

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-338</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>06/30/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SHARPE AND WILLIAMS #5</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2042 TEMPLE STREET WINSTON SALEM, NC 27101</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual and Complaint Survey was completed on June 30, 2021. The complaint was substantiated (intake #NC00178361). A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <ul style="list-style-type: none"> <li>- 10A NCAC 27G .5600A: Supervised Living for Adults with Mental Illnesses</li> </ul>	V 000		
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></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 observations, interviews and record reviews, the facility and its grounds were not maintained in a clean, attractive and orderly manner. The findings are:</p> <p>Review on 6-29-21 of client #1 ' s facility record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 1-28-19</li> <li>- 41 years old</li> <li>- had a diagnosis of: <ul style="list-style-type: none"> <li>- Schizoaffective Disorder</li> </ul> </li> </ul>	V 736		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 736	<p>Continued From page 1</p> <p>Review on 6-29-21 of client #2 ' s facility record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 10-3-15</li> <li>- 37 years old</li> <li>- had diagnoses of:               <ul style="list-style-type: none"> <li>- Schizophrenia, Paranoid Type</li> <li>- Seizure Disorder</li> <li>- Alcohol Use Disorder</li> </ul> </li> </ul> <p>Review on 6-29-21 of client #3 ' s facility record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 1-3-18</li> <li>- 48 years old</li> <li>- had diagnoses of:               <ul style="list-style-type: none"> <li>- Schizoaffective Disorder, Bipolar Type</li> <li>- Chronic Obstructive Pulmonary Disease</li> <li>- Vascular Disorder</li> <li>- Sickle Cell</li> <li>- Hyperlipidemia Disorder</li> </ul> </li> </ul> <p>Observations on 6-28-21 from approximately 9:45 am to 1:00 pm revealed:</p> <ul style="list-style-type: none"> <li>- older facility, very steep and small front yard, grass recently cut</li> <li>- bathroom type weighing scales were on ground to the left of front steps</li> <li>- shrubbery was excessively overgrown</li> <li>- paint on front porch steps was chipped and missing</li> <li>- paint on front porch was chipped and missing</li> <li>- storm door had been removed from front entry, hinges remained</li> </ul> <p>In the kitchen;</p> <ul style="list-style-type: none"> <li>- cabinets had paint chipped/missing</li> <li>- area around cabinet knobs was excessively</li> </ul>	V 736		

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V 736	<p>Continued From page 2</p> <p>soiled</p> <ul style="list-style-type: none"> <li>- left cabinet door above sink was missing knob</li> <li>- right cabinet door above range hood was missing</li> <li>- kitchen windows were covered in spider webs and debris, on the outside</li> </ul> <p>Observations on 6-29-21 from approximately 10:15 am to 3:00 pm revealed:</p> <ul style="list-style-type: none"> <li>- client #3 ' s bedroom door was broken and dragging on the frame</li> <li>- client #1 ' s wardrobe was broken and falling apart</li> <li>- client #1 ' s window blinds were broken</li> <li>- ceiling in living room had textured material separating from overhead drywall, and falling</li> </ul> <p>Observations on 6-30-21 from approximately 10:40 am to 3:30 pm revealed:</p> <p>In the hallway, client bathroom;</p> <ul style="list-style-type: none"> <li>- towel bar was missing, brackets attached to wall still present</li> <li>- medicine cabinet door over sink was broken</li> <li>- paint peeling and missing from bathroom door</li> </ul> <p>In the kitchen;</p> <ul style="list-style-type: none"> <li>- microwave oven was clean, but door and seal were rusted, creating possible radiation leak</li> <li>- light over kitchen table was broken, hanging by electrical wire</li> <li>- 3 of 5 bulbs in light over kitchen table were burned out</li> <li>- electric cord was hanging down from under range hood to light fixture over sink</li> <li>- left cabinet door over the washer/dryer was missing the pull knob</li> </ul> <p>Outside;</p>	V 736		

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V 736	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- bathroom scales remained outside on the ground, left of the front steps</li> <li>- trash on the ground on right side of house consisted of paper, plastic and metal automobile wheel hub</li> <li>- gray rug approximately 4 feet by 6 feet on ground to the right of facility</li> <li>- weed/vine growing up right side front porch post</li> <li>- gutters on right side of facility were full of leaves and organic debris</li> <li>- plants were growing out of gutters on right side of house</li> <li>- window near the front on left side of facility had torn screen</li> <li>- steps to small porch, left side of facility had excessive paint peeling</li> <li>- door to porch on left side of facility was broken</li> <li>- gutters on left side of house full of leaves and organic debris</li> <li>- gutters on left side of house had plants growing out</li> <li>- towards the back, on the left side of facility, 6 large cardboard boxes, misshapen from being rained on</li> <li>- leaves, paper and other trash covering the ground toward back, left side of facility</li> <li>- 15 plastic crates were semi-stacked on the ground near the back of the facility</li> <li>- a broken white rocking chair was in backyard, next to facility</li> <li>- excessive vines growing up the outside rear wall of the facility</li> </ul> <p>Interview on 6-28-21 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- he had seen maintenance people at the facility</li> <li>- he believed they come there about twice a</li> </ul>	V 736		

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V 736	<p>Continued From page 4</p> <p>month</p> <ul style="list-style-type: none"> <li>- the last time they were there was about 2 weeks prior</li> </ul> <p>Interview on 6-28-21 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>- the facility keeps the glass cut in a timely manner</li> <li>- he believed the maintenance people came to the house each week</li> <li>- they were hired, "to cut glass and cleaning"</li> <li>- the last time they came to the facility was earlier this week</li> </ul> <p>Interview on 6-30-21 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>- he did not personally know the maintenance people</li> <li>- "They ain ' t been here in a long time, except Monday(exact date not provided) they cut the grass."</li> </ul> <p>Interview on 6-28-21 with the House Manager revealed:</p> <ul style="list-style-type: none"> <li>- there was a protocol for getting repairs and maintenance needs met</li> <li>- she calls the office and reports the need to the office manager</li> <li>- there were no regular visits from maintenance staff, they only come as needed</li> <li>- "They ' re real good, the come out all the time. The yard people come twice a month or more often if he grabs gets high"</li> <li>- the last time maintenance staff were at the facility was, "last week"</li> <li>- there is a ' deep clean ' done every time the seasons change</li> <li>- the Director/Licensee, "wants everything cleaned down; lights, doors, everything cleaned"</li> </ul>	V 736		

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V 736	<p>Continued From page 5</p> <p>Interview on 6-29-21 and 6-30-21 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- the facility has a designated maintenance company for the facility</li> <li>- the maintenance company was different from the grass mowing business</li> <li>- the facility has a web-based communication board used to convey maintenance needs to the staff responsible for contacting the maintenance company</li> <li>- on average, maintenance requests are made about once month</li> <li>- staff that work at the facility around the clock are responsible for daily cleaning</li> <li>- there was no ' deep clean ' ever scheduled for the facility</li> <li>- last week the maintenance company was at the facility to fix a toilet</li> <li>- "If maintenance came out to do something, and noticed something else was needed, they ' ll call me, [Director/Licensee] or [Office Manager] so that it can be coordinated for a return trip to fix the other things.</li> <li>- the maintenance company was contacted on 6-25-21 to do some painting a the facility. Due to Co-Vid 19 and a lack of workers, the company reported they could not come to work until 6-30-21</li> <li>- she was aware of the cleaning and maintenance needs at the facility</li> <li>- she believes the same items surveyor has identified as needing to be: fixed, cleaned, painted and repaired are the same things they have already identified</li> <li>- reports she will contact the Director/Licensee to see how the facility can be brought back into compliance as soon as possible, and that they may try to use a different</li> </ul>	V 736		

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V 736	Continued From page 6  maintenance company - regardless of whether they begin working with a new company or wait on the current company, stated she knows they can have everything done within the Standard Correction Period of 60 days	V 736		