


Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL091-061</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>02/22/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ROANOKE AVENUE GROUP HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>264 S BECKFORD DRIVE HENDERSON, NC 27536</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><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed February 22, 2019. 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>DHSR - Mental Health</p> <p>MAR 06 2019</p> <p>Lic. &amp; Cert. Section</p> <p><i>SEE ATTACHED PLAN OF CORRECTION</i></p>	
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 observation and interview, the facility failed to maintain the temperature of the water between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 2/21/18 starting at 2:20pm revealed:</p> <ul style="list-style-type: none"> <li>- the temperature at the kitchen sink registered 90 degrees Fahrenheit</li> <li>- the temperature was measured several times between 2:20pm and 3:00pm and always registered at 90 degrees</li> <li>- the Residential Manager measured the temperature at the same time with her thermometer and that also showed 90 degrees Fahrenheit</li> </ul>	V 752		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

STATE FORM  EXECUTIVE DIRECTOR 3/4/2019  
6899 IY7L11 If continuation sheet 1 of 2

Division of Health Service Regulation

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V 752	Continued From page 1  During an interview on 2/21/19, the Residential Manager reported: - they had been taking the water temperatures weekly and it was always at approximately 110 degrees Fahrenheit - she would submit a work order immediately for someone at HUD (Housing and Urban Development who owned the home) to adjust the temperature	V 752		

# Plan of Correction

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*Date of Correction: March 31, 2019*

**Deficiency Cited:** V118: 10A NCAC 27G.0304 Facility Design and Equipment. The facility failed to maintain the temperature of the water between 100-116 degrees Fahrenheit.

**Provider's Plan of Correction:** D. D. Residential Services Inc. will assure that each facility shall be designed, constructed, and equipped in the manner that ensures the physical safety of clients, staff and visitors. In areas of the facility where clients are exposed to hot water, the temperature shall be maintained between 100 - 116 degrees Fahrenheit. Systematic changes will be implemented whereby the staff will test the hot water twice daily, document it on a log, and report any deviations from the 100 – 110 degrees to the Residential Manager. The Residential Manager will make arrangements to contact maintenance to adjust the hot water heater or mixing valves to assure the steady balance of water at 100 – 116 degrees. The Executive Director will monitor the quality of the home for effectiveness through monthly Supervision of the Residential Manager and walk through of the home.

**Responsible Parties:** Direct Support Professional Staff, Residential Manager, Executive Director

**Correction Date:** 3/31/2019

**Provider Signature:** \_\_\_\_\_

A handwritten signature in black ink, appearing to be "Justin J. [unclear]", written over a horizontal line.

**D. D. Residential Services, Inc.**  
**Administrative Office**  
**Post Office Box 88**  
**Henderson, North Carolina 27536**  
**(252) 438-6700 Fax (252)438-6720**

DHSR - Mental Health

MAR 06 2019

Lic. & Cert. Section

March 4, 2019

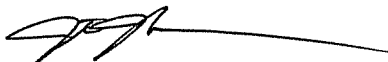
Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

Dear Sir/Madam,

Please find enclosed the plan of correction for the standard level deficiency cited at the Roanoke Avenue Group Home, Located at 264 S. Beckford Drive, Henderson, NC 27536. This is in conjunction with MHL #: 091-061.

You shall find upon return that the deficiency cited has been addressed globally and the correction has been made prior to the correction date of March 31, 2019. Should you have any questions or concerns, please do not hesitate to contact me at the number provided. We thank you for your feedback, and welcome your return.

Sincerely,



Jacinta Johnson  
Executive Director

**Franklin County Group Home**  
**Vance Adult Group Home**  
**Warren County Group Home**

**Graham Ave Group Home**  
**Louisburg Group Home**  
**Oxford Group Home**  
**Roanoke Avenue Group Home**

