

I. Case Information:

Forest Hill Manor
7806 Forest Hill Ave.
Richmond, Va. 23225

11. Summary of Contacts:

12/07/00 – Facility Visit
12/11/00 – TC – Dr. Chaudhary
12/18/00 – Facility Visit
12.20/00 – John Thomas, Fire Inspector
12/21/00 – TC – John Thomas
12/21/00 – Facility Visit
12/22/00 – Facility Visit

III. Current Situation:

A visit was made to Forest Hill Manor on 12/07/00 to check the heating system. As per the consent agreement, this system should have been repaired. Several rooms are without heat. Residents were seen in blankets wrapped around them in bed and sitting in their rooms with coats on. The visit was made at 3:25 P.M in the afternoon. A violation notice was left with the staff re: having no heat in rooms 13,16,17,23 and 24 in building 1. A loud noise was detected coming from the heating unit in room 21. Electric heaters were being used temporarily in rooms 13,16,19, and 24. According to staff on duty, residents have been moved to other rooms in the facility with heat. Staff present were Colister Morrissey, Med. Tech. who was preparing to cook dinner, Elaine Moore, LPN and Robert Cosby, CNA. It must be noted that there is only one cook and he was off from work on this date.

Residents observed in the cold rooms on 12/07/00 were room 21, , room 16, room 13. The noisy heater was in the room of Ms. Ms. indicated that she wears her coat day and night. Mr. was in bed under the covers.

The inspector attempted to call Dr. Chaudhary on this date. Messages were left for him to contact the inspector. Dr. Chaudhary returned the call on 12/11/00. He stated that the heat has been fixed. He indicated that heat went out in the two-story building last night, 12/10/00; however, it has been repaired. The inspector questioned Dr. Chaudhary re: the inability of staff to turn up the heat. The inspector noticed during the visit on 12/07/00 that the thermostat box in locked. Heat is set at a certain temperature and cannot be changed. According to Dr. Chaudhary, since that time he turned the system heat up from 72 degrees to 75 degrees.

On 12/18/00, Mrs. Mable Jones, Acting Administrator for Forest Hill Manor indicated that she had contacted the Fire inspector John Thomas last week re: the use of the space heaters. She indicated that he plans to return on this date. It was found on 12/20/00 from Mr. Thomas that he approved the heaters for one week with stipulations that they be physically checked every 15 minutes. As a result of the history with heating problems at Forest Hill Manor, Mr. Thomas will notify the building inspector to check each heating unit/system. Mr. Thomas may be reached at 646-0617. Mr. Thomas will be on

vacation after the 21st of Dec. The inspector requested that someone visit the facility in that cold weather is expected this week.

On 12/21/00, the inspector attempted to contact Mabel Jones to follow up on the heating situation and to inform her that _____, former resident had died. It was found that Mrs. Jones is out of town for the holiday. Mrs. Ruth Wiggins^{WAG} asked to make sure residents are checked in their rooms to make sure there is heat. She stated that the two-story building is still having problems. It was suggested that if the situation continues, Dr. Chaudhary should be contacted and possibly have affected residents reallocated to one of his other facilities until the heating problem is solved. Ms. Wiggins agreed and stated that she will contact him. Ms. Wiggins was also reminded that the space heaters were only approved for one week. She stated that she has moved persons in warm rooms in building one whose rooms were cold.

The inspector visited Forest Hill Manor from 11:00 P.M on 12/21/00 to 12:30 A.M 12/22/00 to monitor the rooms. It was found that the heating system is totally inoperable in the two-story building. Space heaters were still beⁿ used. All residents were observed sleeping in their clothes. Some were seen with hats, coats and gloves on in bed. In building 1, there is no heat in rooms 16,21, and 23. There were no residents in these particular rooms. In building #2(two story), few residents had blankets. Residents were observed buried under covers, curled up. Those without blankets had coats thrown on top of the thin spreads. It must be noted that a plugged in space heater caused power outage in room # 6 according to Ms. _____ Currently, there is no light or heat in this room.

Dr. Chaudhary did come to the facility during the night visit. He contacted repairman who was attempting to fix the heat. An exit interview was conducted. Although he reluctantly responded and signed off on the violation notice, he refused to sign the supplement that described the conditions of the facility and the residents.

The following rooms were visited in the two story building on the night of 12/21/00:

- #1- _____ space heater
- #2 - _____
- #3- _____
- #4- f _____ (1 baseboard working, one not) Very little heat
- #5- _____
- #6- _____ (heater and lights out) under covers
- #7- f _____ space heater
- #8- _____ ampton
- #9 - _____
- #10- f _____
- #11 - No one living in room, COLD
- #12 - f _____ space heater

All rooms were visited in the one story building. Empty cold rooms were #'s 13, 16,21,23,24.

Staff on duty on the night of 12/21-22 were Elaine Moore, Colister Morrisey, Saleem Madhi, and Devon Giles. Two were scheduled for night shift. Colister and Elaine remained longer to assist the inspector.

A follow up visit was made to the facility at 8:00 A.M on 12/22/00. The heat had not been repaired. Building 2 continues to be cold. The same rooms are cold in building one. Residents were seen in coats and hats. Some were irritable.

Ms. Wiggins did indicate that the repairmen should be returning on this date.

IV. Case Action:

It is suggested that the central heating system in both buildings be restored. If not repairable, it needs to be replaced. It is felt that residents are at risk of exposure to cold if this problem continues. Follow-up will be done with the fire inspector and building inspector.

S.Bennett

L354

12/22/00