

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL090-169</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>01/09/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MONROE CRISIS RECOVERY CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1408 EAST FRANKLIN STREET MONROE, NC 28112</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>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 1/9/19. The complaint was unsubstantiated (Intake #NC143563). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5000 Facility Based Crisis Services for All Disability Groups</p>	V 000		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(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 observations and interviews, the facility failed to ensure in areas of the facility where clients were exposed to hot water, the temperature of the water was maintained between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 1/9/19 at 1:00pm revealed: -hot water temperature in shower #2 in the men's bathroom was 88 degrees Fahrenheit; -hot water temperature in the sink in the kitchen was 92 degrees Fahrenheit.</p> <p>Interviews on 1/9/19 with clients #1, #2 and #3 revealed: -they had plenty of hot water for showers;</p>	V 752		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 752	Continued From page 1  -had no concerns regarding hot water.  Interview on 1/9/19 with the Center Director revealed: -maintenance staff here last week; -hot water temperatures were within required range; -will have hot water temperatures addressed.	V 752		