

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 045194	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/28/2020
NAME OF PROVIDER OF SUPPLIER BENTLEY REHABILITATION AND HEALTH CENTER		STREET ADDRESS, CITY, STATE, ZIP 1100 EAST 36TH STREET TEXARKANA, AR 71854	
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 0882 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	<p>Based on record review and interview, the facility failed to ensure a Certified Infection Preventionist was in place. This failed practice had the potential to affect 41 residents according to the facility Census provided by the Director of Nursing (DON) on 08/19/2020. The findings are: 1. On 08/20/2020 at 10:41 a.m., the facility Infection Preventionist was asked, Are you a certified by as an Infection Preventionist? She stated, No. I wouldn't know where to start to get that. She was asked, If you had an outbreak of Covid-19 in the facility would you know what to do? She stated, No. I haven't read through the books yet. I know they're in the Administrators office. I just haven't read them yet. She was asked, How long have you been the Infection Preventionist? She stated, I took over in May. 2. On 08/20/2020 at 11:51 a.m., the DON was asked, Should your Infection Preventionist be certified as an Infection Preventionist? The DON stated, Yes. They should. The DON was asked, Did you know your Infection Preventionist wasn't certified? The DON stated, No. I'll make sure she gets it as soon as possible. The DON was asked, Should your Infection Preventionist know the policy and procedures in the Covid-19 binder? The DON stated, Yes. She should. 3. On 08/20/2020 at 12:30 p.m., the Administrator was asked, Are you aware that your Infection Preventionist is not certified? The Administrator stated, No. I wasn't. The Administrator was asked, Should they be certified? The Administrator stated, Yes. The Administrator was asked, Should your Infection Preventionist know what is in the Covid-19 binder? The Administrator stated, Yes.</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**</p> <p>Complaint # (AR 337) and Complaint # (AR 185) was substantiated, all or in part, with these findings: Based on record review and interview the facility failed to ensure an effective pest control program was in place to ensure residents rooms were free of bed bugs. This failed practice had the potential to affect 41 residents according to the facility Census provided by the Director of Nursing (DON) on 08/19/2020. The findings are: 1. On 08/19/20 at 5:05 p.m., invoices from (Pest Control Company) were reviewed. An invoice dated 08/11/2020, documented, treated baseboards in hallways, offices, dining rooms, windows and entrances. Did interior fly service. Inspected room [ROOM NUMBER] for bedbugs. Confirmed bed bugs on bed A. Maintenance and administration were informed. No record of treatment for [REDACTED]. 2. On 08/20/2020 at 1:12 p.m., Resident (R) #1 was asked, When were you told about bed bugs? R #1 stated, I was told two weeks ago. Resident #1 was asked, Who told you about the bed bugs? Resident #1 stated, It was one of the CNA's (Certified Nursing Assistant). Resident #1 was asked, When were you moved to another room? Resident #1 stated, It will be a week ago tomorrow, and they told me I would be moving back to my old room tomorrow. Resident #1 was asked, Did they explain why they were moving you? Resident #1 stated, No. They just told me they were moving me to this room. Resident #1 was asked, Did they explain what they were doing in your room? Resident #1 stated, No. They never did. The maintenance man just told me they were moving me. 3. On 08/20/2020 at 1:20 p.m., CNA #1 was asked, Were you aware there was a problem with bed bugs in the building? CNA #1 stated, Yes. I heard there was. I can't remember who told me though. CNA #1 was asked, Have you seen any bed bugs in the resident's rooms? CNA #1 was asked, I haven't seen any, but I have seen bites. CNA #1 was asked, Has there been a problem with bed bugs before? CNA #1 stated, Yes. It's happened a couple of times. CNA #1 was asked, Can you tell me the last time it happened? CNA #1 stated, It hasn't been that long ago. 4. On 08/20/2020 at 1:23 p.m., CNA #2 was asked, Have you seen any bed bugs in the building? CNA #2 stated, No. I haven't seen any but some of the residents have told me they got bitten. CNA #2 was asked, Have you seen any bites on the residents? CNA #2 stated, Yes, I have seen bites on them. CNA #2 was asked, Did anyone call an exterminator? CNA #2 stated, As far as I know they did, but I didn't see anybody come in and spray. 5. On 08/20/2020 at 1:30 p.m., the Maintenance Supervisor (MS) was asked did, (Pest Control Company) notify you that there were bed bugs in the building? The Maintenance Supervisor stated, Yes. He came in to do their normal spraying and he told me there were bed bugs in room [ROOM NUMBER]. The Maintenance Supervisor was asked, Did (Pest Control Company) tell you they would treat the room for bed bugs? The Maintenance Supervisor stated, No. He just left. I thought he was going to come back, but he never did. He never even offered to treat them. The Maintenance Supervisor was asked, What did you do when he told you there were bed bugs in the room? The Maintenance Supervisor stated, I went to the room right after he told me and started to get everything bagged up. The Maintenance Supervisor was asked, Has the room been treated? The Maintenance Supervisor stated, No. It still hasn't been treated. 6. On 08/20/2020 at 1:50 p.m., the Administrator was asked why a treatment for [REDACTED]? He stated, I wasn't here then. I started the next day. I was told that he came in and told our MS that we had bed bugs in room [ROOM NUMBER] and he left. He never offered or mentioned treating the room. He just left and never came back. The Administrator was asked, Are there plans in place to treat the room? The Administrator stated, Yes. I just spoke to their manager. He is on the way now.</p>		
F 0925 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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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.