

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL078-150</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 03/12/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HOPE HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3775 OLD LOWERY ROAD SHANNON, NC 28386</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint and follow up survey was completed on March 12, 2021. The complaint was substantiated (intake #NC00174445). Deficiencies were cited.</p> <p>This facility is licensed for the following category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p><b>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</b></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 interviews, the facility failed to ensure fire and disaster drills were held quarterly and repeated on each shift. The findings are:</p> <p>Review on 03/04/21 of the facility "Emergency Plan Drill Log" revealed: - Shifts at the facility: 1st, 2nd, 3rd, Weekend</p>	V 114		

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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>(8am to 8pm) and Weekend (8pm to 8am).</p> <ul style="list-style-type: none"> <li>- No fire drills documented from October 2020 thru December 2020 (4th quarter) for all shifts.</li> <li>- No fire drills documented from July 2020 thru September 2020 (3rd quarter) for 2nd shift and Weekend (8pm-8am).</li> <li>- No disaster drills documented from October 2020 thru December 2020 (4th quarter) for Weekend (8am to 8pm and 8pm to 8am).</li> <li>- No disaster drills documented from July 2020 thru September 2020 (3rd quarter) for 1st, 3rd and Weekend (8pm to 8am).</li> </ul> <p>Interview on 03/09/21 staff #1 stated:</p> <ul style="list-style-type: none"> <li>- She started working at the facility in January 2021.</li> <li>- She had not participated in a fire or disaster drill.</li> </ul> <p>Interview on 03/12/21 the Licensee stated:</p> <ul style="list-style-type: none"> <li>- She had submitted all of the facility emergency drills she could find.</li> <li>- She was aware disaster drills had to be completed on all the designated shifts and repeated quarterly.</li> <li>- She would try to locate the missing drills.</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to administer medications as ordered by a physician and failed to keep MARs current affecting three of three audited clients (#1, #3 and #4). The findings are:</p> <p>Finding #1: Review on 03/04/21 and 03/08/21 of client #1's record revealed: - 13 year old male.</p>	V 118		

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V 118	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- Admission date of 11/13/20.</li> <li>- Diagnosis of Disruptive Mood Dysregulation Disorder.</li> </ul> <p>Review on 03/08/21 of client #1's physician orders revealed: 10/16/20</p> <ul style="list-style-type: none"> <li>- Risperidone (anti-psychotic) 1 milligram (mg) - give 1/2 tablet in morning and one tablet at bedtime.</li> </ul> <p>11/11/20</p> <ul style="list-style-type: none"> <li>- Lithium Carbonate (treats Bipolar Disorder) 150mg and 300mg - take twice daily.</li> <li>- Atarax (treats Anxiety) 25mg - take one daily.</li> </ul> <p>Review on 03/08/21 of client #1's February 2021 and March 2021 MARs revealed the following blanks: March 2021</p> <ul style="list-style-type: none"> <li>- Lithium 03/02/21 at 7am.</li> </ul> <p>February 2021</p> <ul style="list-style-type: none"> <li>- Risperidone - 02/16/21 at 7pm and 02/23/21 and 02/24/2 at 7am.</li> <li>- Clonidine - 02/16/21 and 02/25/21 at 7pm.</li> <li>- Atarax - 02/16/21.</li> </ul> <p>Finding #2: Review on 03/04/21 and 03/08/21 of client #3's record revealed;</p> <ul style="list-style-type: none"> <li>- 15 year old male.</li> <li>- Admission date of 10/09/20.</li> <li>- Diagnoses of Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder (ADHD) and Zoophilia.</li> </ul> <p>Review on 03/04/21 and 03/08/21 of client #3's physician orders revealed: 02/1/21</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- Atarax 25mg - take 2 tablets at bedtime.</li> <li>- Zyrtec (treats allergies) 10mg - take once daily.</li> </ul> <p>02/24/21</p> <ul style="list-style-type: none"> <li>- Atomoxetine (treats ADHD) 60mg - take one tablet every morning.</li> </ul> <p>Review on 03/04/21 and 03/08/21 of client #3's February 2021 and March 2021 MARs revealed the following:</p> <p>March 2021</p> <ul style="list-style-type: none"> <li>- Zyrtec transcribed as take as needed. The physician ordered stated once daily.</li> <li>- No staff initials to indicate Zyrtec was administered on 03/03/21.</li> <li>- No staff initials to indicate the Atomoxetine was administered on 03/03/21 and 03/04/21.</li> </ul> <p>February 2021</p> <ul style="list-style-type: none"> <li>- No staff initials to indicate Atarax was administered on 02/16/21 and 02/25/21.</li> <li>- No staff initials to indicate Zyrtec was administered on 02/01/21.</li> <li>- No staff initials to indicate Atomoxetine was administered on 02/24/21.</li> </ul> <p>Finding #3:</p> <p>Review on 03/04/21 and 03/08/21 of client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- 16 yea old male.</li> <li>- Admission date of 09/18/20.</li> <li>- Diagnoses of ADHD, Autism Spectrum Disorder and Adjustment Disorder.</li> </ul> <p>Review on 03/08/21 of client #4's physician orders dated 02/24/21 revealed:</p> <ul style="list-style-type: none"> <li>- Zoloft (anti-depressant) 100mg - take at bedtime.</li> <li>- Gabapentin (treats seizures) 100mg - take 3 times daily.</li> </ul>	V 118		

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V 118	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>- Adderal (treats ADHD) 20mg - take twice daily.</li> <li>- Trazodone (anti-depressant) 150mg - take at bedtime.</li> </ul> <p>Review on 03/08/21 of client #4's February 2021 MAR revealed the following blanks:</p> <ul style="list-style-type: none"> <li>- Zoloft - 02/25/21.</li> <li>- Gabapentin - 12pm - 02/19/21, 02/25/21, 02/27/21 and 02/28/21 and 7pm - 02/19/21 and 02/25/21.</li> <li>- Adderall - 12pm 02/19/21, 02/25/21 and 02/28/21.</li> <li>- Trazodone - 02/25/21.</li> </ul> <p>Interview on 03/12/21 the Licensee stated:</p> <ul style="list-style-type: none"> <li>- She had addressed medication issues with the staff recently.</li> <li>- Staff are to ask clients to get medications one at a time.</li> <li>- Staff should then complete documentation.</li> <li>- No clients had missed medications.</li> <li>-Staff may forget to initial MARs.</li> </ul> <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all</p>	V 296		

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V 296	<p>Continued From page 6</p> <p>times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p>	V 296		

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V 296	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to have the minimum number of direct care staff when children or adolescents were present and awake. The findings are:</p> <p>Review on 03/04/21 and 03/08/21 of client #1's record revealed: - 13 year old male. - Admission date of 11/13/20. - Diagnosis of Disruptive Mood Dysregulation Disorder.</p> <p>Review on 03/04/21 and 03/08/21 of client #3's record revealed; - 15 year old male. - Admission date of 10/09/20. - Diagnoses of Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder (ADHD) and Zoophilia.</p> <p>Review on 03/04/21 and 03/08/21 of client #4's record revealed: - 16 yea old male. - Admission date of 09/18/20. - Diagnoses of ADHD, Autism Spectrum Disorder and Adjustment Disorder.</p> <p>Interview on 03/04/21 client #3 stated: - He had resided at the facility over four months. - Staff are at the facility and supervise. - One staff worked at the hospital and came in sleepy. - He never saw a staff fall asleep on shift.</p> <p>Interview on 03/04/21 and 03/12/21 the Licensee</p>	V 296		

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V 296	Continued From page 8  stated: - Staff #3 had been asleep at times on shift during client awake hours. - Staff #3 worked another job. - She had spoken with staff #3 and he had quit his other job.	V 296		
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities  § 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and (3) Contact and consult with a client advocate if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times. (b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to: (1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six	V 364		

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V 364	<p>Continued From page 9</p> <p>hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for his private use.</p>	V 364		

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V 364	<p>Continued From page 10</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <ol style="list-style-type: none"> <li>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</li> <li>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</li> <li>(3) Contact and consult with a client advocate, if there is a client advocate.</li> </ol> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has</p>	V 364		

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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 364	Continued From page 11  the right to: (1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary; (3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies; (4) Receive special education and vocational training in accordance with federal and State law; (5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs; (6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Have access to individual storage space for the safekeeping of personal belongings; (9) Have access to and spend a reasonable sum of his own money; and (10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes. (e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or	V 364		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL078-150</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 03/12/2021</b>
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V 364	<p>Continued From page 12</p> <p>habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility restricted the rights of 3 of 3 audited clients (#1, #2 and #3) by restricting their ability to make and receive telephone calls. The findings are:</p> <p>Review on 03/04/21 and 03/08/21 of client #1's record revealed: - 13 year old male. - Admission date of 11/13/20.</p>	V 364		

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V 364	<p>Continued From page 13</p> <ul style="list-style-type: none"> <li>- Diagnosis of Disruptive Mood Dysregulation Disorder.</li> <li>- No documentation of restriction of calls.</li> </ul> <p>Review on 03/04/21 and 03/08/21 of client #3's record revealed;</p> <ul style="list-style-type: none"> <li>- 15 year old male.</li> <li>- Admission date of 10/09/20.</li> <li>- Diagnoses of Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder (ADHD) and Zoophilia.</li> <li>- No documentation of restriction of calls.</li> </ul> <p>Review on 03/04/21 and 03/08/21 of client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- 16 yea old male.</li> <li>- Admission date of 09/18/20.</li> <li>- Diagnoses of ADHD, Autism Spectrum Disorder and Adjustment Disorder.</li> <li>- No documentation of restriction of calls.</li> </ul> <p>Interview on 03/04/21 client #1 stated:</p> <ul style="list-style-type: none"> <li>- He was able to make calls on Wednesday, Friday and Sundays.</li> </ul> <p>Interview on 03/04/21 client #3 stated:</p> <ul style="list-style-type: none"> <li>- He was able to make calls on Wednesday, Friday and Sundays.</li> </ul> <p>Interview on 03/04/21 and 03/12/21 the Licensee stated:</p> <ul style="list-style-type: none"> <li>- She had not placed the client call schedule on the consent page for clients at admission.</li> <li>- She would address the call restriction in client rights committee and peer review.</li> <li>- She would follow up to ensure the restriction of calls was addressed.</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 364		

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V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>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.</p> <p>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:</p> <p>Observation on 03/04/21 at approximately 10:00am revealed:</p> <ul style="list-style-type: none"> <li>- Broken window blind slats were visible outside the facility in client #4's bedroom.</li> <li>- Client #4's bedroom had areas of paint popping off the walls. An electrical receptacle had pulled away from the wall.</li> <li>- Client #3's bedroom wall had a baseball sized area of paint peeled off the wall. The bedroom walls had dark marks scattered on the surface.</li> <li>- Client #1's bedside table had missing handles. The closet door had the top layer of the door peeled away.</li> <li>- Client #2's bedroom had 3 broken dresser drawers. The closet door had 2 fist sized cracks in he surface.</li> <li>- The hallway bathroom had 1 of 4 bulbs in the light fixture.</li> </ul> <p>Interview on 03/12/21 the Licensee stated:</p> <ul style="list-style-type: none"> <li>- Items in the facility are repaired often.</li> <li>- When a client is discharged all repairs are made</li> </ul>	V 736		

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V 736	Continued From page 15  to their rooms. - It was hard to complete repairs with clients in the rooms.  This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 736		