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Fax

To: Kimberly Davis From: House of Care
 Fax: (919) 715-8078 Pages: 5
 Phone: (919) 855-3822 Date 11/23/19
 Re: Plan of Correction cc:

Urgent For Review Please Comment Please Reply Please Recycle

Comments:

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL032-243	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R-C 11/06/2019
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NAME OF PROVIDER OR SUPPLIER HOUSE OF CARE, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 5800 LAKE ELTON ROAD DURHAM, NC 27713
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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
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V 000	INITIAL COMMENTS A complaint and follow up survey was completed on November 6, 2019. The complaint was substantiated (Intake #NC00157281). 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 observation and interview, the facility failed to ensure facility grounds were maintained in a safe, clean, attractive, orderly manner and kept free from offensive odor. The findings are: Observation on 11/6/19 at approximately 11:35 AM of the facility revealed the following issues: -Kitchen area-There was a orange rust like stain on the floor. There was a build up of dust on the baseboards. The vent cover on the floor was rusted. The trash can was faded. The door frame leading into kitchen had peeling paint. The stove had a loose door handle, loose burners, all four drip pans were rusted out and the hood vent had food debris and a grease like substance. The cover was missing to the ceiling light fixture. There were approximately 12 pieces of mice	V 736		

Handwritten note:
House of Care has instructed the land lord to paint all areas in the house that the state has cited us on. House of Care will conduct an overall cleaning of the facility to take care of the areas that were cited and that will supersede the cleaning. (over)

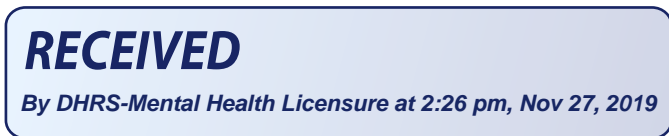
Initials: M-gary

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Cassandra Dawson

TITLE
Assistant Director 11/23/19

(X6) DATE

STATE FORM 6899 UG3011 If continuation sheet 1 of 4



Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER
HOUSE OF CARE, INC

STREET ADDRESS, CITY, STATE, ZIP CODE
**5800 LAKE ELTON ROAD
DURHAM, NC 27713**

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V 736	Continued From page 2 majority of the repair issues with the home. -They had been going back and forth with the landlord about the majority of the maintenance issues with the home. -She was not aware of the issues with the cleanliness of the home. -The Assistant Director had just recently hired someone to clean the home. -She thought client #1's room smelled like urine due to her incontinence. -She confirmed the facility was not maintained in a safe, clean, attractive, orderly manner and kept free of offensive odor.	V 736	The broken blinds will be replaced The furniture in Client #2 + #3 room will be repainted by House of Care & the DP will make sure that this is completed.	11/05/19 12/8/19
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on observation and interview the facility staff failed to maintain a rodent free environment. The findings are: Observation on 11/6/19 at approximately 11:35 AM of the facility's kitchen area revealed: -There were approximately 12 pieces of mice feces in the cabinet near the sink. Interview with the Qualified Professional on 11/6/19 revealed: -They initially had issues with mice about a year or two ago.	V 738	House of Care will conduct a weekly walk through of the facility to enforce sanitary conditions within the DP. This will be supervised by the DP & Assistant Director.	ongoing

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NAME OF PROVIDER OR SUPPLIER HOUSE OF CARE, INC		STREET ADDRESS, CITY, STATE, ZIP CODE 5800 LAKE ELTON ROAD DURHAM, NC 27713		
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V 738	Continued From page 3 -Staff just recently brought the issue to her attention again about a month ago. -They were told there were holes underneath the kitchen cabinet. -The mice were possibly getting into the home through those holes. -The holes were repaired once that came to their attention. -She knew staff found some mice droppings in the kitchen cabinets. -She thought staff got rid of all the mice droppings. -She confirmed the facility staff failed to maintain a rodent free environment.	V 738	House of Care has contacted with a Pest Control Company name ORkin to assist in getting rid of the rodents and will come by every two months until the issue is resolved. Start date 11/26/19, & it will be an ongoing process.	11/26/19