

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL084056	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____		(X3) DATE SURVEY COMPLETED 09/13/2018
NAME OF PROVIDER OR SUPPLIER LOWDER REUNION GROUP HOME		STREET ADDRESS, CITY, STATE, ZIP CODE 33973 LOWDER REUNION ROAD ALBEMARLE, NC 28001		
(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>INITIAL COMMENTS</p> <p>An annual survey was completed on 9/13/18. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000	<p>Elite Care Services, Inc. has addressed the hot water temperature and the maintenance staff adjusted the hot water temperature within 24 hours of the survey exit and followed up to re-check the temperature on 9/18/18. Elite staff will continue to monitor the water temperature weekly.</p>	9/18/18

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SEP 25 2018

Lic. & Cert. Section

V 752

27G .0304(b)(4) Hot Water Temperatures

V 752

10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT

(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.

(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.

This Rule is not met as evidenced by: Based on observations, interviews and records review, in areas of the facility where clients were exposed to hot water, the temperature of the water was not maintained between 100-116 degrees Fahrenheit. The findings are:

Observation on 9/13/18 at 4:01pm revealed the following:
-hot water temperature reading in the kitchen sink was 123 degrees Fahrenheit;
-hot water temperature reading in the bathroom sink was 123 degrees Fahrenheit.

Review on 9/13/18 of the facility incident reports from 7/1/18-9/13/18 revealed no documented injuries related to the hot water.

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Joann M... 6899

TITLE Quality Assurance

(X6) DATE 9/19/18

STATE FORM

JC5411

If continuation sheet 1 of 2

PRINTED: 09/14/2018
FORM APPROVED

Division of Health Service Regulation

Table with 5 columns: STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION, (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL084056, (X2) MULTIPLE CONSTRUCTION (A. BUILDING, B. WING), (X3) DATE SURVEY COMPLETED: 09/13/2018, NAME OF PROVIDER OR SUPPLIER: LOWDER REUNION GROUP HOME, STREET ADDRESS, CITY, STATE, ZIP CODE: 33973 LOWDER REUNION ROAD, ALBEMARLE, NC 28001, (X4) ID PREFIX TAG, SUMMARY STATEMENT OF DEFICIENCIES, ID PREFIX TAG, PROVIDER'S PLAN OF CORRECTION, (X5) COMPLETE DATE.

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Interview on 9/13/18 with the Team Lead revealed she was not aware the hot water temperature was too high.

Interview on 9/13/18 with the Qualified Professional revealed:

-not aware hot water temperature too high; -will immediately call maintenance staff to go to the facility and adjust the hot water temperature.

V 752



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Albemarle, NC 28001
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September 19, 2018

Gina McLain, Facility Compliance Consultant I
Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

DHSR - Mental Health

SEP 25 2018

Lic. & Cert. Section

Re: Annual Survey Completed 9/13/18
Lowder Reunion Group Home, 33973, Lowder Reunion Road, Albemarle, NC 28001
MHL # 084-056

Dear Ms. McLain:

Please find enclosed Elite Care Services, Inc. response to address the Annual/Follow up Survey completed on 9/13/18. The request for a Plan of Correction to address deficiencies is attached.

Please feel free to contact me if you have any further questions.

Best Regards,

Joann McRae, MSW
Quality Assurance Dept.
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723 Aquadale Road
Albemarle, NC 28001
704-982-4068
jmcrae@eliteservicesofstanly.com

Cabarrus

Davidson

Mecklenburg

Rowan

Stanly

Union