

Division of Health Service Regulation

DHSR - Mental Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL006-020	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ JUN 08 2018 B. WING: _____	(X3) DATE SURVEY COMPLETED 05/16/2018
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NAME OF PROVIDER OR SUPPLIER SUMMIT SUPPORT SERVICES OF ASHE, INC - ARK	STREET ADDRESS, CITY, STATE, ZIP CODE 342 LONG STREET JEFFERSON, NC 28640	Lic. & Cert. Section
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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
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V 000	INITIAL COMMENTS An annual survey was completed on May 18, 2018. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5800C Supervised Living for Adults with Developmental Disabilities.	V 000	You will find attachments A-F regarding correspondence with the Arc of NC from Aug 15, 2017 (A) (B) (emails) and an estimate provided to Arc from Summit/Remigio Robles to replace tile in the handicap shower (C)	
V 738	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 interviews, the facility was not maintained in a clean and attractive manner. The findings are: Observation on 5/15/18 from approximately 3:30PM through 4:30PM revealed: -A large handicapped shower was located in the bathroom off of the living room; -The shower walls and floor were covered with a tan colored tile; -The shower head leaked water; -The floor of the shower and the bottom walls were covered with a black substance and appeared unclean. Interview on 5/15/18 with Staff #2 revealed: -She had tried to clean the handicap shower many times; -Staff #2 had used multiple types of cleaners, -A scrub brush had been used on the blackened	V 738	Then again you will see the Arc's request on May 10 to get another estimate for shower repairs (E) after [redacted] brought up the shower tile issue again. (bottom of E) 5/10. On (F) May 17, [redacted] notifies the Arc of our citation. People will be providing estimates which will need to be approved by the Arc starting today. 6/7/18. Helen Clark, QA	

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

PRINTED: 05/29/2018
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL005-020	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/16/2018
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NAME OF PROVIDER OR SUPPLIER SUMMIT SUPPORT SERVICES OF ASHE, INC - ARK	STREET ADDRESS, CITY, STATE, ZIP CODE 342 LONG STREET JEFFERSON, NC 28640
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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)	(X4) COMPLETE DATE
V 736	<p>Continued From page 1</p> <p>and dirty areas of the shower;</p> <p>-None of her attempts to clean the shower were successful;</p> <p>-The shower had been in this condition for a long time.</p> <p>Interview on 5/16/18 with the Executive Director (ED) revealed:</p> <p>-She acknowledged the shower appeared unclean;</p> <p>-The Facility Maintenance Scheduler had contacted the building owner;</p> <p>-The owners had directed the facility to obtain estimates for repair of the shower.</p>	V 736		

bills/quotes

Page 1 of 1

A

From: [REDACTED]
 Subject: bills/quotes
 Date: Tue, August 15, 2017 11:19 am
 To: [REDACTED]

Good Morning [REDACTED]
 Hope you are doing well....

Attached you will find a bill from Bare's Plumbing regarding repair of a valve on a toilet at the Ark (Ashe 1)
 Also attached you will find quotes on requested improvements/repairs from [REDACTED] at our facilities.

Has a decision been reached regarding the repair of the hot water heater at Ashe 1 yet?

Final thing: [REDACTED] checked on the repair of the door on Apt. 1A at the 258 location.....to order the insets for both doors which involves new windows as well was \$379.00 from Lowes....a complete set of new doors were like \$479.00....which direction do you want him to go in?

Thanks [REDACTED]

[REDACTED]
 Summit Support Services
 Jefferson, NC 28640
 336-848-4491
 336-848-4927 (fax)

Attachments:

untitled-[1.1].plain
Size: 0.8 k
Type: text/plain
20170815110235601.pdf
Size: 86 k
Type: application/pdf
20170815110251071.pdf
Size: 59 k
Type: application/pdf

RE: bills/quotes

Page 1 of 2

B

From: [Redacted]
Subject: RE: bills/quotes
Date: Thu, August 17, 2017 9:17 am
To: [Redacted]

Will get it on it.....Thanks [Redacted]....

On Wed, August 16, 2017 9:26 am, [Redacted] wrote:
> We have never gotten the quote for the plumbing for the tankless water
> heater [Redacted]
>
>
> [The Arc NC Logo]
>
>
> [Redacted] CPM(r), Property Manager
> The Arc of North Carolina
> 5509A West Friendly Avenue, Suite 101
> Greensboro, NC 27410
> 336-273-4404, Ext. 28
> 336-378-0758 FAX
> 336-420-5080 Cell

> Learn more about our advocacy and services at
> www.arcnc.org<<http://www.arcnc.org/>>
>
> IMPORTANT WARNING: This message is intended for the use of the person or
> entity to which it is addressed and may contain information that is
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> applicable law. If you are not the intended recipient, or the employee or
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> notified that any disclosure, copying or distribution of this information
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> notify the sender immediately to arrange for return or destruction of
> these documents.

From: [Redacted] [/src/compose.php?send_to=sssdown@skybest.com]
> Sent: Tuesday, August 15, 2017 11:20 AM
> To: [Redacted]
> Subject: bills/quotes

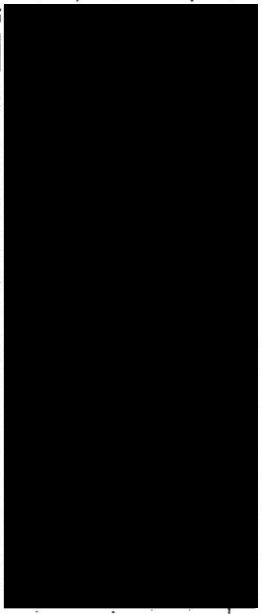
> Good Morning [Redacted]
> Hope you are doing well.....
>
> Attached you will find a bill from Bare's Plumbing regarding repair
> of a valve on a toilet at the Ark (Ashe 1)
> Also attached you will find quotes on requested improvements/repairs from
> John at our facilities.
>
> Has a decision been reached regarding the repair of the hot water
> heater at Ashe 1 yet?
>
> Final thing- [Redacted] checked on the repair of the door on Apt. 1A at
> the 268 location.....to order the insets for both doors which

2

ARK

- + Shower on the ark
- + Taking off the old tile and
- putting new tile on
- + fixing the dry wall behind the toilet
- + painting the walls of the bathroom

for the amount of 4860.00



RE: Couple of issues

Page 1 of 2

E

From: [REDACTED]
Subject: RE: Couple of issues
Date: Thu, May 10, 2018 2:36 pm
To: [REDACTED]

You will need to get me estimates of cost for remodeling the showers in the two bathrooms as well as an estimate for re-roofing the storage building. Thanks [REDACTED]

[REDACTED] CPM®, HCCP® | jpritchett@arcnc.org

Property Manager, The Arc of North Carolina
5509A West Friendly Avenue, Suite 101, Greensboro, NC 27410
Main 336.273.4404, ext. 28 | Mobile 336.420.5080 | Fax 336.378.0758

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From: [REDACTED] [/src/compose.php?send_to=sssdown@skybest.com]
Sent: Thursday, May 10, 2018 1:20 PM
To: [REDACTED]
Subject: Couple of Issues

Hi [REDACTED]

The roof on the storage shed at Ashe 1 has finally surrendered to the high winds and the abuse of mother nature. It has started to leak and has also started to break down. Can that building be re-roofed? Do I need to get estimates? How do we proceed?

On another note: Both client restrooms in Ashe 1 need some TLC. I know you and I had discussed the one handicap access restroom some time ago. Both restrooms are very outdated and are in need of renovation. The tile on the walls and floor are stained and are extremely hard to clean, and the sheetrock around the toilet has been chipped away during many numerous repairs...and looks pretty rough. So far the sanitation inspector hasn't binged us, but we do expect it.....The restroom on the front of the house, the tile on the floor is like the other..stained and blemished. Believe it or not....according to everything I can find...this is the original stuff that was put in the restrooms when the house was built. I can find no records here that it has been replaced. What if anything can we do?

RE: Bathroom at Ashe 1

Page 1 of 2

F

From: [Redacted]
Subject: RE: Bathroom at Ashe 1
Date: Thu, May 17, 2018 2:17 pm
To: [Redacted]

No. Just get us back to where we were, only better. Thanks!

[Redacted], CPM®, HCCP® | jpritchett@arcnc.org

Property Manager, The Arc of North Carolina
5509A West Friendly Avenue, Suite 101, Greensboro, NC 27410
Main 336.273.4404, ext. 28 | Mobile 336.420.5080 | Fax 336.378.0758

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From: [Redacted] [mailto://src/compose.php?send_to=sssdawn@skybest.com]
Sent: Thursday, May 17, 2018 1:18 PM
To: [Redacted]
Subject: Bathroom at Ashe 1

Hey [Redacted]

Just wanted you to know that in the past two days.....both group homes had a Construction Inspection with no issues cited- that I was informed about anyway.....and on Tuesday the 15th we had a routine inspection from DHSR- who yesterday cited us for the restroom. I am still in process of getting estimates as we discussed previously. Is there any standard they need to see or follow when submitting estimates? Thanks..... [Redacted]

[Redacted]
Summit Support Services
Jefferson, NC 28640
336-846-4481
336-846-4927 (fax)

Attachments:

untitled-[1.1].plain
Size: 1.8 k

SUMMIT SUPPORT SERVICES OF ASHE, INC.

Fax Transmittal Form

NAME: Dolly Van Wy

FROM: Helen Clark

Organization Name/Dept: DHSR

Fax number: 919-733-2757

Phone: 336-846-4491
Phone: 336-846-2741
Fax: 336-846-4927

Urgent

For Review

Please Comment

Please Reply

Date sent: 6/7/18
Time sent: 11:00 AM

Number of pages including cover page: 129

Comments:

In your letter you mentioned July 5 as a date of completion, but that is not 60 days from May 16 (your visit)?

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Summit Support Services of Ashe is dedicated to providing a comprehensive range of opportunities and resources that encourages the intellectual, social, emotional, vocational, physical and spiritual growth necessary for each individual to reach his or her fullest potential as citizens of the community.

Summit Support Services of Ashe, Inc.

PO Box 381
Jefferson, NC 28640

Phone: 336-846-4491
Phone: 336-846-2741
Fax: 336-846-4927