

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL063-055	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/08/2021
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NAME OF PROVIDER OR SUPPLIER CRYSTAL LAKE CASAWORKS AND MATERNA	STREET ADDRESS, CITY, STATE, ZIP CODE 285 CAMP EASTER ROAD LAKEVIEW, NC 28350
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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	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on September 8, 2021. A deficiency was cited.</p> <p>This facility is licensed for the following services: 10A NCAC 27G 3700 Day Treatment for Substance Abuse; 10A NCAC 27G 4100 Therapeutic Homes for Individuals With Substance Disorders And Their Children; 10A NCAC 27G 4400 Substance Abuse Intensive Outpatient Program and 10A NCAC 27G 4500 Substance Abuse Comprehensive Outpatient Treatment.</p>	V 000		
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 failed to ensure facility grounds were maintained in a clean, safe and attractive manner. The findings are:</p> <p>Observation on 9/8/21 at 11:30 am of Apartment 1A revealed: -Closet doors from hallway closet were not installed and placed inside the closet leaning against the wall.</p>	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>Observation on 9/8/21 at 11:40 am of Apartment 8A revealed: -There was a large square water stain on the wall next to the sliding door leading to the balcony.</p> <p>Observation on 9/8/21 at 11:45 am of Apartment 8B revealed: -Carpet was dirty and with several stained spots all throughout the living area.</p> <p>Observation on 9/8/21 at 11:50 am of Apartment 7B revealed: -Sliding door leading to the balcony was missing the handle.</p> <p>Observation on 9/8/21 at 11:55 am of Apartment 2B revealed: -Closet doors from hallway closet were not installed and placed inside the closet leaning against the wall.</p> <p>Observation on 9/8/21 at 12:00 pm of Apartment 5B revealed: -Closet doors from hallway closet were not installed and placed inside the closet leaning against the wall. -Bathroom door leading from the Master bedroom to the bathroom was not stained or painted. -Carpet was dirty and with several stained spots all throughout the living area.</p> <p>Interview on 9/8/21 with the Program Manager revealed: -Agency leased the apartments where residents lived and office operated. -Landlord was responsible for conducting services/repairs. -Agency had had some trouble getting all of needed repairs done on time in the past due to landlord taking too long to respond.</p>	V 736		

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V 736	Continued From page 2 -She confirmed the facility failed to ensure facility grounds were maintained in a safe, clean, attractive and orderly manner.	V 736		