

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl092-576	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 01/28/2022
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NAME OF PROVIDER OR SUPPLIER UNITED FAMILY NETWORK AT WILLOW SPRIN	STREET ADDRESS, CITY, STATE, ZIP CODE 9609 KENNEBEC ROAD WILLOW SPRINGS, NC 27592
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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>A complaint and follow-up survey was completed on 1/28/22. The complaint was unsubstantiated (Intake #NC00182391). A deficiency was cited.</p> <p>This facility is licensed for the following service category 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>The survey sample consisted of audits of 3 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 (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 1/19/22 at 2:00 pm revealed:</p> <ul style="list-style-type: none"> - Exterior of home stained with brown spots surrounding the front door - Outside light fixture had cob webs and was dirty - Railing on the front porch was separating with a gap between the post and the railing 	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>Living room area:</p> <ul style="list-style-type: none"> - Ceiling cracking alongside frame above the front window - Vent on wall closer to the floor was dusty - Carpet had black stains on it by the television <p>Hallway:</p> <ul style="list-style-type: none"> - Hole in the wall covered by colored wallpaper that was peeling off - Red stain in the carpet by the wall under the hole - Corner of wall edge had some missing paint - Corner of wall had a gash in it <p>Kitchen:</p> <ul style="list-style-type: none"> - Refrigerator door dirty on the outside and stained with brown spots - Side of counter top surface was peeling off - Top of the inside back door frame had peeling wood - Bottom of back screen door frame was dirty with remnants of bugs - Back door was dirty with bug remnants and peeling wood - The planks on the deck looked rotted and chipping - Some planks were lifted and not even with other planks <p>Bathroom in hallway:</p> <ul style="list-style-type: none"> - Caulking around the toilet was peeling and cracking - Cabinet door under the sink had a gap in it and didn't fully close - Rug was ripped - Area of the wall by the rug where the caulk was lifting causing a gap - Towel bar missing on the wall by the bathtub exposing the screws - Floor between the toilet and the wall was 	V 736		

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V 736	<p>Continued From page 2</p> <p>lifting causing a gap</p> <p>Client #2's room:</p> <ul style="list-style-type: none"> - Small hole in the closet door - Cracks and brown stains in ceiling - Damage to frame around door <p>Client #1's room:</p> <ul style="list-style-type: none"> - No closet door - Closet door frame dirty - Bed was sinking in the middle of the mattress - Dirty light fixture in the ceiling <p>Client #3 & #4's bathroom:</p> <ul style="list-style-type: none"> - No door where only the sink is located <p>Interview on 1/18/22 & 1/19/22 the Director reported:</p> <ul style="list-style-type: none"> - Was working on one house at a time in getting the repairs done and had not started on this house yet - Due to COVID, it was still hard getting contractors out to work but he was working on it - The contractors should be starting on this house within the next 2 weeks and will be starting with fixing the deck first <p>This deficiency has been cited 3 times since the original cite on 4/17/19 and must be corrected within 30 days.</p>	V 736		