

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER	(X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	(X3) DATE SURVEY COMPLETED 09/01/2021
NAME OF PROVIDER OR SUPPLIER ROSEWOOD MANOR		STREET ADDRESS, CITY, STATE, ZIP COD 5200 S BURLINGTON DR MUNCIE, IN 47302		
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R 0000 Bldg. 00	<p>This visit was for the Investigation of Complaint IN00361463.</p> <p>Complaint IN00361463 - Substantiated. State deficiencies related to the allegations are cited at R0149.</p> <p>Survey date: September 1, 2021</p> <p>Facility number: 000312</p> <p>Residential Census: 27</p> <p>These State Residential Findings are cited in accordance with 410 IAC 16.2-5.</p> <p>Quality review completed on September 8, 2021.</p>	R 0000	<p>Preparation and execution of The Plan of Correction does not constitute admission or agreement of provider of the truth on the facts alleged or conclusions set forth on the Statement of Deficiencies. The Plan of Correction is prepared and executed solely because it is required by the position of Federal and State Law. The Plan of Correction is submitted in order to respond to the allegation of non-compliance cited.</p> <p>Please accept this plan of correction as the provider's credible allegation of compliance</p>	
R 0149 Bldg. 00	<p>410 IAC 16.2-5-1.5(f) Sanitation and Safety Standards - Deficiency (f) The facility shall have a pest control program in operation in compliance with 410 IAC 7-24.</p> <p>Based on observation, interview, and record review, the facility failed to ensure the facility maintained an environment free from pests. This deficiency impacted 13 of 23 resident rooms.</p> <p>Findings include:</p> <p>During a facility tour, on 9/1/21 at 9:50 a.m., carpet lined the hallways in the facility with moderate stains noted throughout the 100 Unit and 200 Unit hallways.</p> <p>During an interview, on 9/1/21 at 10:57 a.m., Resident E indicated she had a problem with</p>	R 0149	<p>What corrective action(s) will be accomplished for those residents found to have been affected by the deficient practice;</p> <p>-Due to the nature of the deficiency, all residents have the potential to be affected by this deficient practice.</p> <p>It is the goal of Rosewood Manor to provide a safe and comfortable home to its residents, guests and staff. It is our hope to completely rid the facility of bed bugs with</p>	10/04/2021

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 other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 disclosed 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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	<p>bedbugs on an ongoing basis at the facility. Resident E indicated her room was sprayed for bedbugs again within the past week and the facility was not able to correct the bedbug problem.</p> <p>During an interview, on 9/1/21 at 10:59 a.m., Resident C indicated, " I have had bed bugs in my bed on more than one occasion recently." She thought the last time she had seen a bed bug was 1-2 weeks ago.</p> <p>During an interview, on 9/1/21 at 11:42 a.m., Housekeeper 2 indicated the facility had an ongoing problem with bedbugs since she worked at the facility. She indicated the last time she saw bedbugs was on 8/31/21 in Resident D's room when she changed the sheets. She used a mixture of Rubbing Alcohol 91% with water to spray all of the items in a room when bedbug activity was found. She was not aware of the mixture ratio of Rubbing Alcohol and water. She indicated the resident's door remained closed after it was sprayed but the $\frac{1}{4}$ inch gap between the floor and the doorway was not closed off to prevent the bugs from crawling out of the treated room. An exterminator came to the facility one day each month and treated the rooms that had reported bedbug activity since their previous visit. She indicated the exterminator did not come out to the facility each time they found bedbugs activity, however every room in the facility was not treated when bedbug activity was found in a resident's room. Housekeeper 2 indicated when bedbug activity was found during a sheet change, all rooms were checked to ensure no activity was found in other rooms.</p> <p>During an observation along with Housekeeper 2, on 9/1/21 at 11:59 a.m., Resident D's mattress</p>		<p>diligent, aggressive and ongoing treatment in the coming weeks. Administrator had been in contact with alternate pest control agencies prior to the presenting of this complaint, in search of a treatment plan to rid the facility of bed bugs. In doing so, other agencies who were willing to provide information, could not guarantee the outcome due to the number of years it has been an issue.</p> <p>As such, Rosewood Manor has entered into an updated, more aggressive treatment plan with their current pest control company, Terminix. Terminix will treat the entire facility, including basement. Rooms identified as having activity were given an intensive treatment and placed on a weekly treatment x 30 days, at which time, we should have no further activity. Further, rooms adjacent to active rooms will be treated monthly, on a preventative plan, in addition to monthly preventative treatments to the common areas and nurse's station.</p> <p>In addition, Rosewood Manor has implemented its own new processes to assist in the eradication of bed bugs in addition to those already in place, such as weekly (at minimum) bedding changes on all beds.</p> <p>Increasing housekeeping efforts to include vacuuming on and around</p>	

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	<p>contained ½ inch trail of brown peppered-like residue in the lower right corner fold of the mattress. Housekeeper 2 indicated the brown residue was bedbug residue.</p> <p>During an interview, on 9/1/21 at 12:23 p.m., Housekeeper 2 indicated the Administrator was notified immediately each time bedbug activity was found.</p> <p>Review of the Housekeeping Inspection Log, provided by Housekeeper 2 on 9/1/21 at 12:35 p.m., indicated bedbug activity was found in 4 resident rooms on 10/27/20, 5 resident rooms on 11/17/20, 6 resident rooms on 1/5/21, 3 resident rooms on 2/16/21, 2 resident rooms on 3/9/21, 6 resident rooms on 4/13/21, 5 resident rooms on 5/3/21, 6 resident rooms on 5/11/21, 7 resident rooms on 5/18/21, 5 resident rooms on 5/25/21, 5 resident rooms on 6/2/21, 7 resident rooms on 6/8/21, 2 resident rooms on 6/15/21, 9 resident rooms on 6/22/21, 12 resident rooms on 6/29/21, 11 resident rooms on 7/6/21, 11 resident rooms on 7/13/21, 11 resident rooms on 7/22/21, 11 resident rooms on 7/29/21, 12 resident rooms on 8/5/21, 5 resident rooms on 8/12/21, 7 resident rooms on 8/19/21, 8 resident rooms on 8/26/21, and 1 resident room on 8/31/21. The Housekeeping Inspection Log lacked documentation that every room was inspected for bedbugs on 2/16/21, 6/15/21, and 8/31/21.</p> <p>During an interview, on 9/1/21 at 1:00 p.m., Housekeeper 2 indicated she treated Resident D's room for bedbugs on 8/31/21 but the other resident rooms in the facility were not checked for bedbugs on 8/31/21. Further documentation was not provided.</p> <p>During an interview, on 9/1/21 at 1:32 p.m., the</p>		<p>beds, headboards and baseboards and daily monitoring for activity and heat treatment of clothing & bedding as needed. Maintenance shall caulk ceiling joints, baseboards, moldings and trims to discourage pest travel</p> <p>How the facility will identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken:</p> <ul style="list-style-type: none"> - Facility will perform daily audits x's 5 days per week, in all rooms to monitor for bed bug activity, that will include bedding checks and skin assessments on all residents. Any activity will be immediately reported to the Administrator, who will immediately report to Terminix. Terminix will respond with appropriate treatment within 48 hours. <p>What measures will be put into place or what systemic changes the facility will make to ensure that the deficient practice does not recur;</p> <ul style="list-style-type: none"> - All rooms with active pest issues shall be treated by Terminix with weekly follow-up treatments x's 30 days or until activity has been eradicated. Surrounding rooms shall receive preventative treatment to prevent any spread of activity. 	

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	<p>Director of Nursing (DON) indicated she was aware of the ongoing bedbug problem in the facility and it had been a problem since she started employment at the facility over a year ago. She indicated Housekeeper 2 was in charge of the room treatments and inspections during bed changes. The DON indicated a process was not in place to prevent the pests from exiting the gap under the door once the treatment was sprayed.</p> <p>During an interview, on 9/1/21 at 2:50 p.m., Resident D indicated bedbugs have been a problem at the facility in her room and her room was sprayed recently. She indicated the facility failed to get the bedbug problem resolved.</p> <p>During an interview, on 9/1/21 at 2:53 p.m., the Administrator indicated she was aware of the ongoing bedbug problem and indicated the current bedbug treatment plan has not resolved the bedbugs in the facility for over 1 year. The Administrator indicated the exterminator will not come out every time they see bedbug activity. She indicated the exterminator instructed the staff to use a mixture of alcohol and water in the rooms with bedbug activity until they returned the next month. A request was made for documentation of the instructions but no documentation was provided on these recommendations. She indicated she had not tried to contract with a different exterminator to resolve the bedbug problem.</p> <p>During an interview, on 9/1/21 at 4:22 p.m., the Administrator indicated all of the rooms in the facility were not treated for bedbugs when bedbug activity was found.</p> <p>Review of the exterminator activity reports, provided by the Administrator on 9/1/21 at 4:22</p>		<ul style="list-style-type: none"> - The facility shall increase housekeeping efforts to include vacuuming of baseboards, bed frames and headboards, in addition to weekly-or as needed-bedding changes. - All baseboards, trims, moldings, ceiling joints will be caulked to inhibit travel of pests from one room to another - Daily room checks x's 5 days per week, by housekeeping or designee, to monitor for activity <p>How the corrective action(s) will be monitored to ensure the deficient practice will not recur, ie, what quality assurance program will be put into place:</p> <ul style="list-style-type: none"> - Housekeeping will be responsible for keeping log sheets of each resident room and common area, to record any signs of activity. Any activity noted shall be immediately reported to the Administrator and the Administrator shall immediately report the activity to Terminix. Terminix will respond and treat appropriately within 48 hours - Administrator will audit all logs, weekly, to ensure compliance - Any new activity will be treated by Terminix within 48 hours of notification and surrounding areas will also be treated preventatively 	

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	<p>p.m., indicated the exterminator found live bedbug activity in the facility on 7/23/20, 8/14/20, 11/6/20, 7/22/21, 7/29/21, and 8/5/21. Recommendations to replace or repair the door sweeps were repeated on the exterminator reports since 9/29/20.</p> <p>During an interview, on 9/1/21 at 4:30 p.m., the Administrator indicated the door sweeps were still not repaired as recommended by the exterminator on the reports since 9/29/20.</p> <p>This state residential finding relates to complaint IN00361463.</p> <p>5-1.5(f) 3.1-19(f)(4)</p>			