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Spring Hills Mt. Vernon

3709 Shannons Green Way
Alexandria, VA 22309
(703) 780-7100

Current Inspector: Nina Wilson (703) 635-6074

Inspection Date: Feb. 26, 2021 and March 3, 2021

Complaint Related: Yes

Areas Reviewed:

22VAC40-73 RESIDENT ACCOMODATIONS AND RELATED PROVISIONS

Comments:

This inspection was conducted by licensing staff using an alternate remote protocol, necessary due to a state of emergency health pandemic declared by the Governor of Virginia.

A complaint inspection was initiated on 2/26/2021 and concluded on 3/03/2021. A complaint was received by the department regarding allegations in the areas of Resident Accommodations and Related Provisions. The Administrator was contacted by telephone to conduct the investigation. The licensing inspector emailed the Administrator a list of documentation required to complete the investigation.

The evidence gathered during the investigation supported the allegations of non-compliance with standards or law, and violations were issued. Any violations not related to the complaints but identified during the course of the investigation can be found on the violation notice.

Violations:

Standard #: 22VAC40-73-740-A

Complaint related: Yes

Description: Based on interview and documentation, facility failed to ensure that each resident shall be permitted to keep reasonable personal property in his possession at a facility in order to maintain individuality and personal dignity.

Evidence: Facility moved Resident #1 and a portion of her belongings from room #329 to room #320 on May 22, 2020 where resident resided until her death on October 1, 2020 with the remainder of her personal possessions stored elsewhere at the facility.

[Plan of Correction:](#) Facility completed review of investigation and no other residents were affected.

The Executive Director to re-educate all facility staff on policies and procedures in handling resident's possessions during room changes and or discharge.

Standard #: 22VAC40-73-740-D

Complaint related: Yes

Description: Based on documentation and interview, facility failed to ensure that each facility shall develop and implement a written policy regarding procedures to be followed when a resident's clothing or other personal possessions, such as jewelry, television, radio, or other durable property, are reported missing. Attempts shall be made to determine the reason for the loss and any reasonable actions shall be taken to recover the item and to prevent or discourage future losses. The results of the investigation shall be reported in writing to the resident. Documentation shall be maintained for at least two years regarding items that were reported missing and resulting actions that were taken.

Evidence: Facility did not develop and implement policies and procedures to move residents and personal possessions and to prevent the loss of Resident #1's belongings between May 22, 2020 and October 1, 2020; and facility was unable to return all personal possessions to legal representatives.

[Plan of Correction:](#) The facility has policies and procedures in place to address how to deal with resident missing belongings and their right to initiate a grievance.

The Executive Director will re-educate all staff on facility policy and procedure for resident lost or missing belongings.

Disclaimer:

This information is provided by the Virginia Department of Social Services, which neither endorses any facility nor guarantees that the information is complete. It should not be used as the sole source in evaluating and/or selecting a facility.

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