

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL091-087	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/13/2019
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NAME OF PROVIDER OR SUPPLIER ESTHER'S PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 270 CHARLES STREET HENDERSON, NC 27536
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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 and follow up survey was completed on December 13, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure disaster drills were conducted quarterly on each shift. The findings are:</p> <p>During an interview on 12/12/2019, the Qualified Professional (QP) reported the shifts were: Weekdays 8: 00am - 4: 00pm 4: 00pm - 12: 00 midnight 12:.00 midnight - 8. 00am</p>	V 114		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 114	<p>Continued From page 1</p> <p>Review on 12/12/19 of the facility's disaster drills revealed</p> <ul style="list-style-type: none"> - no 2nd or 3rd shift drills in the 1st, and 2nd quarter of 2019 - no 1st or 3rd shift drills 3rd quarter of 2019 <p>During interviews on 12/12/19, 3 of 3 interviewed clients all knew to stay inside for storm related events and to get away from windows. All reported staff were there to help them with safety.</p> <p>During an interview on 12/12/19, the QP reported:</p> <ul style="list-style-type: none"> - there was some confusion about how often and at what times to do disaster drills - she had recently learned the requirements for fire and disaster drills were the same - she would immediately help create a schedule which met the standards <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 114		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</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 observations and interviews, the governing body failed to keep the facility in a clean, safe and attractive manner. The findings are:</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>Observation on 12/12/19, beginning at 11:11am revealed:</p> <ul style="list-style-type: none"> - there were no handles on many of the kitchen cabinets - no knobs on the stove - bathroom sink on first floor had cracked, broken hot water handle - rusty vents - no toilet paper - one bedroom had three full baskets of dirty laundry (client #6) and no blanket - upstairs 2 bathrooms had no soap, toilet paper or hand towels - fixtures in bathrooms were rusty - paint on doors was cracked and peeling - the tile over the sink in one bathroom was chipped/cracked - flooring was peeling, cracked and dirty in both bathrooms - window blinds in every bedroom had cracked or missing slats - the banister coming down the stairs was loose - no cover on the thermostat at the bottom of the stairs <p>During an interview on 12/12/19, the Qualified Professional reported she would make sure the Licensee addressed these issues. She stated they had some issues with the owner of the property making repairs in a timely manner.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		