

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-332	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/22/2021
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NAME OF PROVIDER OR SUPPLIER SHARPE AND WILLIAMS #4	STREET ADDRESS, CITY, STATE, ZIP CODE 1040 LINGER ROAD WINSTON SALEM, NC 27127
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{V 000}	<p>INITIAL COMMENTS</p> <p>A follow up survey was completed on 12/22/2021. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>The survey sample consisted of audits of 2 current clients.</p>	{V 000}		
{V 736}	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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 record reviews, observations and interviews, the facility was not maintained in a safe, clean, orderly manner. The findings are:</p> <p>Review on 12/22/2021 of an email chain between the Administrative Assistant (AA) and a contract maintenance company revealed:</p> <ul style="list-style-type: none"> - The emails were dated from 9/29/2021 to 10/6/2021. - An email addressed removal of the microwave on 9/28/2021, but no other maintenance issues at the facility. <p>Review on 12/22/2021 of service receipts dated 9/30/2021 to 12/14/2021 from the facility's</p>	{V 736}		

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{V 736}	<p>Continued From page 1</p> <p>contract maintenance company revealed:</p> <ul style="list-style-type: none"> - 12/14/21: a drain pipe had been cleaned. - 12/13/21: a "mini-split operating system" component of the heating system was inspected. - 11/29/21: the HVAC (heating, ventilation and air conditioning) system was serviced and the filter changed. - 11/1/21: "lawn service" was completed. - 9/30/21 lawn service was completed. - No other maintenance services were documented. <p>Review on 12/21/2021 of the facility's local Health Department Inspection of Residential Care Facility sanitation report dated 12/18/2020 revealed:</p> <ul style="list-style-type: none"> - The facility had 17 demerits. - The demerits were cited in the areas of: <ul style="list-style-type: none"> - "Food service utensils and equipment ... Replace pans with damaged coating ... dish machine needs to be thoroughly cleaned (it is currently unplugged) ... - Toilet: handwashing: laundry and bathing facilities: Clean toilets ... Clean/replace areas of molded caulk at tub upstairs. Clean cabinets and drawers in bathrooms. Washer and dryer have scratched tops, top of dryer is rusting ... - Beds: linen: furniture: Clean under red couch cushions. Chair in living room with staining and minor damage around the arms ... Bedroom #3 (downstairs bedroom belonging to Clients #3 & #4): damage to top of dresser, 2 soiled pillows with no pillowcases. Bedroom #4 (downstairs bedroom belonging to Client #5 and vacant bed): ... All furniture, mattresses, curtains, draperies, and other furnishings shall be kept clean and in good repair ... - Walls and ceilings: Replace water damaged ceiling tiles at dropped ceiling in Bedroom #3; replace 2 missing side panels. Clean door to 	{V 736}		

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{V 736}	<p>Continued From page 2</p> <p>Bedroom #3 (splash). Paint drywall in closet in Bedroom #4, clean wall above pillow (bed on left). Sand and repaint patched wall in upstairs bathroom. Clean dust from around ceiling vents... The walls and ceilings of all rooms and areas shall be kept clean and in good repair.</p> <ul style="list-style-type: none"> - Lighting and ventilation: clean all windowsills (dust accumulation). Clean wall-mounted a/c (air conditioner) unit in Bedroom #3 (dust accumulation). Replace cover for light fixture in Bedroom #3. Ventilation equipment shall be kept clean and in good repair ..." <p>Review on 12/21/2021 of the facility's Division of Health Services Regulation (DHSR) Construction Section biennial survey completed on 5/8/2019 revealed:</p> <ul style="list-style-type: none"> - The facility was cited for deficient practice related to: - The screen on the kitchen storm door was damaged. - The hall bathroom tub (upstairs) caulking was mildewed. - The hall bathroom had a hole behind the door. - The lower level right side bedroom (belonging to Clients #3 & #4) had ceiling tiles that were stained and falling out of their framework. - The ceiling fan light in the front right bedroom (belonging to Client #2) was missing 2 bulbs. <p>Observation of the facility's entry door to the kitchen at approximately 10:40am on 12/21/2021 revealed:</p> <ul style="list-style-type: none"> - The screen on the storm door was damaged and hanging loose from the frame. <p>Review of the sanitation report and DHSR biennial survey and observation of the facility and its grounds at approximately 3:30pm on 12/21/2021 revealed:</p>	{V 736}		

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{V 736}	<p>Continued From page 3</p> <ul style="list-style-type: none"> - The demerits on the 12/18/2020 sanitation report noted above continued to be present and were not resolved. - The deficiencies cited during the 5/8/2019 DHSR Construction Section survey noted above continued to be present and were not resolved. - The ceiling fan light in the front right bedroom was missing 3 bulbs instead of the 2 previously observed. - The upstairs hall bathroom wall had holes in the sheetrock in locations consistent with towel bar bracket placement. - Bedroom #4 was locked with no access to allow observation. - Two bottles/jars of food items that were labeled as "refrigerate after opening" were partially used and stored in the kitchen cabinets. - A greasy film was present on the cabinets above the stove. - The countertop near the stove had two areas of broken/missing veneer. - The stove had heavy drip stain present on the front surface. - Dust accumulation was present on the windowsills. - A light fixture above the refrigerator was hanging loose from the ceiling. - A second chair present in the living room was heavily stained. - In the upstairs bathroom: <ul style="list-style-type: none"> - The tub enclosure had some new caulk around the top edge of the tub but continued to have mildew-like stains on the caulk around the tiles above the tub; the ceiling mounted air intake in the hallway was covered with dust; soap and wet toilet paper were present in the sink; - A soap-like film was present on the shelf in the bathtub surround; unidentified debris was hanging on the flush-mounted ceiling fixture casing and light bulb; the toilet seat was raised 	{V 736}		

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{V 736}	<p>Continued From page 4</p> <p>with hair and other stains on the top and sides; the wall baseboard had black stains along its length near the toilet; there was patched, but unpainted sheetrock behind the bathroom door at handle height; and there were no towels or other hand-drying supplies present in the bathroom.</p> <ul style="list-style-type: none"> - In Client #1's bedroom, the window blind had a broken slat. - In Client #2's bedroom, 1 of 2 sliding closet doors was missing, and the 4-bulb ceiling fan light fixture had three empty light sockets. - In Clients #3 & #4's bedroom: the dresser had broken drawers and worn and peeling veneer on the top; there was no cover over the ceiling-mounted light fixture; the top and sides of bedside tables and dressers were heavily stained; a partially-made bed mattress was stained. - In the downstairs bathroom: there were brown/black mildew-like stains present on the shower caulk/grout; stains were present on the wall; there were brown/black stains present on the floor and baseboard behind the toilet; and there were empty cigarette wrappers and loose tobacco in the drawers of the sink vanity cabinet. - The exterior storm door at the kitchen was heavily stained, was missing the closer mechanism, and the screen was hanging loose from the frame. - A limb approximately 15 feet long by 4 inches in diameter was lying on the ground beneath a tree in the back yard. <p>Interview on 12/21/2021 with Client #1 revealed:</p> <ul style="list-style-type: none"> - The basement had been repaired since the last DHSR survey in September. - The washer and dryer had not been replaced. - The kitchen had been "cleaned a lot. [The Qualified Professional (QP)] ransacked everything ... She cleans herself, too ..." - He didn't know anything about the damaged 	{V 736}		

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{V 736}	<p>Continued From page 5</p> <p>screen door in the kitchen.</p> <ul style="list-style-type: none"> - He did not know if any repairs had been made in the upstairs sections of the facility. - In order to clean the furniture, facility staff "bring out the spray and clean it, and they vacuum ..." <p>Interview on 12/21/2021 with Client #2 revealed:</p> <ul style="list-style-type: none"> - His bedroom closet still needed to have the doors replaced. - He did not know if the oven had been cleaned. - The stove "kinda smokes a little because of the burner ..." - He wished that there was a towel rod in the bathroom. - The facility needed an electric dishwasher. - The icemaker and water dispenser on the refrigerator did not work. <p>Interview on 12/21/2021 with Staff #1 revealed:</p> <ul style="list-style-type: none"> - She had only started working at the facility recently. - She did not know what repairs had been made at the facility. - She had not cleaned the oven since she had started working. - She washed dishes by hand, so did not know if the dishwasher worked or not. - She was aware that the screen door was scheduled to be repaired. - She had only been downstairs once, and that was "this morning." - The washer and dryer worked fine, which was the reason she went downstairs. - No one ever sat in the living room that she knew of. - She thought the living room looked clean. <p>Interview on 12/22/2021 with Staff #2 revealed:</p> <ul style="list-style-type: none"> - He had helped clean in the facility. - Both facility staff and clients were expected to 	{V 736}		

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{V 736}	<p>Continued From page 6</p> <p>clean the bathrooms.</p> <ul style="list-style-type: none"> - Facility staff had been told by management staff to make sure the facility was "State-ready" and clean. <p>Interview on 12/22/2021 with the Administrative Assistant (AA) revealed:</p> <ul style="list-style-type: none"> - Her role was to communicate with the contract maintenance company. - She was not involved in coordinating major repairs at the facility. - The QP was in charge of scheduling major repairs. <p>Interviews on 12/21/2021 and 12/22/2021 with the QP revealed:</p> <ul style="list-style-type: none"> - Facility staff had been told to throw out the old pots and pans. - The old pots and pans were not being used. - The dishwasher was unplugged and not used by facility staff or clients. - The light fixture over the refrigerator was supposed to have been fixed already. - New storage cabinets had been ordered for clients' bedrooms. - The loose tobacco in the bathroom drawers was likely present because Client #1 went there to roll his own cigarettes. - Most of the unresolved issues were due to the contract maintenance company having not yet completed the requested repairs. - Facility staff had to be told repeatedly to clean the facility. - She had constantly informed facility staff that they needed to have the facility and its grounds ready for State inspection. - She had helped clean mildew in the facility herself, but it would reappear within days of being cleaned. - The AA emailed the contract maintenance 	{V 736}		

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{V 736}	<p>Continued From page 7</p> <p>company when there were repairs needed.</p> <p>Interview on 12/22/2021 with the Director revealed:</p> <ul style="list-style-type: none"> - Some of the corrections made since the 9/23/2021 survey included: clients' dressers were repaired, the microwave was removed, the toilet seat in the downstairs bathroom was replaced, the floors were cleaned, carpets were shampooed. - She and the QP had helped clean at the facility themselves. - She and the QP had reminded facility staff frequently about what needed to be done to keep the facility clean. - She planned to complete a thorough cleaning of the facility, and then have the local Sanitation Inspector re-inspect the facility. - She had listed several things on the plan of correction (POC) for the 9/23/2021 DHSR annual and follow up survey, and those things had been completed. - She thought that the things she listed on the POC were the only ones that had to be completed by the time of the follow up survey. - It was not possible to have corrected all of the issues identified during the 9/23/2021 survey within the 45-day correction period. - She had not had the opportunity to visit the facility since November. - The Owner of the building was possibly going to sell it, but that was not yet finalized. - She was looking into moving to a building that the Licensee could own and control. <p>Review on 12/22/2021 of the Plan of Protection dated 12/22/2021 written by the QP revealed:</p> <ul style="list-style-type: none"> - "What immediate action will the facility take to ensure the safety of the consumers in your care? The facility will make sure all living areas, 	{V 736}		

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{V 736}	<p>Continued From page 8</p> <p>common areas, kitchen, and restrooms are clean. The facility will ensure that all furniture is clean and unstained and will be removed, if so.</p> <p>- Describe your plans to make sure the above happens.</p> <p>[The QP] will do a walk through every day starting today 12/22/2021 to ensure the safety and cleanliness of the home. The qualified professional will make sure the staff is cleaning the kitchen and appliances in the kitchen and informing the administrative assistance when pots need to be replaced.</p> <p>[The Administrative Assistant] will ensure that maintenance issues are being resolved and following up every day. This will be conducted while the administrative assistant does her grocery list. [The AA] will also ensure that bulk items (furniture) that are damaged will be removed from the home and picked up. [The AA] will also follow up with lawn care to ensure the upkeep on the outside of the home.</p> <p>[The Human Resources Director (HRD)] will ensure that the staff is updated on all training and boarding staff have their trainings done before their hire date. This will ensure that the staff is educated on the safety of the home and consumers. The staff will ensure that the home is sanitized each day, daily and will report maintenance issues as they arise after the walkthrough of both the qualified professional and the administrative assistant. The staff will check the client's room daily to ensure that all bedding, mattresses, and pillows are cleaned and if not to make sure they are replaced. The vents will be checked daily to ensure a clean air flow in the home.</p> <p>The staff [Staff #1] will make sure the kitchen area is cleaned, sanitized and food is stored properly before and after each use. The staff will clean the kitchen after each use and make sure</p>	{V 736}		

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{V 736}	<p>Continued From page 9</p> <p>appliances that are not being used, remain cleaned and sanitized. The staff will ensure that all beds and bedding are clean and if soiled it will be ordered and replaced in a timely manner."</p> <p>The facility was licensed as a Supervised Living for Adults with Mental Illness and served 5 adult males who had diagnoses that included Schizophrenia, Mild Intellectual Disabilities, Dementia, Glaucoma, Blindness, and Bell's Palsy. The facility had been cited by DHSR multiple times since 5/8/2019 and received 17 demerits during their 12/18/2020 sanitation inspection by the local Health Department. Repeated directives by both local and state authorities to resolve issues with the physical condition and cleanliness of the facility had not resulted in correction of the deficient practice. This deficiency was cited 4 times on 5/8/2019, 11/15/2019, 2/19/2020, and 9/23/2021. This deficiency is detrimental to the health, safety and welfare of clients and constitutes an Imposed Type B rule violation. An administrative penalty of \$200.00 per day is imposed for failure to correct within 45 days.</p>	{V 736}		