

December 18, 2019

Patricia Work, Facility Compliance Consultant I  
Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

RE: Annual Survey, 12/4/19, McAlway Road

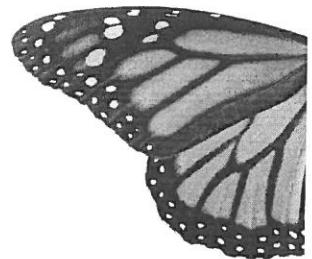
Hello,

Please find enclosed the Plan of Correction for deficiencies cited during the survey referenced above.

If you need additional information or have any questions, please contact me at the number below.

Sincerely,

Louise Winstead, RN  
Compliance Specialist – Plan of Corrections  
[louise.winstead@monarchnc.org](mailto:louise.winstead@monarchnc.org)  
252-289-6512



Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  MHL0601192	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  12/04/2019
NAME OF PROVIDER OR SUPPLIER  MCALWAY ROAD		STREET ADDRESS, CITY, STATE, ZIP CODE 714 MCALWAY ROAD CHARLOTTE, NC 28211		
(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 survey was completed on 12-4-19. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G 5600A Supervised Living for Adults Whose Primary Diagnosis is a Mental Illness.	V 000	V369 G.S 122C-6 Smoking Prohibited  The smoking prohibited signs have been re-posted throughout common areas in the facility on 12/4/2019 to reflect that the facility is a non-smoking entity and that smoking is only prohibited in designated areas.	12/4/2019
V 369	G.S. 122C-6 Smoking Prohibited  § 122C-6 SMOKING PROHIBITED; PENALTY (a) Smoking is prohibited inside facilities licensed under this Chapter. As used in this section, "smoking" means the use or possession of any lighted cigar, cigarette, pipe, or other lighted smoking product. As used in this section, "inside" means a fully enclosed area. (b) The person who owns, manages, operates, or otherwise controls a facility subject to this section shall: (1) Conspicuously post signs clearly stating that smoking is prohibited inside the facility. The signs may include the international "No Smoking" symbol, which consists of a pictorial representation of a burning cigarette enclosed in a red circle with a red bar across it. (2) Direct any person who is smoking inside the facility to extinguish the lighted smoking product. (3) Provide written notice to individuals upon admittance that smoking is prohibited inside the facility and obtain the signature of the individual or the individual's representative acknowledging receipt of the notice. (c) The Department may impose an administrative penalty not to exceed two hundred dollars (\$200.00) for each violation on any person who owns, manages, operates, or otherwise controls a facility licensed under this Chapter and fails to comply with subsection (b) of this section.	V 369	ACTION PLAN  Policies and Procedures of all mandatory postings and signs required to be posed in the facility has been reviewed by all staff. Staff were trained on this policy. Training began on 12/5/2019 and will be ongoing as new staff are hired.  Persons Responsible: Residential Staff, Residential Manager, Team Lead  Monitoring Process: 1. The Residential Manager will conduct an environmental check monthly to ensure that the facility is up to standards regarding policy and procedures. 2. Residential Team Lead will conduct monthly inspections  DHSR - Mental Health  DEC 3 0 2019  Lic. & Cert. Section	

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Nancy Karselle*

TITLE

*Director of Program Operations*

(X6) DATE

*12/16/19*

STATE FORM

5059

5771

If continuation sheet 1 of 3

Division of Health Service Regulation

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V 369	Continued From page 1  A violation of this section constitutes a civil offense only and is not a crime. (d) This section does not apply to State psychiatric hospitals. (2007-459, s. 3.)  This Rule is not met as evidenced by: Based on observation and interview the facility failed to post a "No Smoking" sign in the facility to indicate that smoking was prohibited in the facility. The findings are:  Observation on 12-4-19 at approximately 2:00 pm revealed: -There was not a "No Smoking" sign posted in the facility.  Interview on 12-4-19 with staff #1 revealed: -They didn't have a "No Smoking" sign posted because they had a designated smoking area in the back.  Interview on 12-4-19 with the facility manager revealed: -She agreed with staff #1 that they did not have a "No Smoking" sign because they had a smoking area in the back of the facility. -They had never had a "No Smoking" sign posted that she was aware of.  27G .0304(b)(4) Hot Water Temperatures  10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT	V 369			
V 752	(b) Safety: Each facility shall be designed, constructed and equipped in a manner that	V 752			

Division of Health Service Regulation

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V 752	<p>Continued From page 2</p> <p>ensures the physical safety of clients, staff and visitors.</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to maintain hot water between 100 and 116 degrees. The findings are:</p> <p>Observation on 12-4-19 at approximately 2:00 pm revealed:</p> <ul style="list-style-type: none"> <li>-Hot water in the tub bathroom sink was 120 degrees.</li> <li>-Kitchen sink was 119 degrees.</li> <li>-Shower bathroom sink was 118 degrees.</li> <li>-Tub bathroom sink was 119 degrees.</li> </ul> <p>Interview on 12-4-19 with the facility manager revealed:</p> <ul style="list-style-type: none"> <li>-She called the facility maintenance man and he was coming to adjust the temperature.</li> </ul>	V 752	<p><b>V752</b></p> <p><b>27G. 0304(b)(4) Hot Water Temperatures</b></p> <p><b>The water temperature throughout the facility was adjusted on 12/4/2019 by Monarch maintenance team to reflect a temperature of 113 degrees Fahrenheit.</b></p> <p><b>ACTION PLAN</b></p> <ol style="list-style-type: none"> <li>1. Policies and Procedures regarding hot water temperatures in the facility have been reviewed by all staff. Staff were trained on this policy. Training began on 12/5/2019 and will be ongoing as new staff are hired.</li> <li>2. Staff will check water temperature as indicated by policy and as needed when variations are suspected. These findings will be reported to the Residential Manager. If temperature reads under or above 106-116, The Residential Manager will immediately complete an emergency work order to the maintenance department to have the problem corrected immediately.</li> </ol> <p><b>Staff Responsible:</b> Residential Staff, Residential Manager, Team Lead, Monarch Maintenance Department</p> <p><b>Monitoring Process</b></p> <ol style="list-style-type: none"> <li>1. The Residential Manager will conduct an environmental check monthly to ensure that the facility is up to standards regarding policy and procedures.</li> <li>2. Residential Team Lead will conduct monthly inspections</li> </ol>	12/4/2019

**MONARCH**  
Inservice Registration Form

TOPICS: Trainers-list each topic that you discuss

MINUTES:

*staff meeting held to review daily documentation,  
submitting time cards, medication administration (kerr)  
making appointments. Reviewed policy & procedures  
relating to mandatory posting of signs and  
review of water temperature testing temperature,  
Notifying Manager when temperature is not within range  
of 100-116 F*

DATE: 12/5/19

LOCATION: McAlway

TIME: 5:10 AM/PM ☒

UNTIL: 6:30 AM/PM ☒

PRESENTER/TITLE: Torrara Francis / Residential Team Lead.

#	PRINT NAME	TITLE	DEPARTMENT	SIGNATURE
1	Denise Porten	Behavioral Specialist	McAlway	Denise Porten
2	Marilynn Davis	Behavioral Specialist	McAlway	Marilynn Davis
3	Lester Kim Butler	Behavioral Specialist	McAlway	Lester Kim Butler
4	Byron Morris	Behavioral Specialist	Bridg Creek	Byron Morris
5	Terhine Dwyer	Behavioral Specialist	Bridg Creek	Terhine Dwyer
6	Relia Hemmingsway	Behavioral Specialist	Bridg Creek	Relia Hemmingsway
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**Esther Partlow** opened this request

EP

December 4, 2019 @ 2:39 PM

**Request type** Plumbing

**Request** The water temperature needs to be adjusted

**Building** McAlway Road GH (HUD - CHC of Metrolina #1)--Meck. Co.

**Location** house

**Due** Thu, Dec 5, 2019

**Followers** **LM** Lakeesha Mcneil

**Short Description** The water temperature needs to be adjusted

**Contact Phone Number** 7043640432

**Description** the state says that the water temperature is too high it registered 120 degrees

**Hold Status** -

**HUD** ☒

**Suggested Date/Time for** -

**Maintenance/Contractor**

**Access:**

**Travel Time (Hours)** -

**Edited** December 4, 2019 @ 3:29 PM

**ww** Whitney Wall

**Whitney Wall** assigned this request

WW

December 4, 2019 @ 3:29 PM

**Assigned to** **TH** Tommy Honbarrier

**Is outsourced** ☐

**Tommy Honbarrier** resolved this request

TH

December 5, 2019 @ 10:11 AM

**Cost** \$0.00

**Worker time** 0h 30m **TH** Tommy Honbarrier

**Emergency Shutoff Compliance** Staff IDENTIFIED Emergency Shutoffs

**Expense Location** -

**Resolution** Water temp is 113

**Travel Time (Hours)** 1

**Turned into Finance/HUD** ☐

**Waiting On Invoice** ☐

Totals

<u>Cost</u>	\$0.00
<u>Labor cost</u>	\$35.00
Inventory cost	-
Total cost	\$35.00
Worker time	0h 30m TH Tommy Honbarrier







