



ABUSE & NEGLECT

ASSISTANCE

CHILD SUPPORT

COMMUNITY SUPPORT

FOSTER CARE & ADOPTION

LICENSING

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### Manorhouse Assisted Living & Memory Care

13500 North Gayton Road  
Richmond, VA 23233  
(804) 360-7777

**Current Inspector:** Yvonne Randolph (804) 441-1180

**Inspection Date:** Dec. 16, 2020 and Jan. 13, 2021

**Complaint Related:** Yes

#### Areas Reviewed:

22VAC40-73 STAFFING AND SUPERVISION  
22VAC40-73 ADMISSION, RETENTION, AND DISCHARGE OF RESIDENTS  
22VAC40-73 EMERGENCY PREPAREDNESS  
22VAC40-80 COMPLAINT INVESTIGATION.

#### Technical Assistance:

Upon review of the documents provided by the facility, the facility informed the assigned Virginia Commonwealth Licensing Inspector and the VDH COVID-19 Facilities Management Team Representative that there have been no new admissions to the facility within the time frame of 12/11/2020 to 1/13/2021.

The Virginia Department of Health recommended the following :

Per VDH guidelines, new admissions are highly discouraged during an outbreak. However, if you are to accept new admissions, it is recommended that they be quarantined in a "warm" or exposed unit or isolated in their rooms for 14 days. On the 15th day, it is recommended that they be tested for COVID and if the result comes back negative, they can be released from room isolation. You cannot "test out" of this quarantine. The resident's symptoms should be monitored and the staff caring for these residents should follow enhanced droplet precautions during the 14 day quarantine period.

#### 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.

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A complaint inspection was initiated on 12/16/2020 and concluded on 1/13/2021. A complaint was received by the department regarding allegations in the areas of 22VAC40-73-100, Infection control program. 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 did not support the allegation of non-compliance with standards or law.

#### 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.*

