

**MERCY HOME SERVICES Inc  
2 Ridge Grove Ct  
Greensboro, NC 27655**

March 22, 2022

To: Ms. Laura Rodrigues

Facility Compliance Consultant 1

NC Division of Health Service Regulation

Re: Mercy Homes, 3221 Edenwood Drive

Greensboro NC 27406

MHL # 041-736

Re: Survey on March 15, 2022

**PLAN OF CORRECTION:**

Dear Ms. Rodriguez,

I am sending you this Plan of Correction based on a review of my above agency on March 15, 2022. Our agency is now in full compliance. This Plan of Correction will be reviewed once per week by Ms. Josephine Okeke-Owner and her group home manager to ensure that the agency is always in compliance and avoid any future deficiency. All pertinent steps were taken to mitigate any future pests in the home.

**Deficiency #1: V738 27G .0303(d) Pest Control.**

**10NCAC 27G.0303 LOCATION AND EXTERIOR REQUIREMENTS**

**(d) Buildings shall be kept free from insects and rodents**

**Corrective Action:** Mercy Homes Services Inc has contracted with a professional exterminator company on February 2, 2022 and they utilized heat treatment to exterminate all pests and insects and they will follow up in the next 30 days with an inspection to ensure all pests and insects are obliterated.

Also, all bedding materials in the group home were washed and sanitized to ensure that any and all insects and pests are eliminated. Mercy Home Services also replaced all beds and furniture.

**Responsible Party:** Ms. Josephine Okeke –Owner is responsible for ensuring that the group home is sprayed every six months and that an inspection is completed every 30 days by a professional

exterminator during the inspection period. Ms. Josephine Okeke is also responsible for checking the group home weekly for any signs of pests or insects and the manager and staff will report any signs of pests and insects to management for immediate remedial action.

**Deficiency #2: V754 27G .0304(c) Comfort Zone**

**10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT**

**Problems with the heating system**

**Corrective Action:** Mercy Home Services, Inc owner-Ms. Josephine Okeke has remedied the heating system in the den of the group home effective March 21, 2022. All heating and air conditioning systems are in working order and all sections of the group home are comfortable and receives heating and cooling to ensure that all clients are comfortable.

**Responsible Person:** Ms. Josephine Okeke-owner is responsible for ensuring that all heating and air systems are in working order now and in the future. Staff are required to report to management any defective system to ensure that it is repaired immediately.

**Deficiency #3: V774 27G .0304(d)(7) Minimum Furnishings**

**10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT**

**Corrective Action:** Effective immediately March 21, 2022 and continuing all bedrooms have the minimum furnishings as required by the above Rule. Items were discarded due to the presence of pests and insects. However, all new furnishings and bedding are now in place in bedrooms for clients #2 and #5.

**Responsible Party:** Ms. Josephine Okeke-Owner is responsible for providing adequate bedding and furnishings for all clients. The group home manager will report to management any all needed beddings and furnishings to management for replacement.



Ms. Josephine Okeke

Administrator/Owner

Mercy Home Services Inc