

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-802	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/31/2018
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NAME OF PROVIDER OR SUPPLIER WATER MILL HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 6801 WATER MILL COURT CHARLOTTE, NC 28215
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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>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 12-31-18. Deficiencies were cited.</p> <p>This facility is licensed for the following service category 10A NCAC 27G 1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be</p>	V 296		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 296	<p>Continued From page 1</p> <p>asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on interviews and observation the facility failed to ensure 2 staff were present when clients were present. The findings are:</p> <p>Observation on 12-27-18 at approximately 10:30 am revealed: -One staff and one client present in the facility.</p> <p>Interview on 12-27-18 with staff #1 revealed: -She was there by herself. -The other staff hand left to pick up another client from his holiday visit</p> <p>Interview on 12-7-18 with client #1 revealed: There are usually two staff present. -"But if there is only one kid, there is only one staff sometimes."</p>	V 296		

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V 296	Continued From page 2 Interview on 12-31-18 with the Qualified professional revealed: -There should have been two staff present in the facility. This deficiency constitutes a recited deficiency and must be corrected within 30 days.	V 296		
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 interviews the facility failed to be maintained in a clean, safe, attractive manner. The findings are: Observation on 12-31-18 at approximately 11:00 revealed: -One toilet in the bathroom broken -Missing grout around the tub. -Two light bulbs out in the 1st part of the bathroom -Two light bulbs out in the second part of the bathroom -Smoke detector in third bedroom beeping -Bedroom #1 Plexiglas window coming out of frame, cold air coming in, window very difficult to open, walls are dirty -Bedroom #2 has dirty walls -Missing molding around kitchen entry.	V 736		

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V 736	<p>Continued From page 3</p> <p>Interview on 12-31-18 with client #3 revealed: -he hadn't noticed the beeping smoke detector -he didn't know when the window in his room was broken.</p> <p>Interview on 12-31-18 with the Qualified Professional revealed: -They had put in a work order for the broken toilet. -He had noticed the beeping smoke detector about a week ago but had not had a chance to fix it. -He had not noticed the window in bedroom #1 -He would make sure everything was repaired as soon as possible.</p>	V 736		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observation the hot water failed to be maintained between 100 degrees and 116 degrees in areas where clients had access to the water. The findings are: Observation on 12-31-18 at approximately 11:00</p>	V 752		

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V 752	<p>Continued From page 4</p> <p>am revealed:</p> <ul style="list-style-type: none"> -Bathroom sink on the right: 92 degrees, bathroom sink on the left, 92 degrees. Tub 98 degrees. -Kitchen sink 98 degrees <p>Interview on 12-31-18 with client #3 revealed:</p> <ul style="list-style-type: none"> -he had no problem with the hot water and it felt hot enough to him. <p>Interview on 12-31-18 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -he would adjust the water temperature that day to make sure it was hot enough. 	V 752		