STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL038-023	A. BUILDING: _____ B. WING _____	R 05/31/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE TWIN OAKS	536 MOOSE BRANCH ROAD ROBBINSVILLE, NC 28771

(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	INITIAL COMMENTS An annual and follow up survey was completed on 5/31/19. A deficiency was cited. This facility is licensced for the following service category: 10A NCAC 27G .5600C Supervised Living for Individuals of all Disability Groups/Mental Illness.	V 000		
V 736	27G .0303(c) Facility and Grounds Maintenance 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 building in a clean, attractive, and orderly manner. The findings are: Observation on 5/31/19 at 9:50am of the windows located in the dining room revealed: - Trim around bottom of the left window was crumbling, areas of approximately 9 inches and 10.5 inches, then another area about 3 inches. -Trim around the bottom of the right window was crumbling, areas of 29.5 inches and 10.5 inches. -The areas had the appearance of termite damage, no active pests observed. Interview on 5/30/19 with Staff #1 revealed: -The window trim had been this way for "awhile." Interview on 5/31/19 with the Operations Manager	V 736		

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V 736	Continued From page 1 revealed: -He acknowledged the damage to the window trim on both windows in the dining room. -The facility had no current work order for repair. -The facility was treated for termites regularly and there were no active pests.	V 736		