

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL063-100	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/26/2019
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NAME OF PROVIDER OR SUPPLIER JACKSON SPRINGS TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 778 HOFFMAN ROAD WEST END, NC 27376
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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>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on November 26, 2019. A complaint was substantiated. (Intake #NC00156639) Complaints were unsubstantiated (Intake #NC00156830; #NC00157717) A deficiency was cited.</p> <p>This facility is licensed for the following services category: 10A NCAC 27G 1900 Psychiatric Residential Treatment for Children and Adolescents.</p>	V 000		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility staff failed to maintain the facility in a safe, clean and orderly manner. The findings are:</p> <p>Observations during the survey from 11/15 - 26/19 revealed the following: 1. Wooden door entry from large conference (occasionally used for educational purposes) - cracked revealing a jagged edge on the right side of the door frame. - a large plywood window held in place by a metal frame which was loose and pulled away from the door frame on the right side and bottom right corner thus exposing approximately inch long</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>screws (installed to hold the plywood in place) in the bottom right corner and side of the frame.</p> <p>2. Bathrooms - facility has three separate unit-style bathrooms. All contain two showers, one bath tub, four sinks and two toilets</p> <ul style="list-style-type: none"> - Bathrooms had a strong, moldy odor. - One of the unit bathrooms is not in unusable condition, thus forcing clients in the unit usually using that bathroom to go to another unit area to use the bathroom in that unit. (That unit is currently not occupied by clients.) - Faucets on several sinks do not have handles and/or do not work (no water flows when faucet is turned on) and contained significant amounts of a hard, white and green substance build-up and corrosion around the base. - Area around sinks basin where sink sits in counter top, contains a brown, rust-like substance on both basin and counter top - Showers have a green substance, white build-up and brown mold between tiles on the side and bottom corners - Tiles in shower were broken and/or missing exposing the hard, foam insulation on the interior wall. - Bathtubs were stained with a green substance - Showers and bathtubs offer no privacy as they are open without any type of enclosure or screen <p>3. Kitchen - only used by assigned staff</p> <ul style="list-style-type: none"> - Large flat pans used to store food containers in the refrigerator were rusted. - Interior of refrigerator had residue on shelves. - Exterior of refrigerator and freezer had significant amount of greasy stains and finger prints and was not clean. <p>4. The emergency exit doors in the common area near client bedrooms had towels stuffed at the bottom to prevent heat from escaping.</p> <p>5. Blinds in between Plexiglas windows in client rooms were broken and/or inoperable.</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>During interview on 11/26/19, the Executive Director confirmed the above observations.</p> <p>Note: Some of the above concerns related to cleanliness in the bathrooms and kitchen were corrected prior to the end of the survey.</p>	V 736		