Office of Inspector General

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	100071	A. BUILDING _____ B. WING _____	R-C 04/29/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PENNYRILE I LLC	502 NOEL AVENUE HOPKINSVILLE, KY 42240

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{P 000}	Initial Comments An Onsite Revisit Survey initiated and concluded on 04/29/2025 determined the facility was in compliance as of 04/01/2025.	{P 000}		

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

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P 000	Initial Comments A Complaint Survey investigating KY00044542 was concluded on 03/25/2025. The State Survey Agency (SSA) determined the facility was not compliant with State regulatory requirements. Regulatory violations were identified with KY00044542 and a Type "A" Citation was issued to the facility on 03/25/2025. Based on the above deficient practice findings, it was determined the facility's owner and administration were aware the residents' overall environment was not being maintained in a sanitary, clean, and safe manner to ensure the safety and well-being of 37 of 50 sampled residents. The facility's failure to ensure the safety and well-being of its residents presented an imminent danger and created substantial risk that death or serious mental or physical harm to the residents could occur. The facility was notified of the Type "A" Citation on 03/25/2025. Survey Dates: 03/24/2025 - 03/25/2025 Survey Census: 93 Sample Size: 50 Supplemental Residents: 0	P 000		
P 330	902 KAR 20:036 5(3)(b)3 Section 5. Provision of Services Section 5. Provision of Services. (3) A PCH or SPCH shall meet the following requirements relating to the provisions of residential care services: (b) Housekeeping and maintenance services. 3. Safety. The condition of the overall environment shall be maintained to ensure the	P 330		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Betty Allison — TITLE: Admin — (X6) DATE: 4-25-25

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P 330	Continued From page 1 safety and well-being of residents, personnel, and visitors. This requirement is not met as evidenced by: Based on observation, interview, record review, and facility policy review, the facility failed to provide necessary housekeeping and maintenance services to ensure the condition of the overall environment was maintained for the safety and well-being of 37 of 50 sampled residents. Observation on 03/24/2025, revealed the facility was in overall poor condition as evidenced by the following: live bed bugs observed on Hall B: behind the doors upon entrance to the hall; on dirty mattress covers; on and around the mattresses of beds located on that hall; and crawling on the room walls and on the residents' bed linens. Observation also revealed: bags of residents' personal belongings in an area that had been closed off due to the bed bug infestation on Hall B; dirty linens in the shower and tub areas of the hall; and bags of residents' clothes in the laundry room. In interview, the laundry aide stated the bags of residents' clothes in the laundry room were from Hall B and had been there for several days. The findings include: The State Survey Agency (SSA) Surveyor	P 330	The pest control policy for Pennyrile has been amended, with an effective date of 3.31.25. The policy has been amended to read as follows. All rooms, hallways and common areas will be sprayed for bed bugs using the supplied spray(s) on a monthly basis. The frequency will increase to weekly, as needed, based on the manufacturer's instructions. In the event of a sudden outbreak occurs, staff are to spray daily for one week, then once a week for 2 weeks. Staff will perform an inspection to ensure there are no living bed bugs and resume spraying once a month schedule going forward. Administrator may request spot spraying PRN. Please note a letter from Pass Pest Professional Exterminating was provided, which states that Pennyrile's bed bug policy has been effective and deployed methodologies are appropriate for treating bed bugs. It should be noted that Pennyrile was purchased on 8.14.24. New ownership was advised on 8.15.24 of the bed bug issue. Spray was ordered and shipped to the facility within one week. POC Completion Date: 4.1.25	

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requested from the Administrator on 03/24/2025 at 9:00 AM, the facility's maintenance logs; documentation bed bug treatment ongoing and completed; any policies pertaining to Maintenance, Infection Control, Pest Control, and Housekeeping of the overall facility. The Administrator stated, at that time, the maintenance logs did not "exist" as the facility had no Maintenance employee at that time.

Review of the facility's policy titled, "Pest Control Policy" undated, revealed the pest control company was to "spot check" the facility for bed bugs monthly and report concerns if noted.

Review of the facility's Pest Control Contract with a contract pest control company dated 08/22/2024, revealed the facility had a 12-month contract; however, which did not include the treatment of bed bugs.

Review of the Administrator's weekly spraying log revealed she notified corporate on 08/16/2024 and 11/29/2024, that the chemical spray was not helping with the bed bugs. Continued review of the log revealed a notification from the Administrator on 03/03/2025, to corporate, requesting professional help with treating the bed bug situation. Further review revealed the notification from the Administrator stated, "I am at a loss of what to do," with no response noted in an electronic mail (email) from corporate for the provision of the requested professional help.

Review of email documentation dated 03/03/2025, between the Administrator and the facility's Owner, revealed the Administrator noted "these bed bugs are out of control. Is there no way we can get an exterminator to help us out here? I have worked until I can hardly go

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P 330	Continued From page 3 anymore with them and they seem to be getting worse. Mattresses here are about worn out and they are hiding in them. Spraying doesn't seem to be helping now. Dryers are not killing them either. I took linens off the bed and washed in hot water and then to dryer and when they were dry there was live ones on the covers." Further review of the email documentation revealed the Owner's response was, "As we have discussed, the sprays you've been sent are the same that kills them elsewhere. How your critters have become immune is beyond me" with no additional response noting the Owner would reach out to an exterminator to assist the Administrator in resolving the facility's bed bug issues. During interview with the Complainant (Anonymous) on 03/24/2025 at 7:45, she stated she was well aware of the bed bug infestation in the facility. The Complainant further stated she was concerned about the facility's residents' well-being. Observation on 03/24/2025 at 8:30 AM, revealed live bed bugs on the walls in the facility's Hall B hallway, and behind the double doors upon entrance to Hall B. Further observation of Hall B, revealed live bed bugs crawling on the walls, beds, mattresses, and bed linens in residents' rooms 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 34, 36, and 37. Observation of the laundry area revealed dirty linen in the sink areas and lying on the floor. Per observation, there were black trash bags with residents' names on them sitting on tables. Continued observation of the facility revealed multiple black trash bags with residents' personal belongs stacked on the floor and on tables in a room. Observation also revealed stacks of books	P 330		

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and other personal items belonging to residents stacked on tables. Further observation of the facility revealed residents' personal items located in a room closed off with "yellow caution tape." Additionally, observation of the facility revealed the shower room on Hall B contained dirty linens in the bathtub.

During interview on 03/24/2025 at 11:10 AM and on 03/25/2025 at 3:30 PM, with R16, who resided in Room 22A, stated he had been living in the facility for a few years. He stated he did not like the bed bugs being in his room and said the bugs did not make him feel good. R16 further stated the Administrator sprayed his room for the bed bugs, but it had not killed the bed bugs.

During interview on 03/24/2025 at 11:15 AM, and on 03/25/2025 at 3:20 PM, R18, who resided in Room 32A, stated he had been living in the facility for "a long time." R18 said the bed bugs had been in his room for a "long time" and sometimes they bit him and made him itch. He further stated, "I don't like them" (the bedbugs), and said he did not know if anyone was spraying his room to treat the bed bugs or not.

During interview on 03/24/2025 at 11:20 AM and on 03/25/2025 at 3:55 PM, with R20, who resided in Room 36A, he stated he had been living in the facility for a year. He reported the bed bugs in his room made him feel uncomfortable and sometimes they bit him. The resident further stated he did not know if anyone was spraying to treat the bed bugs or not.

During interview on 03/24/2025 at 11:25 AM and on 03/25/2025 at 3:10 PM, with R15, who resided in Room 29A, he stated he had been living in the facility for a year. He reported he had noticed the

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bed bugs being in his room since he had been admitted to the facility. He said he thought someone sprayed for the bed bugs every week. R15 further stated he did not like the bed bugs and sometimes they bit him.

During interview on 03/24/2025 at 11:28 AM and on 03/25/2025 at 3:15 PM, with R19, who resided in Room 32B, he stated he had been in the facility for "a long time." R19 said he did not like the bed bugs being in his room. He reported staff put cream on his arms when they itched (from the bed bug bites). The resident further stated he slapped them (bedbugs) off of him and they fell on the floor. He additionally stated the Administrator sprayed in his room "sometimes" for the bed bugs.

During interview on 03/24/2025 at 11:35 AM and on 03/25/2025 at 3:05 PM, with R11, who resided in Room 25B, she stated she had been living in the facility for "a long time." She stated there had been bed bugs in her room for "a long time." R11 reported the bed bugs in her room made her feel "terrible" and she was "scared" she might have had bugs crawling on her. She further stated someone sprayed her room at least once a week for the bed bugs.

During interview on 03/24/2025 at 11:38 AM and on 03/25/2025 at 4:30 PM, with R17, who resided in Room 22B, he stated he had been living in the facility "for years." He reported he was aware of the bed bugs in his room, which sometimes bit him. He further stated someone sprayed his room "sometimes" for the bed bugs; however, he did not know who that was.

During interview on 03/24/2025 at 11:40 AM and on 03/25/2025 at 3:12 PM, with R14, who

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resided in Room 29B, stated he had been living in the facility for about about a year. He said he had noticed the bed bugs in his room for "a long time." The resident reported the bed bugs were just "little bugs," but he did not like them crawling on him. He further stated he thought someone sprayed the rooms sometimes to treat for the bed bugs.

During interview on 03/24/2025 at 11:43 AM and on 03/25/2025 at 4:15 PM, with R12, who resided in Room 23B, she stated she had been living in the facility for five years. She further stated sometimes the bed bugs bit her and the Administrator sprayed every week to try to get rid of them.

During interview on 03/24/2025 at 11:45 AM and on 03/25/2025 at 4:18 PM, with R4, who resided in Room 21B, she stated had been living in the facility for about twelve years. She further stated the bed bugs bit her sometimes.

During interview on 03/24/2025 at 1:17 PM, with R1, who resided in Room 19A, she stated she had been living in the facility for a year. She reported seeing bed bugs in her room; however, had not been bitten by them yet. R1 further stated the Administrator had been spraying for bed bugs once a week she thought.

During interview on 03/24/2025 at 1:20 PM, with R3, who resided in Room 18, she stated she had been living in the facility for two years. She stated she had seen bed bugs in her room which the Administrator sprayed for "about" two weeks ago.

During interview on 03/24/2025 at 1:28 PM, with R2, who resided in Room 19B, she stated she had been living in the facility for a year. She

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reported seeing bed bugs on her bed and her personal belongings. She said she had been out of her room for a few months. R2 further stated the Administrator sprayed her room last Monday for bed bugs.

During interview on 03/24/2025 at 1:42 PM, with R7, who resided in Room 20B, he stated he had been living in the facility for fourteen years. He said he had seen bed bugs in his room and thought someone was spraying. R7 further stated however, he did not know who was doing spraying or when.

During interview on 03/24/2025 at 1:44 PM, with R6, who resided in Room 20B, he stated he had been living in the facility for five years. He reported seeing bed bugs in his room and he did not like them. R6 further stated the facility took all his personal belongings a few months ago and bagged them up; however, he had not gotten them back. He additionally stated he would like to have his personal belongings back.

During interview on 03/24/2025 at 1:50 PM, with R8, who resided in Room 24A, he stated he had been living in the facility for "a long time." He stated he had seen bed bugs on his bed. R8 further stated the Administrator sprayed his room every week.

During interview on 03/24/2025 at 1:54 PM, with R9, who resided in Room 24B, he stated he had been living in the facility for "a long time." He stated he had seen bed bugs crawling on the walls in his room. R9 further stated he did not know if anyone sprayed for the bed bugs or not.

During interview on 03/24/2025 at 2:54 PM, with R5, who resided in Room 21A, she stated she

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had only been living at the facility for about a week. She further stated she seen a "bug" crawling on her bed; however, did not know what the "bug was. R5 additionally said she "just slapped it in the floor."

During interview on 03/24/2025 at 11:05 AM and on 03/25/2025 at 3:25 PM, with R10, who resided in Room 26A, she stated she had been living in the facility for two years. She said she had experienced a problem with bed bugs in her room for "the past year." R10 reported she had found bed bugs crawling on her bedding and killed them by "smashing them." She further stated she had reported her findings to the staff members. R10 additionally stated she thought someone sprayed (for the bed bugs) "every week or so."

During interview with Housekeeping/Aide 1 on 03/24/2025 at 9:30 AM, she stated the facility had been dealing with the bed bug infestation on Hall B for "about a year;" however, it seemed they just could not get rid of them. Housekeeping/Aide 1 further stated the Administrator sprayed the rooms once a week, but it did not seem to be helping.

During interview with Housekeeping/Aide 2 on 03/24/2025 at 10:00 AM, she stated she had been working at the facility for 25 years. She said she was aware of the bed bug problems on Hall B. Housekeeping/Aide 2 reported if bed bugs were observed in the residents' rooms they mopped, dusted, and sprayed down the rooms. She further stated the Administrator sprayed to try to treat the bed bug problem every Monday.

During interview with Cook 1 on 03/24/2025 at 3:00 PM, he stated he had been working at the facility for four months. He said he was aware of

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P 330	Continued From page 9 the bed bugs being on Hall B. Cook 1 reported he had not seen any bed bugs in the kitchen area. He further stated he felt the facility could do a better job at treating the bed bug problem in order to get rid of them than what "they" had been doing. During interview with Cook 2 on 03/24/2025 at 8:20 AM, he stated he had been working at the facility for nine months and was aware there was a bed bug infestation on Hall B. He further stated the facility knew about the bed bugs; however, he felt the "owners" were not doing anything to get rid of them. During interview on 03/24/2025 at 10:30 AM, the Assistant Administrator stated she had been working at the facility since June of 2024. She said she was aware of the bed bug infestation on Hall B. The Assistant Administrator reported the Administrator had been spraying for bed bugs weekly with the chemical "sent" from corporate. She further stated she felt the bed bugs made the residents uncomfortable and possibly would make them sick if not successfully treated. During interview with Medication (Med) Tech 1 on 03/24/2025 at 12:00 PM, she stated she had been working at the facility for 10 years. She said she was aware of the bed bug infestation problem on Hall B. Med Tech 1 reported the Administrator had been trying to treat the bed bug problem "since last July." She further stated there were not any skin assessments being completed on the individuals residing on Hall B. The Med Tech additionally stated R19 had an order for Benadryl and Hydrocortisone cream for itching. During interview with the Office Manager of the contract pest control company on 03/24/2025 at	P 330		

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P 330	Continued From page 10 1:30 PM, she stated the contract with the facility was "solely" documented for pests only. She further stated the contract with the facility did not include monthly spot checks for bed bugs. During interview with a Pest Control Professional (who worked for the contracted pest control company) on 03/24/2025 at 3:30 PM, he stated he had recently been to the facility for monthly service treatment. He stated he observed live bed bugs and was told by staff the facility knew about them; however, could not afford to treat them. The Pest Control Professional further stated the facility was treating them with a spray and he would not advise a facility with that large a bed bug outbreak to attempt controlling the problem on their own without expert guidance. During interview on 03/25/2025 at 8:15 AM, with Med Tech 2 stated she had been working at the facility for seven years. She said she was aware of the bed bugs being on Hall B. The Med Tech reported the Administrator had been trying to get rid of the bed bugs by spraying weekly, but she did not feel the spraying was working. During interview with the Nurse Practitioner (NP) on 03/25/2025 at 9:00 AM, she stated she had assessed R19 and observed areas that appeared to be bites from bed bugs and had ordered medication to treat the bed bug bites. The NP said she had written orders on 02/24/2025 for R19 for Benadryl and Hydrocortisone cream as needed (PRN) for itching. She stated if the facility failed to treat the bed bug infestation effectively, the medication (for R19) would not be effective. The NP further stated she was very concerned for the resident's health because of the facility's bed bug situation.	P 330		

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P 330	Continued From page 11 During interview with a contracted Pest Control Sales Representative on 03/25/2025 at 4:00 PM, he stated had been in the facility in the last 45 days and observed live bed bugs. He said he informed the facility's administration of the bed bug issue and offered to assess for professional treatment. The Pest Control Sales Representative reported the facility's administration felt that what they were doing (spraying) was sufficient in successfully treating their bed bug issues. He further stated he had been in the facility twice in the last nine months or so and had observed live bed bugs both times. In addition, he stated the facility's administration told him they were treating the bed bug problem themselves with chemicals. During interview with the Administrator on 03/24/2025 at 9:30 AM and 2:30 PM, she stated she had been dealing with the bed bug problem on Hall B since "last June." She reported observing evidence of live bed bugs in some of the residents' rooms on Hall B on their mattresses, walls, and bed linens. The Administrator further stated she had been spraying for bed bugs every week with chemicals that corporate was sending but she did not feel it was helping with the problem.	P 330		