

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-755</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/28/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ABSOLUTE HOME AND COMMUNITY SERVICE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5628 MILLRACE RD</b> <b>RALEIGH, NC 27606</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual, Follow Up and Complaint Survey was completed 03/28/19. The Complaints were substantiated (Intake #NC0014868 &amp; #NC00148212). Deficiencies were cited.</p> <p>This facility is licensed for the following service category 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></p> <p><b>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</b></p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to assure the facility and its grounds to be maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Review on 02/13/19 of the facility's sanitation report dated 11/21/18 revealed a total of 18 demerits issued. Demerits specific information included the following: -"The insides and outside of the kitchen cabinets and the stove hood needs cleaning, ...grease build up; the stove needs to be pulled out and the area around it needs to be thoroughly cleaned. The countertops need repair or replacement, the veneer on the countertop is chipped and worn. The dish washer needs cleaning... The inside of the oven...needs</p>	V 736		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 736	<p>Continued From page 1</p> <p>cleaning....Deduction: 4 (Critical Violation) -The shower and liner curtain in client's bathroom need cleaning. ...The vanity cabinets in bathroom and the upstairs shared bathroom are in poor repair, they need to be replaced. The toilet seats in the shared upstairs and downstairs bathrooms are worn, replace toilet seats; also in these bathrooms, the toilet tank lids do not fit properly, replace with properly fitting lids... There were no paper towels or individual towels in the upstairs shared bathroom, paper towels or individual towels must be provided in bathrooms...Deduction: 4 (Critical Violation) -The comforter on client's bed has holes, replace; his pillow needs to be cleaned or replaced. The blinds and window sills in the upstairs bedrooms need cleaning. Cleaning is needed under the couch cushions in the upstairs common room, there is debris and trash under the cushions. The dresser in a second client's room is in poor repair, repair or replace dresser....Deduction: 2 (Critical Violation) -There is clothing and other personal items on the floor in client bedrooms closets, storage should be off the floor and/or stored in containers that are easily movable for cleaning...Deduction: 2 (Critical Violation) -A few of the laminate floor pieces in the kitchen, the unused room upstairs, and client's room have pulled apart and the shoe molding in the upstairs hallway is damaged; repair or replace flooring where needed. Repair the worn linoleum in the downstairs bathroom. Repair or replacement needed on the carpet in client's room. B) Cleaning is needed on the floor in all bedrooms and bathrooms; make sure to put beds away from walls when cleaning. Clean the floors in the shared bathroom upstairs in the client's room...Deduction: 3 -Areas of the ceilings in the kitchen and living</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>room have been painted but there is still some significant sagging of the ceiling in the kitchen,near the staff area. There are several areas where the sheetrock joint tape is peeling (over the kitchen sink, over the living room doorway into the kitchen, and along the peaked ceiling in client`s room); the peeling joint tape needs to be properly repaired. Repair the walls in the downstairs shared bathroom...Deduction: 3"</p> <p>Review on 02/12/19 of the facility's public file maintained by the Division of Health Regulation Service (DHSR) revealed a statement of deficiency (SOD) report dated 10/05/18 completed by the Construction section. The 10/05/18 SOD included but not limited to the following:</p> <ul style="list-style-type: none"> <li>- "1. At the time of the survey it was observed that the ceiling was damaged and stained between the kitchen and dinette area. The finish was flaking off and it appeared that the sheetrock had shifted creating the damage. Also observed that the ceiling was stained and the finish was peeling off in the back corner of the dining area adjacent to the dinette wall.</li> <li>- 2. At the time of the survey it was observed that the glazing on the sliding glass doors out of the dinette was fogged over and you could no longer see through the glass. The door was also difficult to open....*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</li> <li>- 4. At the time of the survey it was observed that the kitchen countertops were cracked and chipped along the front edge. There were several small burn marks in the laminate to the right of the stove...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</li> <li>- 9. At the time of the survey it was observed that the vanity cabinet in the upstairs hall bath</li> </ul>	V 736		

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V 736	<p>Continued From page 3</p> <p>was heavily damaged. The side panel was broken and delaminating and the base board was missing. ...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>- 10. At the time of the survey it was observed that the walls around the bed were damaged and heavily stained in the upper level bedroom with the second exit...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>- 12. At the time of the survey it was observed that a heavy coating of dust on the ceiling fans, on the window sashes and sills and on the blinds in all of the bedrooms. The floors in all of the bedrooms were dirty, littered with clothing, trash and dirt...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>- 13. At the time of the survey it was observed that the base trim was missing from the wall adjacent to the door of the front corner bedroom to the left of the stair. Dirt was accumulating in the gap left by the missing trim. The closet door was dragging and had scraped the finish off of the floor. ...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>-14. At the time of the survey it was observed that the closet door in the front corner upper level bedroom was dirty. The door knob was missing on the left door and the trim on the left side was damaged. The rule requires the facility and its grounds to be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>-15. At the time of the survey it was observed that several damaged walls in the front corner upper level bedroom. The wall to the right of the</p>	V 736		

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V 736	<p>Continued From page 4</p> <p>closet had several holes.. There were a couple of dings in the opposite wall... *This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>- 21 At the time of the survey it was observed that the ceiling in the lower level common area and lower level bathroom was heavily stained. ..*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>- 23. At the time of the survey it was observed that the vinyl floor was torn to the right of the toilet in the lower level bathroom.</p> <p>- 24. At the time of the survey it was observed that the double exterior doors from the lower level bedroom were rusting along the bottom edges. The trim around the doors was also rotting along the bottom. The flashing on the left face was bent and pulled away from the wall.</p> <p>- 25. At the time of the survey it was observed that the exterior trim around the base of the main door from the garage was rotting and damaged.</p> <p>- 26. At the time of the survey it was observed that the upper deck stairs ended at a concrete landing. The concrete has broken and no longer provides a safe step...*This deficiency was originally cited on 02/16/2016 and has still not been corrected.</p> <p>- 29. At the time of the survey it was observed that the 2nd floor exterior stairs are weather beaten, warped and in a state of disrepair.</p> <p>- 30. At the time of the survey it was observed that the garage door is damaged and will not close. It is hanging from one of the balance wires and is in a major state of disrepair.</p> <p>- 31. At the time of the survey it was observed that the quarter round floor molding in the laundry room has delaminated.</p> <p>- 33. At the time of the survey it was observed that the cabinets in the master bathroom on the</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>2nd floor are damaged.</p> <ul style="list-style-type: none"> <li>- 34. At the time of the survey it was observed that the handrails on the back deck are loose.</li> <li>- 35. At the time of the survey it was observed that the exterior of the facility is covered in dirt, mildew, and vegetation." <p>Observation on 02/12/19 at 9:45 AM revealed information noted in the above excerpts from the SOD dated 10/05/18, the 11/21/18 sanitation report</p> <ul style="list-style-type: none"> <li>-Cobwebs noted on the front door of the facility</li> <li>-The light bulb in living room not working...Empty light bulbs in two of four sockets</li> <li>-Light coverings missed throughout the house (hallway lights)</li> <li>- Broken toilet paper holders in the bathrooms</li> </ul> <p>Observation on 03/27/19 at 10:00 AM revealed:</p> <ul style="list-style-type: none"> <li>-Trash noted on the outside including old vacuum cleaner, picture frame</li> <li>-Roaches in the kitchen area</li> <li>-Door knob missing in the closet located in client bedroom</li> <li>-Scratch on flooring in the bedroom upstairs</li> <li>-Exit door in client bedroom upstairs bottom not protected with weather stripping covered to prevent vermin to enter or maintain weather temperature</li> <li>-Living room peeling noted of the wall.</li> </ul> <p>During interview on 02/12/19 &amp; 03/27/19, staff #1 reported:</p> <ul style="list-style-type: none"> <li>-02/12/19: She had worked at the facility since June 2018....Clients in the group home knew how to operate the light in the living room. She was not as familiar with how to turn on the lighting</li> </ul> </li></ul>	V 736		

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V 736	<p>Continued From page 6</p> <p>-03/27/19: Since February 2019, some maintenance has been made to the group home (painting two client bedrooms upstairs)...The group home does spray for bugs (roaches) and have an exterminator come out.</p> <p>During interview between 02/12/19 and 02/13/19, the Qualified Professional reported:</p> <ul style="list-style-type: none"> <li>-She was aware of previous citations regarding the living environment</li> <li>-Repairs at the home had been slow but some had been made since May 2018</li> <li>-The Licensee was responsible for the repairs to the group home and provided oversight</li> <li>-She would follow up with the Licensee regarding the living environment</li> </ul> <p>This deficiency has been cited 4 time(s) by DHSR Licensure and Certification Section and 6 time(s) by DHSR Construction Section since the original cite on 11/13/15 and must be corrected within 30 days.</p>	V 736		