

APR 05 2019

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-686</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ <b>CONSTRUCTION SECTION</b> B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R 03/05/2019</b>
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NAME OF PROVIDER OR SUPPLIER  
**VICTORY HEALTHCARE SERVICES, INC**

STREET ADDRESS, CITY, STATE, ZIP CODE  
**3716 SUMMER PLACE  
RALEIGH, NC 27604**

(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
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V 000 INITIAL COMMENTS

A complaint, annual and follow-up survey was completed 3/5/19. Complaint Intake # 00147533 was substantiated. A deficiency was cited.

V 000

This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.

V 736 27G .0303(c) Facility and Grounds Maintenance

V 736

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 interview the facility failed to maintain the home in a clean, safe, attractive manner and free from offensive odor. The findings are:  
Observation on 3/5/19 at 2:30 PM revealed:  
-Kitchen floor dirty, the edges were lined with dirty along the base board and floor stained.  
-Kitchen floor had some strips of tile missing making the floor uneven to walk on.  
-Baseboards throughout the home was extremely dirty and scuffed.  
-Client #4's bedroom down stairs, sunken mattress, blinds on windows broken and hanging off, and screen door for exit would not open, latch was stuck.  
-Down stairs bathroom extremely dirty, toilet paper rack broken and door cracked in several

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Lic. & Cert. Section

Victory will be maintained in a clean, safe, attractive manner and free from offensive odor. 4/5/2019

- Victory will be deep cleaned and routine cleaning will be done weekly.
- Bathrooms will be cleaned and repairs done including replacing blinds, cabinets, doors and light fixtures.
- Client mattresses, doors, light fixtures and blinds will be replaced or repaired.
- Kitchen floor will be repaired and cleaned.

Administrator/QP will maintain compliance through monthly inspections and documented on Home Environment Check list.

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	<i>Almon</i>	TITLE Administrator	(X6) DATE 4/5/19
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V 736	<p>Continued From page 1</p> <p>spots.</p> <ul style="list-style-type: none"> <li>-Client #6's bathroom cabinets were cracked and hanging, light fixture broken with missing bulbs/pieces, mirrors rusted, doors cracked, blinds broken in toilet area and the bedroom dirty.</li> <li>-Client #3's room had sunken mattress, broken blinds on windows, cracks in door, and ceiling fan light broken.</li> <li>-Client #1's room had a strong smell of cigarette smoke and holes in closet doors.</li> <li>-Upstairs bathroom, shower dirty, paint peeling off, sink dirty with erosion around faucet, and cracked door.</li> </ul> <p>During interview on 3/5/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-She just started working at this home a few weeks ago.</li> <li>-The home was already in this shape when she started.</li> </ul> <p>During interview on 3/5/19 The licensee stated:</p> <ul style="list-style-type: none"> <li>-Not aware the rooms were so bad.</li> <li>-Do not go in their rooms very often.</li> </ul> <p>Review on 3/5/19 of previous three surveys including Construction Section revealed the above mentioned observations had been cited in previous surveys.</p> <p>[This deficiency constitutes a recited rule area for the third time and must be corrected within 30 days.]</p>	V 736		