



VIRGINIA DEPARTMENT OF SOCIAL SERVICES

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Emily Green Shores

500 Westmoreland Avenue
Portsmouth, VA 23707
(757) 399-3442

Current Inspector: Lanesha Allen (757) 715-1499

Inspection Date: Feb. 4, 2021 and Feb. 12, 2021

Complaint Related: Yes

Areas Reviewed:

22VAC40-73 RESIDENT CARE AND RELATED SERVICES

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 February 4, 2021 and concluded on February 12, 2021. A complaint was received by the department regarding allegations in the areas of release of information. The Director of Nursing 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 allegation of non-compliance with standards or law, and violations were issued. Any violations not related to the complaint but identified during the course of the investigation can be found on the violation notice.

Violations:

Standard #: 22VAC40-73-570-C

Complaint related: Yes

Description: Based on record review and discussion, the facility released information regarding the resident's personal affairs written permission of the resident or his legal representative.

Evidence:

1. An email dated 12-21-2020 documented Resident #1's base rent information and was sent to an individual.

2. Resident #1's Release of Information dated 11-11-2020 not specify any individual was given authorization to access resident's information.

3. Staff #1 confirmed that a release of Resident #1's information to the specific individual receiving the information was not completed by a resident or his legal representative, and the information was sent in error.

Plan of Correction: Administrator will ensure all emails with attachments will be double checked for accurate recipient information before sending to reduce risk of releasing personal information to unintended recipient.

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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