

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-136</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R 07/24/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PARADIGM, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4001 OLD PACTOLUS ROAD GREENVILLE, NC 27834</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	INITIAL COMMENTS  An annual and follow up survey was completed on July 24, 2019. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600C, Supervised Living for Adults with Developmental Disabilities.	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 observations and interviews the facility was not maintained in a clean tidy manner. The findings are:  Observations of the facility on 7/23/19 at approximately 9:30 am revealed: - The walls in client #5's bedroom were scuffed. - One of 2 light bulbs in the light fixture was not working. - The chest of drawers in client #1 and #2's bedroom was missing 5 drawer pulls. - No door on the closet in client #1 and #2's bedroom. - 2 of 3 light bulbs in the bathroom used by client #5 were not working. - No door on client #4's bedroom closet.  During interview on 7/24/19 the Program Manager stated someone told her that light bulb	V 736		

**RECEIVED**  
**AUG 21 2019**  
DHSR-MH Licensure Sect

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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NAME OF PROVIDER OR SUPPLIER  <b>PARADIGM, INC</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>4001 OLD PACTOLUS ROAD GREENVILLE, NC 27834</b>		
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V 736	Continued From page 1  sockets could not be left empty for safety reasons. Replacing the non-working light bulbs would make the light in the room too bright.  This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 736		
V 752	27G .0304(b)(4) Hot Water Temperatures  10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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.  This Rule is not met as evidenced by: Based on observations and interview the facility failed to maintain water temperatures between 100 and 116 degrees Fahrenheit in areas where clients are exposed to hot water. The findings are:  Observation on 7/23/19 at approximately 9:30 am revealed the hot water temperature in client #3 and client #4's bathtubs was 90 degrees Fahrenheit.  During interview on 7/24/19 the Program Manager stated she understood the requirement for hot water temperatures to be between 100 and 116 degrees Fahrenheit. The water temperature was adjusted to meet the requirement.	V 752		

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# Appendix 1-B: Plan of Correction Form

## Plan of Correction

Please complete all requested information and email completed Plan of Correction form to:

Plans.Of.Correction@dhhs.nc.gov

<b>Provider Name:</b> Paradigm, Inc. <b>Provider Contact Person for follow-up:</b> Jeannette Barnett, Program Director	<b>Phone:</b> 252-561-8112 <b>Fax:</b> 252-561-7455 <b>Email:</b> jbarnett@paradigminc.org	<b>Provider #:</b> MHL074-136	
<b>Address:</b> 4001 Old Pictolus Road Greenville NC			
Finding	Corrective Action Steps	Responsible Party	Time Line
V736 27G .0303 (c) Location and Exterior Requirements: Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. 1. The walls in client #5 bedroom were scuffed. 2. One of the 2 light bulbs in the light fixture was not working 3. The chest of drawers in client #1 and #2's bedroom was missing 5 drawer pulls 4. No door on the closet in client #1 and #2 bedroom 5. 2 of 3 light bulbs in the bathroom used by client #5 were not working 6. No door on client #4 bedroom closet	1. Client #5 bedroom wall has been painted and wiped down accordingly 2. Light bulbs have been replaced and are in working condition. 3. A new dresser drawer has been purchased and replaced in client #1 and #2 bedroom 4. Curtains have been placed on the closet 5. Light bulbs have been replaced in client #5 bathroom 6. Curtain has been placed on client #5 bedroom closet  Agency will continue to complete environmental checklists monthly to ensure that all areas of the home and its components are in working condition. This includes ensuring that all light bulbs are replaced and/or discarded if not working. All furniture will be inspected to ensure that all pieces are in working condition and will be replaced and repaired as needed if any issues are cited.	Jeannette Barnett Program Director	Implementation Date:  Projected Completion Date: 8/23/2019
V752 27G .0304 (b) (4) Hot Water Temperature (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff, and visitors (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. 1. Hot water temperature in client #3 and client #4 bathtubs was 90 degrees	1. The hot water temperature was adjusted by Paradigm's maintenance person on the evening of 7/24/2019. This has been corrected	Jeannette Barnett Program Director	Implementation Date:  Projected Completion Date: 7/24/2019

Fahrenheit			Implementation Date:
			Projected Completion Date:
			Implementation Date:
			Projected Completion Date: