

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL055-121</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>02/14/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>GAYLAIN'S HOUSE OF HOPE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>322 EAST MCBEE STREET LINCOLNTON, NC 28092</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on February 14, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600E Supervised Living for Adults with Substance Abuse Dependency.</p>	V 000	<p>V114 27G 0207 Emergency plans and Supplies 10A NCAC 27G 27G 0207 Emergency plans and supplies</p>	
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure fire drills were held at least quarterly and repeated for each shift. The findings are:</p> <p>Review on 2/14/19 of the fire drill log revealed: -No fire drills were conducted: -2nd shift weekend during 1st quarter, 2018 (January-March);</p>	V 114	<p>We appointed a new Safety Officer at the end of Dec.2018 Our New officer has created a document that she feels will better track the safety drills conducted. Safety Officer will review the documentation of all drills once they have been completed to ensure no mistakes have been made and that the correct time and shift is noted on the form</p> <p>The Manager will do a final review to ensure all needed drills have been completed</p> <p><b>DHSR - Mental Health</b></p> <p><b>MAR 01 2019</b></p> <p><b>Lic. &amp; Cert. Section</b></p>	2/15/19

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

*Sandra Crego Sneed*

TITLE

*Manager*

(X6) DATE

*2.25.19*

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V 114	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-3rd shift weekday and 2 weekend shifts during 2nd quarter, 2018 (April-June);</li> <li>-1st and 2nd shift weekdays during 3rd quarter, 2018 (July-September);</li> <li>-2nd and 3rd shift weekdays during 4th quarter, 2018 (October-December).</li> </ul> <p>Interviews on 2/13/19 with Clients #2, #5 and #6 revealed:</p> <ul style="list-style-type: none"> <li>-The frequency of fire drills varied from once monthly to once every other month;</li> <li>-The outdoor meeting place when fire drills were practiced depended on where the fire was reported to have been in the house;</li> <li>-1 meeting place identified was outside the back of the facility and the other meeting place was across the street from the facility.</li> </ul> <p>Interviews on 2/14/19 with the House Manager and Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-The weekday shifts operated as follow:                             <ul style="list-style-type: none"> <li>-1st shift from 7:00 am-3:00 pm;</li> <li>-2nd shift from 3:00 pm- 11:00 pm;</li> <li>-3rd shift from 11:00 pm- 7:00 am</li> </ul> </li> <li>-The weekends had two 12-hour shifts that operated from 7:00 am- 7:00 pm and from 7:00 pm to 7:00 am;</li> <li>-Staff #1 developed a new fire and disaster drill form to better track and document the drills than the form used for 2018;</li> <li>-They both understood the importance of the fire and disaster drills being conducted each quarter and repeated on each shift.</li> </ul>	V 114		
V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., &amp; Water Systems</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p>	V 750	<p>V 750 27G 0304(b)(3) Maintenance of Elec., ,Mech, &amp; Water Systems 10A NCAC 27.G 0304 Facility Design and Equipment</p>	

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V 750	<p>Continued From page 2</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>(3) Electrical, mechanical and water systems shall be maintained in operating condition.</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interview, the facility failed to ensure the water and toilet systems were maintained in operating condition. The findings are:</p> <p>Review on 2/14/19 of two emails between Staff #1 and facility maintenance staff revealed: -8/5/18 at 2:53 pm, an email was sent from Staff #1 to a maintenance staff that there was a leak in "bathroom one, stall one;" -8/27/18 at 8:47 am, an email was sent from a maintenance staff to Staff #1 that asked for clarification about the toilet he worked on "a couple of weeks ago" with Staff #1's emailed response on 8/27/18 at 1:12 pm that affirmed it was the same toilet and she heard water running continuously; -No emails or other written communication between facility staff and the maintenance staff about the water situation or sink in the 2nd bathroom.</p> <p>Observation on 2/13/19 between 10:00am-10:40 am of the facility revealed: -2 client bathrooms on the 2nd level of the facility with 2-3 showers, 2-3 toilets and 2 sinks contained in each bathroom; -The first toilet in the 1st client bathroom had a sheet of paper on top of toilet lid with the statement "Do Not Use;"</p>	V 750	<p>Continued from Pg 1</p> <p>We had been working with our landlord for several months to repair upstairs toilet that had been leaking, the Maintenance person came out several times and would think it was repaired only for us to contact him again saying it was still leaking he finally turned the water off to the commode and said not to use it because he had to order a part</p> <p>We also had a leak with one of our sinks in the upstairs bathroom that we notified him on several occasions and that had not been repaired either</p> <p>I did notify him that we were being cited because he failed to make needed repairs I notified him while the surveyor was still here and told him it needed to be done asap.</p> <p>Both have now been repaired</p>	2/16/19

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V 750	<p>Continued From page 3</p> <p>-The sink faucet closest to the door in the 2nd client bathroom did not emit water when the faucet was turned to the "on" position;</p> <p>Interviews on 2/13/19 with Clients #2, #5 and #6 revealed:</p> <p>-They understood from staff that water leaks caused the sink in the 2nd bathroom and the toilet in the 1st bathroom not to work and both had been inoperable for about 2-3 months;</p> <p>-Staff was working with maintenance to get the water leaks repaired.</p> <p>Interview on 2/14/19 with Staff #1 revealed:</p> <p>-The water was shut off to the sink in the 2nd bathroom because of a water leak;</p> <p>-Maintenance staff had applied sealant around the toilet in the 1st bathroom to prevent leaking but it had not worked;</p> <p>-She thought she had more recent communication with the maintenance staff about these needed repairs but was unable to locate any emails or texts later than 8/2018.</p> <p>Interview on 2.14.19 with the House Manager revealed:</p> <p>-She notified the maintenance staff during the survey that the inoperable toilet and sink water faucet that was for client use would result in a violation because they had not been repaired.</p>	V 750		