

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041-599</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/17/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>GENTLEHANDS HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>7 WIMBLEDON LANE GREENSBORO, NC 27455</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual Survey was completed on April 17, 2018. A Deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600 C, Supervised Living for Adults whose Primary Diagnosis is a Developmental Disability.</p>	V 000		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p><b>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</b> (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility staff failed to maintain the facility in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on the front porch at approximately 2:30 pm on 4-16-18, revealed an exterior front door frame where a storm door had been removed. The exposed wood around the frame needed to be cleaned and or painted, as well as staples and brads protruding from the wood, removed to prevent injury. Also located on the small front porch was a case of ceramic floor tiles that was limiting space at the front door and created a trip hazard at the top of the porch steps.</p> <p>Further observation at approximately 3:15 pm on</p>	V 736		

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

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V 736	<p>Continued From page 1</p> <p>4-16-18 revealed a back deck with excessive peeling paint and several nail heads that needed to be flush with the surface to prevent injury. Further observation at approximately 3:45 pm, revealed excessive clutter and storage containers in the front living room and kitchen dining area.</p> <p>Observation in the facility kitchen at approximately 1:30 pm on 4-17-18 revealed excessive clutter. Immediately adjacent to the back door leading out of the facility from the kitchen/dining area were 4 brooms, 3 long-handled dust pans stacked behind 2 trash cans. On the other side of the back door were 9 boxes stacked several feet high, thus creating a narrow passage-way to the back door. Under the bar in the kitchen were 2 more large storage tubs. Observation on 4-17-18 from approximately 2:45 pm to 4:00 pm revealed:</p> <ul style="list-style-type: none"> <li>- a wall switch plate in the dining room was missing</li> <li>- kitchen window blinds over the sink were broken</li> <li>- kitchen window blinds at the back door were broken</li> <li>- one cabinet door in the kitchen was completely off</li> <li>- range hood needed cleaning and painting</li> <li>- kitchen sink was stacked full of dirty dishes</li> <li>- back door and door frame needed painting</li> <li>- ceiling in kitchen near HVAC (heat, ventilation and air conditioning) vent was excessively soiled and needed cleaning</li> <li>- threshold between dining area and steps going downstairs was broken and needed to be replaced</li> <li>- downstairs den, walls needed to be repaired and painted</li> <li>- downstairs bathroom ceiling needed to be repaired and painted</li> </ul>	V 736		

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V 736	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- wall in bathroom next to shower needed rotted wood removed, repaired and painted</li> <li>- wall switch plate in client #1 ' s room was cracked and needed to be replaced</li> <li>- wood on walls in client #1 ' s room was bare and needed to be painted</li> <li>- previous wall repairs in client #1 ' s room needed to be painted</li> <li>- client #2 ' s room had no issues</li> <li>- client #3 ' s room had 10 large storage tubs excessively limiting client #3 ' s floor space</li> <li>- HVAC in downstairs hallway was excessively soiled</li> <li>- in upstairs bathroom, ceiling board was loose and needed to be re-attached above the shower/tub combo</li> <li>- wall next to shower/tub needed to be cleaned, repaired and painted</li> <li>- 3 large previously repaired patches on the upstairs bathroom wall were unpainted</li> <li>- wall switch plate in upstairs bathroom was cracked</li> <li>- broken towel bar in upstairs bathroom</li> </ul> <p>-either replace towel bar or remove brackets on wall</p> <ul style="list-style-type: none"> <li>- repair wall around lavatory where soap dish was attached</li> </ul> <p>Interview on 4-17-18 with the Qualified Professional/Director of Operations (QP/DoO) revealed maintenance at the facility was an ongoing issue. She reported they were making repairs about every 3 days. "There ' s always something being broken or needing fixed," stated the QP/DoO. She added, "someone was supposed to be here yesterday, but they didn ' t show up." The QP/DoO also reported the clients they were serving at this facility were some of the most difficult when it came to keeping the maintenance up to date. "This house is a</p>	V 736		

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V 736	Continued From page 3  challenge," she said.  Interview on 4-17-18 with the Co-Director (CD) revealed he would be calling their maintenance person back, to come and make the repairs. The CD stated, "We ' ll have everything repaired before you return."	V 736		