

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-599	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/17/2018
NAME OF PROVIDER OR SUPPLIER GENTLEHANDS HOME		STREET ADDRESS, CITY, STATE, ZIP CODE 7 WIMBLEDON LANE GREENSBORO, NC 27455		
(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	INITIAL COMMENTS An Annual Survey was completed on April 17, 2018. A Deficiency was cited. 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.	V 000 *	Though this facility houses very challenging clients, (history of property destruction before admission) the environment has always been clean / free of offensive odor always since 2001	
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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. 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: 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. Further observation at approximately 3:15 pm on	V 736	* The front door will be painted after all staples are removed Ceramic floor tiles tiles still in use by the contractor will be removed. DHSR-Mental Health MAY 04 2018	6/15/18

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Lic. & Cert. Section

(X6) DATE

Rose Okonji - QP/
Operations Director
Gentlehands of NC Inc

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

GENTLEHANDS HOME

7 WIMBLEDON LANE
GREENSBORO, NC 27455

Division of Health Service Regulation

STATE FORM

6899

05HW11

If continuation sheet 2 of 4

Rose Okonji QP/
Operations Director
Gentlehands of NC Inc

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V 736	<p>Continued From page 2</p> <ul style="list-style-type: none"> - wall in bathroom next to shower needed rotted wood removed, repaired and painted - wall switch plate in client #1 's room was cracked and needed to be replaced - wood on walls in client #1 's room was bare and needed to be painted - previous wall repairs in client #1 's room needed to be painted - client #2 's room had no issues - client #3 's room had 10 large storage tubs excessively limiting client #3 's floor space - HVAC in downstairs hallway was excessively soiled - in upstairs bathroom, ceiling board was loose and needed to be re-attached above the shower/tub combo - wall next to shower/tub needed to be cleaned, repaired and painted - 3 large previously repaired patches on the upstairs bathroom wall were unpainted - wall switch plate in upstairs bathroom was cracked - broken towel bar in upstairs bathroom -either replace towel bar or remove brackets on wall - repair wall around lavatory where soap dish was attached <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	<ul style="list-style-type: none"> * Bathroom rotted wood will be removed/repared * wall switch plate in client room #1 will be replaced immediately * woods on wall in client #1's room will be painted * Storage tubs in client #3's room will be removed * ceiling board in upstairs bathroom above shower/tub will be attached again * All paintings will be done where needed * Towel bar in B/room and brackets will be removed off the wall and Lavatory soap dish will be removed as well 	6/15/18	6/15/18

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

GENTLEHANDS HOME

**7 WIMBLEDON LANE
GREENSBORO, NC 27455**

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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	* We will hire different contractors to complete already scheduled repairs before the Survey. The contractor did not show up on Monday April 16 th as scheduled due to the devastating Tornado in Greensboro on Sunday April 15 th . Plan on finishing all by 6/15/18	

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If continuation sheet 4 of 4

Rose Okonji QP/
Operations Director
Gentlehands of NC Inc

GENTLEHANDS OF NC Inc

Quality Care with Gentlehands

Ph: (336) 282-2938 or Email: Gentlehands2001@aol.com

PLAN OF CORRECTION (POC) for annual
Survey completed on 4/18/18 at Gentlehands Home
7 Wimbledon Ln, Greensboro NC 27455
MHL - 041 - 599

- * Please see enclosed State Forms for POC
- * Repairs will start immediately a damage occurs by a more reliable contractor
- * The CEO, Director of Operations, Site Supervisors and QPs will monitor repairs
- * Monitoring will take place daily for all situations/damages

Submitted By: Rose Okonji
Director of Operations/QP
Gentlehands of NC Inc

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Received on: 4/25/18
Mailed on: 5/2/18