested stop date on Triamcinolone cream from [name of doctor]." -5/3/12 "[Client B] saw [name of doctor] for f/u (follow up) bed bugs. 'Con't (continue) PRN treatment for symptomatic redness.' Also received faxed order to (change) Triamcinolone 0.1% cream from tid (three times a day) to prn. 'Some reddened area on (L) neck &amp; ankle &amp; LUE-no infection noted.' " -5/4/12 "...Noted red bumps on back of left side of neck, on (R) (right) arm above elbow and on (L) wrist red bumps. NO scratching noted. Instructed staff to give his PRN cream when scratching was noted." -5/10/12 "...Noted red bump areas clearing. 0 c/o (complaint of) itching noted. 0 scratching noted per staff." -5/14/12 "0 Red bumps noted on [client B]. 0 itching noted."</p> <p>Client C's record was reviewed on 5/15/12 at 1:15 PM. Client C's April 2012 Nursing Monthly Summary indicated the following:</p>						

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	<p>-4/14/12 "reported bug bites, red marks or c/o of itching per staff. [Client C] went to [name of another group home] Group Home directly after work."</p> <p>-4/30/12 [Client C] returned to San Ricardo Group Home after visiting [name of other group home] for 2 weeks."</p> <p>Client A's record was reviewed on 5/15/12 at 2:00 PM. Client A's April 2012 Nursing Monthly Summary indicated the following:</p> <p>-4/14/12 "[Client A] moved (visited) to [name of group home] Group Home. 0 reported bug bites, red marks or c/o itching."</p> <p>-4/30/12 "[Client A] returned from [name of group home] visit. 0 reported bug bites, red marks or c/o itching."</p> <p>Client G's record was reviewed on 5/15/12 at 2:54 PM. Client G's nursing notes and/or record neglected to indicate client G was checked for bed bug bites in 4/12.</p> <p>Client H's record was reviewed on 5/15/12 at 3:00 PM. Client H's record did not indicate client H had any bed bug bites.</p>			

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	<p>Review of an e-mail sent on 5/17/12 at 9:42 AM indicated the facility's exterminating company's "Steps for Successful Bed Bug Elimination" form (undated) recommended the following: "1. Remove all sheets, pillows and bedding materials. Seal them in plastic bag until they can be cleaned to prevent infestation from spreading. Also please remove outlet and switch plate covers. Hot water/Dry hot put in bags...." The undated form indicated the following was written by hand on the bottom of the form: "Must 'gone couple of hours' (sic) Coming Saturday 4/14/12 Also 4/28/12, May 12 final treatment."</p> <p>The 5/17/12 e-mail indicated an attachment of Inservice Sign In sheet dated 4/11/12. The 4/11/12 inservice record indicated facility staff, in the group home, were trained in regard to bed bugs on 4/11/12. The 4/11/12 form indicated "Detailed Description: Staff is being made aware that the site has Bed Bugs. The staff also is being trained on the proper procedures of protecting themselves and the proper precaution procedures that are to be taken."</p> <p>The 5/17/12 e-mail also indicated an attachment of a 4/14/12 receipt from a</p>				

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	<p>local shopping center. The 4/14/12 receipt indicated 8 twin mattress covers with zippers were purchased for \$6.97 each for clients A, B, C, D, E, F, G and H.</p> <p>Interview with client H on 5/14/12 at 5:35 PM indicated the client had a small red area on his head and some red bumps on his right arm. When asked how client H received the red areas/bumps, client H indicated he did not know how he got the areas. Client H stated the group home had "fleas." Client H stated the mattress on his bed was "old."</p> <p>Interview with client E on 5/14/12 at 6:06 PM indicated he thought the group home may have bed bugs. Client E indicated the group home was sprayed this past Saturday (5/12/12) for bugs. When asked if the client had a new mattress, client E stated "No."</p> <p>Interview with client A on 5/15/12 at 6:25 AM indicated the clients had to leave the group home while the group home was being sprayed. Client A indicated bed bugs were found in his bedroom and other rooms in the group home.</p> <p>Interview with client E on 5/14/12 at 6:32 PM indicated the client had been bitten while sitting on the couch in the living room. Client E had a light red</p>			

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	<p>rash/bumps on his right arm.</p> <p>Interview with staff #3 on 5/14/12 at 6:50 PM indicated bed bugs were found during an inspection at the group home 2 to 3 weeks ago. When asked if staff #3 had received training in regard to bed bugs, staff #3 stated "No, I haven't."</p> <p>Interview with staff #2 on 5/14/12 at 7:00 PM indicated the facility had been treated for bed bugs. Staff #2 indicated she was not aware who had the bed bugs in the group home. Staff #2 indicated clients A, B, C, D, E, F, G and H were all to be getting new mattresses. Staff #2 indicated facility staff had complained of bed bugs being in the couch of the group home also. Staff #2 indicated the facility knew they had bed bugs after a family member of a client complained about possible bed bugs. When asked if staff #2 had received any training in regard to bed bugs, staff #2 stated "No." Staff #2 also indicated she was not aware of the facility's policy, in regard to bed bugs. When asked how clients' clothes were to be laundered, staff #2 indicated she was not aware of any special temperatures that needed to be used. Staff #2 indicated clients' clothes had been washed/laundered. Staff #2 indicated she did not know what bed bugs looked like and she had not seen any bed bugs in the</p>			

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	<p>group home.</p> <p>Interview with client C on 5/14/12 at 7:10 PM indicated he had not seen any bed bugs in his bedroom, but client C indicated he would be getting a new mattress.</p> <p>Interview with administrative staff #3 and the Qualified Developmental Professional-Designee (QDDP-D) on 5/15/12 at 3:26 PM indicated the group home had an infestation of bed bugs and had been treated with 3 rounds of spray by an exterminating company. The QDDP-D indicated the last spray was completed on 5/12/12. The QDDP-D indicated clients A and B were moved to another group home while their bedroom was treated for the bed bugs. The QDDP-D and/or administrative staff #3 did not indicate clients B and G were moved in regard to the bed bugs found in their bedroom. The QDDP-D indicated clients A, B, C and G had bed bugs found in their bedrooms. The QDDP-D indicated the bed bugs were first found on 4/18/12. The QDDP indicated facility staff had been trained in regard to bed bugs and she did not know why staff indicated they had not been trained. The QDDP-D indicated she was told to purchase 2 mattresses for clients B and C, but they had not been placed on the</p>						



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	clients' beds as of 5/15/12. The QDDP-D indicated mattresses had not been purchased for clients C and G. The QDDP-D also indicated she had purchased bed covers and placed them on client A, B, C, D, E, F, G and H's beds. The QDDP-D indicated the mattress covers were plastic and zipped. When asked if there had been bed bugs in the couches located in the group home, the QDDP-D indicated one facility staff had complained about being bitten while sitting on the couch. Administrative staff #3 and the QDDP-D stated client A, B, C, D, E, F, G and H's clothes were to be washed and dried on "high heat." The QDDP-D indicated she told a Group Home Director on 5/5/12, the group home's couch would need to be replaced. The QDDP-D indicated only one client in the group home (client B) had bed bug bites. The QDDP-D indicated when client B went to the ER, the doctors did not find bed bug bites on the client at that time, but the doctor went ahead and ordered a cream to be used three times a day for the bed bug bites. When asked if anyone was checking to see if the group home still had an active case of bed bugs, the QDDP-D stated "No." Administrative staff #3 and the QDDP-D indicated the group home had completed its treatment of the bed bugs. Administrative staff #3 indicated facility staff should have been			

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	<p>trained in regard to bed bugs and the facility's policy in regard to bed bugs. Administrative staff #3 indicated plastic mattress covers should be used with zippers.</p> <p>Interview with nurse staff #1 on 5/15/12 at 4:30 PM, by phone, indicated client B had bed bug bites on him. Nurse staff #1 indicated she did not see the bites on 4/27/12 when the client went to the ER for the bites. Nurse staff #1 indicated the bug bites were seen on 5/3/12 when the client went to his primary care doctor. Nurse staff #1 indicated client B was sent out to the ER as facility staff saw bed bugs on client B's pillow on his bed.</p> <p>The facility's policy and procedures were reviewed on 5/15/12 at 11:55 AM and at 12:11 PM. The facility's 1/4/12 policy and procedure entitled Emergency Disaster, Evacuation Plans and Responses indicated the facility had an "Emergency Plan for insect infestation (bed bugs)." The policy indicated the following (not all inclusive):</p> <p>"1. Check mattress, box springs and bed frame as well as crack and crevices that the bed bugs may hide in during the day or when digesting a blood meal. Windows and door frames, floor cracks, carpet tack boards, baseboards, electrical</p>				

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	<p>boxes, furniture, pictures, wall hangings, drapery pleats, loosened wallpaper, cracks in plaster and ceiling moldings. 2. Frequently vacuum mattress and premises, wash bedding and clothing in hot water and dry on high heat for 30 minutes,...after the mattress and box springs are scrubbed and vacuumed, put each in a zippered mattress encasement. Leave the cover in place for a year...8. Personal protective equipment will be provided to employees/visitors to use if they desire to reduce possible occurrence of employees/visitors carrying the bugs from the group home to their own home. This equipment includes disposable booties for feet and head, painter overalls, disposable gowns, gloves, masks, Isopropyl Alcohol spray...." The facility's 1/4/12 policy indicated "...Practices for prevention would be shared with all staff and individuals...."</p> <p>The facility's 9/14/07 policy entitled Abuse, Neglect, Exploitation indicated neglect was defined as "failure to provide goods and/or services necessary for the individual to avoid physical harm (medical, emotional and/or physical)...."</p> <p>This federal tag relates to complaint #IN00107741.</p> <p>9-3-2(a)</p>						

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W0189	<p>483.430(e)(1) STAFF TRAINING PROGRAM</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on observation, interview and record review for 4 of 4 sampled clients A, B, C and D and for 4 additional clients (E, F, G and H), the facility failed to ensure all staff received training in regard to bed bugs.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 5/15/12 at 12 noon. The facility's reportable incident reports indicated the following:</p> <p>-4/14/12 "A family member told the supervisor that they suspected the presence of bedbugs (sic) in the house. [Name of exterminating company] was treating another ResCare facility and the administrative team made arrangements for the exterminators to assess the home. [Name of exterminating company] technicians confirmed bedbugs (sic) had infested [clients A and C's] (individuals supported by ResCare) bedroom. [Name of exterminating company] performed the first of three scheduled treatments as soon as they confirmed the infestation....."</p>	W0189	<p><b>CORRECTION:</b> <i>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently. Specifically, facility professional and direct support staff will be retrained on the agency's bedbug infestation and prevention procedures, including but not limited to the need for ongoing physical environment safety inspections of the residence, scheduled cleaning routines. <b>PREVENTION:</b> The agency has established a separate Quality Assurance Department to assist with auditing facility systems and developing and monitoring sound risk management practices. Members of the Operations and Quality Assurance Teams will combine ongoing reviews of facility training documentation with periodic visits to the facility to monitor the outcomes of the training. <b>RESPONSIBLE PARTIES:</b> QDDPD, Home Manager, Support Associates, Quality Assurance Team, Operations Team</i></p>	06/22/2012			

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	<p>-4/27/12 "While assisting [client B] (individual supported by ResCare) with his morning routine, staff noted what they believed to be bed bugs in his room. [Name of exterminating company] is treating a bed bug infestation at [client B's] residence and a second of three treatments is scheduled for 4/28/12. As a precaution, staff transported [client B] to the [name of hospital] Emergency department to be evaluated for bed bug bites,...."</p> <p>During the 5/14/12 observation period between 5:45 PM and 7:10 PM, at the group home, client B had a dead bed bug in his bed on his sheet near the foot of the bed. Client B had a captain bed and one dead bed bug was seen in the drawer located underneath client B's bed. Client G, client B's roommate, had two dead bed bugs around a bed post located at the foot of client G's bed. Dead bed bugs were also seen at the entrance way in the hallway of the group home (near the base boards of the wood floors) where client A, B, C and G's bedrooms were located. In the bathroom located in the hallway, there was a throw rug located in the middle of the floor. The throw rug was dirty/stained and had several (three plus) dead bed bug carcasses on the throw rug located in front of the toilet and the tub.</p>			

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	<p>Review of an e-mail sent on 5/17/12 at 9:42 AM indicated the facility's exterminating company's "Steps for Successful Bed Bug Elimination" form (undated) recommended the following: "1. Remove all sheets, pillows and bedding materials. Seal them in plastic bags until they can be cleaned to prevent infestation from spreading. Also please remove outlet and switch plate covers. Hot water/Dry hot put in bags...."</p> <p>The 5/17/12 e-mail indicated an attachment of Inservice Sign In sheet dated 4/11/12. The 4/11/12 inservice record indicated facility staff, in the group home, were trained in regard to bed bugs on 4/11/12. The 4/11/12 form indicated "Detailed Description: Staff is being made aware that the site has Bed Bugs. The staff also is being trained on the proper procedures of protecting themselves and the proper precaution procedures that are to be taken."</p> <p>Interview with client A on 5/15/12 at 6:25 AM indicated the clients had to leave the group home while the group home was being sprayed. Client A indicated bed bugs were found in his bedroom and other rooms in the group home.</p> <p>Interview with staff #3 on 5/14/12 at 6:50</p>						

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	<p>PM indicated bed bugs were found during an inspection at the group home 2 to 3 weeks ago. When asked if staff #3 had received training in regard to bed bugs, staff #3 stated "No, I haven't."</p> <p>Interview with staff #2 on 5/14/12 at 7:00 PM indicated the facility had been treated for bed bugs. Staff #2 indicated she was not aware who had the bed bugs in the group home. Staff #2 indicated clients A, B, C, D, E, F, G and H were all to be getting new mattresses. Staff #2 indicated facility staff had complained of bed bugs being in the couch of the group home also. Staff #2 indicated the facility knew they had bed bugs after a family member of a client complained about possible bed bugs. When asked if staff #2 had received any training in regard to bed bugs, staff #2 stated "No." Staff #2 also indicated she was not aware of the facility's policy, in regard to bed bugs. When asked how clients clothes were to be laundered, staff #2 indicated she was not aware of any special temperatures that needed to be used. Staff #2 indicated clients' clothes had been washed/laundered. Staff #2 indicated she did not know what bed bugs looked like and she had not seen any bed bugs in the group home.</p> <p>Interview with administrative staff #3 and</p>			



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	<p>the Qualified Developmental Professional-Designee (QDDP-D) on 5/15/12 at 3:26 PM indicated the group home had an infestation of bed bugs and had been treated with 3 rounds of spray by an exterminating company. The QDDP-D indicated the last spray was completed on 5/12/12. The QDDP-D clients A, B, C and G had bed bugs found in their bedrooms. The QDDP-D indicated the bed bugs were first found on 4/18/12. The QDDP indicated facility staff had been trained in regard to bed bugs and she did not know why staff indicated they had not been trained. The QDDP-D indicated only one client in the group home (client B) had bed bug bites. The QDDP-D indicated when client B went to the ER, the doctors did not find bed bug bites on the client at that time, but the doctor went ahead and ordered a cream to be used three times a day for the bed bug bites. Administrative staff #3 and the QDDP-D indicated the group home had completed its treatment of the bed bugs. Administrative staff #3 indicated facility staff should have been trained in regard to bed bugs and the facility's policy in regard to bed bugs. Administrative staff #3 indicated plastic mattress covers should be used with zippers.</p> <p>This federal tag relates to complaint</p>						

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W0418	<p>483.470(b)(4)(ii) CLIENT BEDROOMS The facility must provide each client with a clean, comfortable mattress.</p> <p>Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the facility failed to ensure each client had a mattress free of bed bugs.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 5/15/12 at 12 noon. The facility's reportable incident reports indicated the following:</p> <p>-4/14/12 "A family member told the supervisor that they suspected the presence of bedbugs (sic) in the house. [Name of exterminating company] was treating another ResCare facility and the administrative team made arrangements for the exterminators to assess the home. [Name of exterminating company] technicians confirmed bedbugs (sic) had infested [clients A and C's] (individuals supported by ResCare) bedroom. [Name of exterminating company] performed the first of three scheduled treatments as soon as they confirmed the infestation...."</p>	W0418	<p><b>CORRECTION:</b> <i>The facility must provide each client with a clean, comfortable mattress. Specifically, the facility will purchase new mattresses for Client's A – H. The mattresses and pillows will be will be equipped with insect resistant coverings. PREVENTION:</i> The facility completes a monthly preventative maintenance checklists which are reviewed by the Operations and Quality Assurance Teams. The checklists include furnishings. Professional staff will be retrained to include mattresses in their preventative maintenance checks. Members of the Operations and Quality Assurance Teams will periodically inspect facility furnishings including but not limited to mattresses on an ongoing basis to assure they remain in good repair or are replaced.</p> <p><b>RESPONSIBLE PARTIES:</b> QDDPD, Home Manager, Support Associates, Quality Assurance Team, Operations Team</p>	06/22/2012			

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	<p>-4/27/12 "While assisting [client B] (individual supported by ResCare) with his morning routine, staff noted what they believed to be bed bugs in his room. [Name of exterminating company] is treating a bed bug infestation at [client B's] residence and a second of three treatments is scheduled for 4/28/12...."</p> <p>During the 5/14/12 observation period between 5:45 PM and 7:10 PM, at the group home, client B had a dead bed bug in his bed on his sheet near the foot of the bed. During the above mentioned observation period, clients A, B, C and E did not have plastic coverings on their mattresses which zipped. Clients A, B, C and E had mesh like mattress covers on their bed which were made out of cloth not plastic. Also located in the garage off the kitchen, two new mattresses and 2 boxes which contained head boards were seen in the garage which was attached to the group home. The new mattresses were covered in the plastic they came in and standing up/touching the garage floor.</p> <p>Client B's record was reviewed on 5/15/12 at 12:45 PM. Client B's Record of Visits indicated the following:</p> <p>-4/27/12 "1. Reason for Visit: Bed Bugs 2. Results/Findings of Examination: itch 3. Diagnosis: Bed Bugs 4.</p>						

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NAME OF PROVIDER OR SUPPLIER  COMMUNITY ALTERNATIVES-ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 7919 SAN RICARDO DR INDIANAPOLIS, IN 46256
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	<p>Recommendations for treatment: Benadryl Steroid Cream...."</p> <p>Attached to the 4/27/12 form indicated an After Care Instructions sheet for bed bugs. The after care sheet indicated "...Because bed bugs are most active at night, most people are bitten while sleeping on a mattress or bedding that has been infected with bed bugs...."</p> <p>-5/3/12 Client B saw his primary care doctor. Client B's 5/3/12 form indicated "Bed bug bites seen on [client B] -...treatment to house x (times) 2 exam some reddened area on (L) (left) neck &amp; (and) ankle &amp; LUE (left upper extremity) -No infection noted." The 5/3/12 form indicated "...3. Diagnosis: "resolving bed bug bites. 4. Recommendations for Treatment: Continue prn treatment for symptomatic redness."</p> <p>Client B's Nursing Monthly Summaries indicated the following:</p> <p>-4/16/12 "late entry. No bed bug bites noted. 0 noted itching-"</p> <p>-4/27/12 "[Client B] went to [name of hospital] ER (emergency room) for bed bugs. New orders for Triamcinolone 0.1% cream to affected area 3 x day and Benadryl 25mg (milligrams) (one tablet) q (every) 6 (hours) prn (as needed) for symptoms. No bites found upon</p>			

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	<p>assessment. No scratching was noted." -5/2/12 "Requested stop date on Triamcinolone cream from [name of doctor]." -5/3/12 "[Client B] saw [name of doctor] for f/u (follow up) bed bugs. 'Con't (continue) PRN treatment for symptomatic redness.' Also received faxed order to (change) Triamcinolone 0.1% cream from tid (three times a day) to prn. 'Some reddened area on (L) neck &amp; ankle &amp; LUE-no infection noted.' " -5/4/12 "...Noted red bumps on back of left side of neck, on (R) (right) arm above elbow and on (L) wrist red bumps. NO scratching noted. Instructed staff to give his PRN cream when scratching was noted." -5/10/12 "...Noted red bump areas clearing. 0 c/o (complaint of) itching noted. 0 scratching noted per staff." -5/14/12 "0 Red bumps noted on [client B]. 0 itching noted."</p> <p>Review of an e-mail sent on 5/17/12 at 9:42 AM indicated the facility's exterminating company's "Steps for Successful Bed Bug Elimination" form (undated) recommended the following: "1. Remove all sheets, pillows and bedding materials. Seal them in plastic bag until they can be cleaned to prevent infestation from spreading. Also please remove outlet and switch plate covers.</p>			

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	<p>Hot water/Dry hot put in bags...."</p> <p>The 5/17/12 e-mail also indicated an attachment of a 4/14/12 receipt from a local shopping center. The 4/14/12 receipt indicated 8 twin mattress covers with zippers were purchased for \$6.97 each for clients A, B, C, D, E, F, G and H.</p> <p>Interview with administrative staff #3 and the Qualified Developmental Professional-Designee (QDDP-D) on 5/15/12 at 3:26 PM indicated the group home had an infestation of bed bugs and had been treated with 3 rounds of spray by an exterminating company. The QDDP-D indicated the last spray was completed on 5/12/12. The QDDP-D clients A, B, C and G had bed bugs found in their bedrooms. The QDDP-D indicated the bed bugs were first found on 4/18/12. The QDDP-D indicated she was told to purchase 2 mattresses for clients B and C, but they had not been placed on the clients' beds as of 5/15/12. The QDDP-D indicated mattresses had not been purchased for clients C and G. The QDDP-D also indicated she had purchased bed covers and placed them on client A, B, C, D, E, F, G and H's bed. The QDDP-D indicated the mattress covers were plastic and zipped. Administrative staff #3 indicated plastic mattress covers should be used with</p>			

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	<p>zipper.</p> <p>This federal tag relates to complaint #IN00107741.</p> <p>9-3-7(a)</p>			



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W0434	<p>483.470(f)(3) FLOORS</p> <p>The facility must have exposed floor surfaces and floor coverings that promote maintenance of sanitary conditions.</p> <p>Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the facility failed to ensure floors were cleaned.</p> <p>Findings include:</p> <p>During the 5/14/12 observation period between 5:45 PM and 7:10 PM, at the group home, Client G had two dead bed bugs around a bed post located at the foot of client G's bed on the floor. Dead bed bugs were also seen at the entrance way in the hallway of the group home (near the base boards of the wood floors) where client A, B, C and G's bedrooms were located. In the bathroom located in the hallway, there was a throw rug located in the middle of the floor. The throw rug was dirty/stained and had several (three plus) dead bed bug carcasses on the throw rug located in front of the toilet and the tub. In client D and E's bath room located in their bedroom, the floor had not been swept as dead roly poly worms were on the floor with other debris. The group home's kitchen floor had food particles on it near the cracks/baseboards of the floor which had not been swept up and/or</p>	W0434	<p><b>CORRECTION:</b> The facility must have exposed floor surfaces and floor coverings that promote maintenance of sanitary conditions. Specifically, Facility professional and direct support staff will be retrained on the need to maintain clean floor surfaces. Training will include the re-incorporation of shift responsibility checklists to facilitate a team effort in maintaining sanitary conditions.</p> <p><b>PREVENTION:</b> The facility will conduct physical environment safety inspections of the home as needed but no less than monthly to assure a sanitary and vermin-free training environment is maintained. Members of the Operations and Quality Assurance Teams will periodically perform inspections of the facility on an ongoing basis to assure a sanitary environment, including but not limited to clean floor surfaces, is maintained.</p> <p><b>RESPONSIBLE PARTIES:</b> QDDPD, Home Manager, Support Associates, Quality Assurance Team, Operations Team</p>	06/22/2012			

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	<p>mopped. At 6:25 PM in client A and C's bedroom, a urine smell/odor was detected upon entering the room. The clients' bedroom floor was sticky and smelled of urine when standing on the floor.</p> <p>Interview with client E on 5/14/12 at 6:06 PM indicated the group home had recently bought a vacuum cleaner. Client E indicated he cleaned his bedroom every week and mopped the floor.</p> <p>Interview with client A on 5/14/12 at 6:25 PM indicated the kitchen was to be swept and mopped daily. Client A indicated the group home had a working vacuum cleaner.</p> <p>Interview with staff #3 at 6:50 PM indicated client A and C's bedrooms smelled of urine due to client C. Staff #3 indicated client C would urinate on the floor and in his closet on clothes. Staff #3 indicated the floor was to swept and mopped daily. Staff #3 indicated the kitchen floor was also supposed to be swept and mopped daily. Staff #3 indicated clients did chores and the overnight staff did cleaning at night.</p> <p>Interview with staff #2 on 5/14/12 at 7:00 PM indicated the facility was sprayed for bed bugs on 5/12/12. Staff #2 indicated the kitchen floor was mopped every night.</p>				

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	<p>Interview with administrative staff #3 and the Qualified Developmental Professional-Designee (QDDP-D) on 5/15/12 at 3:26 PM indicated the group home had an infestation of bed bugs and had been treated with 3 rounds of spray by an exterminating company. The QDDP-D indicated the last spray was completed on 5/12/12. The QDDP-D indicated facility staff should have cleaned up the dead bugs/insects that were in the house. The QDDP-D indicated the rug in the bathroom should have been removed from the bathroom and washed. The QDDP-D indicated client C would urinate on the floor and in his bedroom. The QDDP-D indicated the client's bedroom floor should be cleaned/mopped daily.</p> <p>This federal tag relates to complaint #IN00107741.</p> <p>9-3-7(a)</p>				