

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL064-084	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/24/2020
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NAME OF PROVIDER OR SUPPLIER BTW HOME CARE SERVICES II LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 601 COLBY COURT ROCKY MOUNT, NC 27803
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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 2/24/20. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G.5600A Supervised Living for Adults with Mental Illness.	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 was not maintained in a safe, clean, attractive and orderly manner. The findings are: Observation on 2/24/20 at approximately 11:05am of the facility revealed the following: Hall bathroom: hair scattered around the sink. -no knobs or handles on vanity to open the doors. -dark brown stains inside the vanity cabinet beneath the drain. -rust colored spots on light fixture over sink. -stains/mildew inside tub/shower. -Client #3 and #2's room: blinds broken. -clothes were laying around the room on bed and dresser. -walls covered in spots and marks. -Client #4's room- no sheets on the bed. -clothes laying on the dresser and in the closet	V 736	27G .0303(c) Facility and Grounds Maintenance	03/05/20

DHSR-Mental Health
MAR 18 2020
Lic. & Cert. Section

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *James J. Barnes* TITLE: CEO (X6) DATE: 03/10/20

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V 736	<p>Continued From page 1</p> <p>floor.</p> <ul style="list-style-type: none"> -Client #1 and #5's room-sink and countertop in bathroom dirty with toothpaste stains. - vanity cabinet stained. -3 out of 5 dresser drawers broken and off track. -window in bathroom had nothing covering. -Air return vent in hall ceiling covered in dust. -Kitchen- -refrigerators with food stains outside and inside. -bottom drawer of stove would not close. -kitchen chairs covered in debris particles and stains. -scuff marks across the kitchen floor. -stains on cabinet fronts and 5 out of 10 off hinges. <p>Interview on 2/24/20 at 11:45am with Licensee reported:</p> <ul style="list-style-type: none"> -house is cleaned weekly by the clients. -need to replace chairs. -funding doesn't allow for alot of replacing some items. -bought new couches and replaced all the mattress will replace one thing at a time until it is all done. -tells clients they need to clean up their rooms. -someone just went into the bathroom and didn't clean behind themself. -they will clean refrigerator this week. <p>Interview on 2/24/20 at 12:00pm client #4 reported:</p> <ul style="list-style-type: none"> -house was clean to him. -they take turns cleaning the kitchen. -needed to put away clothes, hadn't had time. -staff will get them cleaning supplies if they ask for them. <p>Interview on 2/24/20 at 12:15pm client #3 reported:</p>	V 736		

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V 736	Continued From page 2 -cleans his room daily. -has not cleaned the kitchen. -staff has cleaning supplies. Interview on 2/24/20 at 12:30pm client #1 reported: -dresser may need to be replaced. -does clean bathroom sometimes. -not having blinds or a curtain on the bathroom window isn't a concern. This deficiency has been cited 3 times since the original cite on 3/23/18 and must be corrected within 30 days.	V 736		