

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-791	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/26/2022
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NAME OF PROVIDER OR SUPPLIER ALPHA HOME CARE SERVICES, INC III	STREET ADDRESS, CITY, STATE, ZIP CODE 3716 ARROWWOOD DRIVE RALEIGH, NC 27604
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V 000	<p>INITIAL COMMENTS</p> <p>An On-site Survey was completed on January 26, 2022. 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 5 current clients.</p>	V 000		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure the water temperature was maintained between 100-116 degrees Fahrenheit. The findings are:</p> <p>Review on 1/26/22 of client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission: 8/9/19 - Diagnoses: Attention Deficit Hyperactivity Disorder (ADHD) and Depression <p>Review on 1/26/22 of client #2's record revealed:</p> <ul style="list-style-type: none"> - Admission: 7/13/19 - Diagnoses: Borderline Personality Disorder, Mild Intellectual Developmental Disability (IDD) 	V 752		

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

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V 752	<p>Continued From page 1</p> <p>and ADHD</p> <p>Review on 1/26/22 of client #3's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 1/4/22 - Diagnoses: Schizophrenia Disorder, Bipolar Type, Hypertension, Gastroesophageal Reflux Disease and history of Seizures <p>Review on 1/26/22 of client #4's record revealed:</p> <ul style="list-style-type: none"> - Admission: 11/14/11 - Diagnoses: Mood Disorder and Mild IDD <p>Review on 1/26/22 of client #5's record revealed:</p> <ul style="list-style-type: none"> - Admission: 12/22/21 - Diagnoses: Schizophrenia, Autism and Type I Diabetes <p>Review on 1/26/22 of the facility's public file maintained by the Division of Health Service Regulation (DHSR) revealed the following:</p> <ul style="list-style-type: none"> - On 1/25/22, an onsite survey was conducted by DHSR Construction Section. "At the time of the survey it was observed that the hot water temperature was 130 degrees...At the time of the survey it was observed that the door to the hot water tank was locked...Staff was told to correct this deficiency." This survey was completed by Construction Consultant (CC) #1. - "On January 26, 2022 a follow up visit was conducted to verify if the conditions were corrected at the time a reading was taken with a temperature of 134 degrees Fahrenheit. The facility was place under a plan of protection." This second survey was completed by both CC #1 and CC #2. <p>Interview on 1/26/22 the CC #1 reported:</p> <ul style="list-style-type: none"> - The 1/25/22 survey was conducted between 8:50 AM-10:00 AM. - Water temperatures in the upstairs hall 	V 752		

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V 752	<p>Continued From page 2</p> <p>bathroom and the client's master bathroom registered the same reading.</p> <p>Interview on 1/26/22 the CC #2 reported the following about the 1/26/22 survey:</p> <ul style="list-style-type: none"> - DHSR arrived at 8:45 AM. - Only the hallway bathroom was checked during this second visit. - Since the temperature had increased by 4 degrees overnight, staff #1 reported he would regulate the water for the clients until the temperature issue was resolved. - Staff #1 was given a log to document water temperatures for the next 15 days. The completed log should be faxed to DHSR Construction Section for review. <p>Observation on 1/26/22 between 12:00 Noon-1:00 PM revealed the following temperatures above 116 degrees:</p> <ul style="list-style-type: none"> - Upstairs hallway bathroom sink and shower were 140 degrees - Upstairs master bedroom sink was 130 degrees. <p>Interview on 1/26/22 staff #1 reported:</p> <ul style="list-style-type: none"> - Worked for the company for 2 years - He was a live in staff. - Clients #1-5 used in the hallway bathroom. - Conducted water temperature checks twice a month and recorded the readings. - During temperature checks, the water never exceeded 116 degrees. - Paperwork for the temperature readings were located in his room. - He was "not able to locate" them in his room as he had "paperwork everywhere." - Initially he was unable to locate the thermometer he used to conduct water temperatures. 	V 752		

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V 752	<p>Continued From page 3</p> <ul style="list-style-type: none"> - Later during this interview, he had located the thermometer in the medication closet. <p>Observation on 1/26/22 at 1:15 PM of the facility's thermometer revealed a digital thermometer commonly used to check body temperature.</p> <p>Interview on 1/26/22 the DHSR Construction Section Team Leader reported:</p> <ul style="list-style-type: none"> - A digital thermometer normally used to check body temperature does not register high temperatures. - "I don't think you would get an accurate reading." <p>Interview on 1/26/22 clients #1-#5 reported:</p> <ul style="list-style-type: none"> - No issues with the water temperature being too hot <p>Interview on 1/26/22 the Administrator/Qualified Professional reported:</p> <ul style="list-style-type: none"> - She found out about the issue regarding the water temperature on 1/25/22 by staff #1. - On 1/26/22, three plumbers were scheduled to resolve the hot water issue. "Whichever one shows up first" would be paid for the hot water resolution. <p>Review on 1/26/22 of Plan of Protection (POP) dated 1/26/22 completed by the Administrator/Qualified Professional revealed the following:</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 water temperature was reduced and a plumber came out and adjusted the water temperature as well. The staff will continue to check the water temperature in all faucets daily to ensure that the reading falls between 100-116 degrees Fahrenheit. 	V 752		

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V 752	<p>Continued From page 4</p> <p>- Describe your plans to make sure the above happens. A Qualified Professional will monitor the aforementioned plan weekly for compliance."</p> <p>Five clients whose primary diagnosis of mental illness inclusive of Schizophrenia and Bipolar Disorder resided in the facility. Water temperatures were consistent between 130-140 degrees Fahrenheit for two consecutive days at water sources utilized by clients. Facility staff did not have access to the hot water heater to turn down the water temperature. The facility did not have documentation of temperature checks being conducted. The facility utilized a digital thermometer used to check body temperatures as opposed to a thermometer recommended for water temperature checks. This would have given the facility inaccurate readings. Therefore, it was difficult to determine how long the water temperature had been above 130 degrees. This deficiency constitutes a Type A2 rule violation as clients were placed at substantial risk of serious harm and must be corrected within 23 days. An administrative penalty of \$500.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 752		