

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL084-042	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/23/2020
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NAME OF PROVIDER OR SUPPLIER VALLEYVIEW GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 506 VALLEYVIEW DRIVE ALBEMARLE, NC 28001
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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 A complaint survey was completed on 12/23/20. The complaint was substantiated (Intake #NC172577). 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 observations, records review and interviews, the facility failed to ensure the facility and grounds were maintained in an attractive and orderly manner. The findings are: Observations on 12/21/20 at 11:08am revealed: -outside back door leading from lower level: two mattresses propped up against the wall, not blocking any egress; -on back deck, two mattresses laying against outdoor furniture, back deck covered with leaves very deep, not blocking egress. Interview on 12/21/20 with staff #1 revealed: -mattresses came out of the downstairs room prior to a client #2 moving in; -put in a work order and waiting on maintenance	V 736	DHSR - Mental Health JAN 20 2021 Lic. & Cert. Section Mattress was removed from the group home by facility department.	Picked up on 12-29-2020. Items hauled off on 1-4-2021

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

Shanita Jaaa TITLE (X6) DATE

6899 51QV11 1-5-2021

STATE FORM If continuation sheet 1 of 4

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V 736	<p>Continued From page 1</p> <p>to come pick up the mattresses.</p> <p>Interview on 12/21/20 with staff #2 revealed the old mattresses at the facility need to be thrown away.</p> <p>Interview on 12/21/20 with the Group Home Manager revealed: -the mattresses have been here a month; -put in a work order to maintenance; -waiting on maintenance to come pick the mattresses up; -on their(maintenance) "to do list;" -mattresses were old ones that needed to be removed from a room downstairs prior to client #2's admission.</p> <p>Review of a work order request form regarding the mattresses revealed: -Qualified Professional (QP) sent in a work order request on 11/8/20 to maintenance to throw away all bedroom furniture in the downstairs bedroom as a new client was being admitted on 11/16/20; -work order request was assigned to maintenance staff on 11/9/20 at 8:10am; -maintenance staff "edited" the work order request on 12/16/20 but no comments were provided; -"pending resolution" documented on the form.</p> <p>Review on 12/22/20 of client #2's record revealed an admission date of 11/16/20.</p> <p>Interview on 12/22/20 with the QP revealed: -put in a work order regarding the mattresses; -waiting on maintenance to come get the mattresses; -the staff from maintenance called her and told her he was behind because a co-worker was on medical leave;</p>	V 736	Intentionally Left Blank	

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V 736	Continued From page 2 -the maintenance staff told her it was on his" to-do list."	V 736		
V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., & Water Systems</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (3) Electrical, mechanical and water systems shall be maintained in operating condition.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure all electrical and mechanical systems were maintained in operating condition. The findings are:</p> <p>Interview on 12/21/20 with staff #1 revealed: -dryer broke last week; -put in a work order; -waiting on it to be fixed.</p> <p>Interview on 12/21/20 with the Group Home Manager (GH Mgr.) revealed: -dryer broke last week; -put in an order for dryer to be fixed; -waiting on maintenance to fix it.</p> <p>Interview on 12/22/20 with the Qualified Professional revealed: -was sure the GH Mgr. put in a work order request regarding the broken dryer;</p>	V 750	Dryer was repaired by Stanly Appliance.	Dryer was fixed on 12-28-2020. Ticket was closed on 1-4-2021

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V 750	<p>Continued From page 3</p> <ul style="list-style-type: none"> -staff can take clients' clothes and dry the clothes at the laundromat down the road; -staff do not take clients to the laundromat. <p>Review on 12/22/20 of a work order regarding the dryer revealed:</p> <ul style="list-style-type: none"> -staff #1 sent in a work order request on 12/14/20 at 8:26pm; -staff #1 documented on the work order request the dryer will not heat and dry the clothes; -staff #1 also documented on the work order request the dryer needed to be fixed "asap;" -maintenance staff was assigned the work order request regarding the dryer on 12/21/20 at 7:28am. 	V 750	Intentionally Left Blank	



Amanda Mc Collister opened this request

December 14, 2020 @ 8:26 PM

Request type Appliance

Request Dryer won't heat

Building Valleyview Group Home--Stanly Co.

Location laundry room

Due Thu, Dec 31, 2020

Short Description Dryer won't heat

Contact Phone Number 7049835722

Description Dryer won't heat and dry clothes.

Hold Status -

HUD

Suggested Date/Time for Maintenance/Contractor ASAP

Access:

Travel Time (Hours) -

Edited December 21, 2020 @ 2:58 PM

Tommy Honbarrier



Whitney Wall assigned this request

December 21, 2020 @ 7:28 AM

Assigned to A2 Appliance Repair Stanly 704 983 2111

ww Whitney Wall

Is outsourced

Edited December 28, 2020 @ 10:17 AM

ww Whitney Wall



Amanda Mc Collister responded

December 23, 2020 @ 4:11 PM

Response Are you telling me no one will be here to fix this dryer until the last day of the month? Get us a new one tomorrow. They shouldn't have to wait that long.

Expense Location -

Invoice # -

Travel Time (Hours) -



Whitney Wall resolved this request

January 4, 2021 @ 1:28 PM

Cost -

Emergency Shutoff Contractor
Compliance

Expense Location -

Resolution This was fixed. Waiting on invoice.

Travel Time (Hours) -

Turned into Finance/HUD

Waiting On Invoice

Waiting on Receipt

Totals

Cost -

Labor cost -

Inventory cost -

Total cost -



CITY OF ALBEMARLE LANDFILL
P O Box 160
Albemarle NC 28002-0160

INBOUND CHARGE

029815 MONARCH-STANLY INDUSTRIAL SRVS
350 PEE DEE AVE
ALBEMARLE NC 28001

DATE	PLACED	QTY	WEIGHT	STATUS	
02	00542662			Pat	
DATE IN	DATE OUT	TIME IN	TIME OUT	VEHICLE	LOCAL CPY
01/04/21	01/04/21	13:34	13:34		
REFERENCE	ORIGIN				
WMT VAN	ALBEMARLE				

Scale 1 Gross Wt. 8950 LB
Manual Tare Wt. 8600 LB
Net Weight 380 LB

WEIGHT	UNIT	DESCRIPTION	RATE	EXTENSION	FEES	TOTAL
0.19	TON	UNSEPARATED MSW	41.000	8.00	0.57	8.57

Valleyview
6283651

Mon-Fri 7:15-4:30

Saturday (Conv Boxes and Recy Center) 7:30-12:00 NO DUMPING.

Phone: 704-982-3302

HELP PREVENT LITTERING, PLEASE COVER ALL LOADS

Name: MONARCH

NET AMOUNT

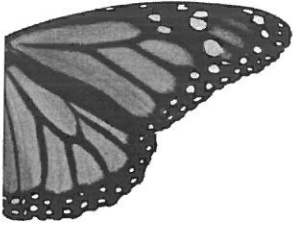
8.57

RETAINED

CHANGE

CHECKED

W0001 TO REORDER CONTACT CAROLINA SOFTWARE (910) 799-6767 SIGNATURE



January 6, 2021

Gina McLain, 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: Complaint Survey/12-23-2020/Valleyview Group Home

Hello,

Please find enclosed the Plan of Correction and documentation confirming completion of the 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
252-289-6512

