

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL081047	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED 09/12/2019
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NAME OF PROVIDER OR SUPPLIER HOPE CARE CENTER # 1	STREET ADDRESS, CITY, STATE, ZIP CODE 5023 US HIGHWAY 64 UNION MILLS, NC 28167
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C 000	<p>Initial Comments</p> <p>Report by David Hickman</p> <p>DHSR Construction Section conducted a Biennial Survey on September 12, 2019 from 9:30 am to 11:00 am at the above referenced facility. DHSR records indicate the home was first licensed on April 6, 1994 as a Family Care Home for six (6) ambulatory Residents (able to respond and evacuate without any physical or verbal assistance during a fire or other emergency). Based on this information we are requiring the home to maintain compliance with the following: the 1992 "Rules for Family Care Homes Minimum and Desired Standards and Regulation," the applicable portions of the 2005 Rules 10A NCAC 13G for Family Care Homes and the 1991 (1994 Revision) North Carolina State Building Code - Section 514.1, Exception 1 - Residential Care Facilities.</p> <p>1. At the time of our visit, we cited deficiencies that require an acceptable plan of correction. All deficiencies were discussed with on-site staff during the exit interview.</p> <p>2. Take actions to correct all listed deficiencies, once completed provide verification in the form of photos, receipts, invoices, etc. for all work performed.</p> <p>The cited deficiencies are as follows:</p>	C 000		
C 151	<p>Laundry Room</p> <p>SECTION .0300 - THE BUILDING 10A NCAC 13G .0313 LAUNDRY ROOM The laundry equipment in a family care home shall be located out of the living, dining, and bedroom areas.</p>	C 151		

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

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C 151	Continued From page 1 This Rule is not met as evidenced by: 1. At the time of the survey it was observed that the laundry room was not accesible to the residents. This is not compliant with the rule. Take the necessary steps to have an accessible laundry room for the residents.	C 151		
C 156	Housekeeping-Adequate Supplies SECTION .0300 - THE BUILDING 10A NCAC 13G .0315 HOUSEKEEPING AND FURNISHINGS (a) Each family care home shall: (6) have supply of bath soap, clean towels, washcloths, sheets, pillow cases, blankets, and additional coverings adequate for resident use on hand at all times; (e) This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: 1. At the time of the survey it was observed that the door to the kitchen had a deadbolt lock in place. This is not compliant with the rule. Take the necessary steps to remove or disable the lock.	C 156		
C 171	Fire Safety- Evacuation Plan SECTION .0300 - THE BUILDING 10A NCAC 13G .0316 FIRE SAFETY AND DISASTER PLAN (d) A written fire evacuation plan (including a diagrammed drawing) which has the approval of the local code enforcement official shall be prepared in large print and posted in a central location on each floor. The plan shall be	C 171		

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C 171	Continued From page 2 reviewed with each resident on admission and shall be a part of the orientation for all new staff. This Rule is not met as evidenced by: 1. At the time of the survey it was observed that the evacuation plans were not oriented correctly on the walls. This is not compliant with the rule. Take the necessary steps to orient the plans correctly.	C 171		
C 174	Building Equipment Maintained Safe, Operating SECTION .0300 - THE BUILDING 10A NCAC 13G .0317 BUILDING SERVICE EQUIPMENT (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in a family care home shall be maintained in a safe and operating condition. (j) This Rule shall apply to new and existing family care homes. This Rule is not met as evidenced by: 1. At the time of the survey it was observed that the front door would not latch properly. This is not compliant with the rule. Take the necessary steps to repair the door so it latches securely. 2. At the time of the survey it was observed that the wall panelling below the A/C unit in the living room was damaged. This is not compliant with the rule. Take the necessary steps to repair the wall panelling. 3. At the time of the survey it was observed that the A/C unit in the living room was dirty and clogged. This is not compliant with the rule. Take the necessary steps to clean the A/C unit.	C 174		

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C 174	<p>Continued From page 3</p> <p>4. At the time of the survey it was observed that the emergency light in the living room was not working. This is not compliant with the rule. Take the necessary steps to repair the emergency light.</p> <p>5. At the time of the survey it was observed that the floor covering in the front right bedroom was damaged. This is not compliant with the rule. Take the necessary steps to repair the floor covering.</p> <p>6. At the time of the survey it was observed that the wall panelling behind the door in the front right bedroom was damaged. This is not compliant with the rule. Take the necessary steps to repair the wall panelling.</p> <p>7. At the time of the survey it was observed that there was a loose oxygen tank not being stored in a rack. This is not compliant with the rule. Take the necessary steps to store the tank in an approved rack.</p> <p>8. At the time of the survey it was observed that there was no grab bar in the shower in the right side bathroom. This is not compliant with the rule. Take the necessary steps to install a proper grab bar.</p> <p>9. At the time of the survey it was observed that there was a damaged floor register in the right side bathroom. This is not compliant with the rule. Take the necessary steps to replace the floor register.</p> <p>10. At the time of the survey it was observed that there were throw rugs in the right side bathroom. This is not compliant with the rule. Take the necessary steps to remove the throw rugs.</p>	C 174		

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C 174	<p>Continued From page 4</p> <p>11. At the time of the survey it was observed that the floor covering in the hallway to the covered porch was damaged. This is not compliant with the rule. Take the necessary steps to repair the floor covering.</p> <p>12. At the time of the survey it was observed that there was a hasp lock on the door leading to the garage. This is not compliant with the rule. Take the necessary steps to remove the hasp lock.</p> <p>13. At the time of the survey it was observed that the garage was cluttered with combustible items and and other storage items blocking access to the electrical panel. This is not compliant with the rule. Take the necessary steps to organize the storage items neatly and keep the area in front of the electrical panel clear.</p> <p>14. At the time of the survey it was observed that there two space heaters and multiple gas cans stored in the garage. This is not compliant with the rule. Take the necessary steps to remove the space heaters from the house and store the gas cans in an outside storage building.</p> <p>15. At the time of the survey it was observed that there was not a working heat detector in the garage. This is not compliant with the rule. Take the necessary steps to install a proper heat detector.</p> <p>16. At the time of the survey it was observed that the sink drain on the covered porch was leaking. This is not compliant with the rule. Take the necessary steps to repair the sink drain.</p> <p>17. At the time of the survey it was observed that there were multiple issues in the laundry room</p>	C 174		

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C 174	<p>Continued From page 5</p> <p>including the door to the room was damaged, the drain pipe from the upper bathroom was leaking, there was a hole around the water heater line and the ceiling had rotten wood present. This is not compliant with the rule. Take the necessary steps to repair these deficiencies.</p> <p>18. At the time of the survey it was observed that the smoking area was on the covered porch but there not an ashe receptacle. This is not compliant with the rule. Take the necessary steps to provide a proper ashe receptacle.</p> <p>19. At the time of the survey it was observed that the screen on the covered porch was torn and there was a hole at the wall where the wood met the concrete. This is not compliant with the rule. Take the necessary steps to repair these deficiencies.</p> <p>20. At the time of the survey it was observed that there were multiple issues in the kitchen including the door handle on the rear door was loose, the light on the range hood vent not working, one of the cabinet doors was broken and the flooring under the sink was rotten. This is not compliant with the rule. Take the necessary steps to repair these deficiencies.</p> <p>21. At the time of the survey it was observed that the emergency egress window in the back left bedroom was obstructed by the window A/C unit. This is not compliant with the rule. Take the necessary steps to remove the A/C unit from the window.</p> <p>22. At the time of the survey it was observed that there were multiple issues in the bathroom off the back left bedroom including missing grab bars for the toilet, a loose toilet seat, slow sink drain and</p>	C 174		

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C 174	<p>Continued From page 6</p> <p>the space to the right of the shower was dirty. This is not compliant with the rule. Take the necessary steps to correct these deficiencies.</p> <p>23. At the time of the survey it was observed that the door hinge to the middle left bedroom was loose. This is not compliant with the rule. Take the necessary steps to secure the door hinge.</p> <p>24. At the time of the survey it was observed that the toilet seat in the middle left bathroom was loose. This is not compliant with the rule. Take the necessary steps to secure the toilet seat.</p> <p>25. At the time of the survey it was observed that the exhaust fan in the middle left bathroom was not working. This is not compliant with the rule. Take the necessary steps to repair the fan.</p> <p>26. At the time of the survey it was observed that there were multiple issues in the front left bedroom including torn floor covering, damaged baseboards and the door to the room would not shut properly. This is not compliant with the rule. Take the necessary steps to correct these deficiencies.</p> <p>27. At the time of the survey it was observed that there were multiple burned out bulbs and missing light globes throughout the house. This is not compliant with the rule. Take the necessary steps to replace the bulbs and globes as needed.</p> <p>28. At the time of the survey it was observed that there multiple areas with wood panelling used as wall covering. This is not compliant with the rule. Take the necessary steps to provide the documentation that the panelling has been treated with a fire retardent capable of providing a minimum of a Class C finish or have the panelling</p>	C 174		

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C 174	<p>Continued From page 7</p> <p>treated accordingly.</p> <p>29. At the time of the survey it was observed that the handrail to the upstairs apartment was loose and did not run the full length of the stairs. This is not compliant with the rule. Take the necessary steps to extend the handrail and secure it to the wall.</p> <p>30. At the time of the survey it was observed that the emergency egress windows in the upstairs apartment were obstructed by A/C window units. This is not compliant with the rule. Take the necessary steps to have at least one of the windows unobstructed and operating properly.</p> <p>31. At the time of the survey it was observed that there were multiple issues in the upstairs bathroom including a damaged wall at the shower head, a broken light fixture, a broken toilet paper holder and a loose toilet. This is not compliant with the rule. Take the necessary steps to correct these deficiencies.</p> <p>32. At the time of the survey it was observed that the carpet in the sitting area off the bathroom upstairs was torn. This is not compliant with the rule. Take the necessary steps to repair / replace the carpet.</p> <p>33. At the time of the survey it was observed that there were multiple open junction boxes and open wires in the attic areas. This is not compliant with the rule. Take the necessary steps to close the junction boxes properly and terminate the wires properly.</p> <p>34. At the time of the survey it was observed that the bath fans were not venting to the exterior of the house. This is not compliant with the rule.</p>	C 174		

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C 174	<p>Continued From page 8</p> <p>Take the necessary steps to vent the fans to the exterior.</p> <p>35. At the time of the survey it was observed that there were cut rafters in the attic area. This is not compliant with the rule. Take the necessary steps to repair the rafters.</p> <p>36. At the time of the survey it was observed that there was no heat detector in the rear overframe area of the attic. This is not compliant with the rule. Take the necessary steps to install a heat detector in this area.</p> <p>37. At the time of the survey it was observed that there signs of bed bugs present in the bedrooms. Documentation showed that treatment was taking place. Take the necessary steps to clean all areas after the treatment has taken place to remove dead bugs and stains.</p> <p>38. At the time of the survey it was observed that the fire drills were not being initiated by the fire alarm or smoke detectors. This is not compliant with the rule. Take the necessary steps to initiate all fire drills with the alarms and train residents to respond and evacuate to the alarms properly.</p> <p>39. At the time of the survey it was observed that the fire alarm was not working properly and the battery for the system was out of date. This is not compliant with the rule. Take the necessary steps to have the fire alarm repaired so that all heads function and sound appropriately when activated as well as have the battery replaced.</p> <p>* A fire watch was implemented by the DHSR surveyor until the fire alarms are operating properly. Documentation is required for fire watch.</p>	C 174		

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C 174	Continued From page 9 40. At the time of the survey it was observed that there were no pull stations and the fire alarm system was not monitored. This is not compliant to with the rule. Due to this being a two story house these requirements need to be met. Take the necessary steps to implement these requirements.	C 174		
C 183	Outside Premises-Clean, Safe SECTION .0300 - THE BUILDING 10A NCAC 13G .0318 OUTSIDE PREMISES (a) The outside grounds of new and existing family care homes shall be maintained in a clean and safe condition. This Rule is not met as evidenced by: 1. At the time of the survey it was observed that there were loose pickets and rails on the front porch. This is not compliant with the rule. Take the necessary steps to secure the rails and pickets. 2. At the time of the survey it was observed that the front porch posts were deteriorated and crumbling. This is not compliant with the rule. Take the necessary steps to replace the deteriorated posts. 3. At the time of the survey it was observed that there was a hook latch on the front storm door. This is not compliant with the rule. Take the necessary steps to remove the hook latch. 4. At the time of the survey it was observed that the ramp transition strip at the front porch was loose. This is not compliant with the rule. Take the necessary steps to secure the transition strip.	C 183		

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C 183	<p>Continued From page 10</p> <p>5. At the time of the survey it was observed that the ramp exceeded the maximum allowable slope of one in twelve inches. This is not compliant with the rule. Take the necessary steps to have the ramp constructed to meet the proper slope.</p> <p>6. At the time of the survey it was observed that there was a hole in the foundation wall behind the ramp. This is not compliant with the rule. Take the necessary steps to repair the hole.</p> <p>7. At the time of the survey it was observed that there was only a handrail on one side of the right front exterior door. This is not compliant with the rule. Take the necessary steps to add a handrail to the open side of the steps.</p> <p>8. At the time of the survey it was observed that the gutters were full of leaves and debris. This is not compliant with the rule. Take the necessary steps to clean out the gutters.</p> <p>9. At the time of the survey it was observed that there holes in the siding all around the house. This is not compliant with the rule. Take the necessary steps to repair all damaged areas of siding.</p> <p>10. At the time of the survey it was observed that the glass at the side garage door window was loose in the frame. This is not compliant with the rule. Take the necessary steps to secure the glass.</p> <p>11. At the time of the survey it was observed that the dryer exhaust vent cover was missing. This is not compliant with the rule. Take the necessary steps to install the proper vent cover.</p> <p>12. At the time of the survey it was observed that</p>	C 183		

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C 183	<p>Continued From page 11</p> <p>the rear steps had deteriorated wood present. This is not compliant with the rule. Take the necessary steps to replace all deteriorated wood as needed.</p> <p>13. At the time of the survey it was observed that there was a drop off at the rear concrete porch. This is not compliant with the rule. Take the necessary steps to add a guardrail in this location.</p> <p>14. At the time of the survey it was observed that the pump house door was not secure. This is not compliant with the rule. Take the necessary steps to secure the door.</p> <p>15. At the time of the survey it was observed that there was an open hole to the crawlspace behind the A/C unit. This is not compliant with the rule. Take the necessary steps to seal the hole.</p> <p>16. At the time of the survey it was observed that there was chipping paint on all of the windows. This is not compliant with the rule. Take the necessary steps to scrape the chipping paint and reapply paint as needed.</p> <p>17. At the time of the survey it was observed that the garage door and the side hinged door were in disrepair. This is not compliant with the rule. Take the necessary steps to repair the doors as needed.</p>	C 183		