

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-324</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/01/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SHARPE AND WILLIAMS #3</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4419 CANAAN PLACE WINSTON-SALEM, NC 27105</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint and follow up survey was completed on November 1, 2022. The complaint (Intake #NC000193622) was substantiated. Deficiencies were 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>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></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 observations and interviews, the facility and its grounds were not maintained in a safe, clean, attractive or orderly manner. The findings are:</p> <p>Observations on 10/13/22 at 9:21am of the outside of the facility revealed: -A tree had fallen in the back yard -There were several areas in the back yard that had broken tree limbs on the ground -An empty sprite can was on the ground -A black pot was filled with water in the back of</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>the facility A broken black metal folding chair leaned up against the facility -A 12 inch by 12-inch piece of black plywood was under the metal chair -A rusted planter outside the back door had cigarette butts and water in it. -Roof shingles were on the ground on the right side of the facility</p> <p>Observations on 10/13/22 at 9:44am of the inside of the facility revealed: -The sofa in the living room sagged when sat on -A shower chair was sitting near the wall with scraped paint on the drywall approximately 2 ½ feet long at the height of the shower chair's seat bolts -The shared closet in client #2 and client #4's bedroom had clothing piled on the floor -Clothing was stacked up on top of a plastic chest of drawers -Under the bedroom window, there were numerous pairs of shoes stacked up -The hamper was overflowing with dirty clothes -Clothing items and trash were on top of a yellow dresser -The yellow dresser was missing knobs -The drawers to the yellow dresser would not close properly -A used rubber glove was on their bedroom floor -Under client #2's bed were shoes, dirty socks, food wrappers, a tube of toothpaste with no lid, and several pieces of dirty laundry -Client #4's smaller 2 drawer plastic dresser had drawers that sagged and would not close -Client #4's bed had soiled linens on it -Client #4's bed had a mattress and box spring that sagged in the middle -Client #4's boxes spring had brown stains on the outside near the head of the bed</p>	V 736		

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V 736	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-The bathroom toilet in the shared bedroom of clients (#2 and #4) had a brown like substance in the toilet as well as wadded up adult diapers.</li> <li>-This toilet would not flush and was not operable</li> <li>-Their shower curtain liner had a black like substance on it</li> <li>-The toilet seat in this bathroom was loose</li> <li>-There were broken towel holders on the bathroom wall</li> <li>-In client #3 and client #5's bedroom, client #3 had numerous folded clothing stacked around</li> <li>-Client #5's clothing was stacked on the dresser and there was clothing in the corner of the room</li> </ul> <p>Further observations on 10/13/22 of the inside of the facility revealed:</p> <ul style="list-style-type: none"> <li>-The hallway closet's folding door was off the track and would not close properly</li> <li>-The kitchen closet had a missing knob on the folding door</li> <li>-The kitchen sink's faucet was loose and it dripped</li> <li>-Inside the kitchen sink and on the kitchen counters, dirty plates, pots, pans, and utensils were stacked up</li> <li>-The blinds to the back kitchen door fell off while surveyor sat at the kitchen table</li> <li>-The right-side bracket for the blinds was bent.</li> <li>-The ceiling fan in the living room was covered with dust</li> <li>-The air conditioning vent in the living room was covered in dust</li> <li>-The hallway bathroom was missing the toilet paper holder</li> <li>-A lightbulb over the 3-bulb vanity was burned out</li> <li>-The shower curtain liner had a black like film going up about 4 inches high</li> </ul> <p>Further observations on 10/28/22 at 9:02am of the inside of the facility revealed:</p>	V 736		

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V 736	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-A new futon was placed in the spot where the sofa that sagged used to be.</li> <li>-The sofa that sagged was placed against the opposite wall</li> <li>-The bathroom toilet in the hallway was running and the handle was broken</li> </ul> <p>Interview on 10/13/22 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>-"We have no dish soap today, so we can't wash dishes."</li> <li>-"Someone came to fix the toilet (located in the shared bedroom of client #2 and #4) and they found adult diapers in the main plumbing line. It blocked up the toilet. It still won't work."</li> <li>-The toilet in the hallway was "slow to flush"</li> <li>-"You will have to flush it the 'right way' sometimes. If someone has a significant bowel movement, the toilet gets clogged up."</li> <li>-"When the man came to look at the toilet, he also found either an orange or an apple in it."</li> <li>-The sofa was broken and had not been replaced</li> <li>-"The washer works, but the heating element went out on the dryer ..."</li> </ul> <p>Interview on 10/13/22 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>-Shared a room with client #4</li> <li>-" I have a bed that hurts my back. I don't have a dresser. Some of my clothes are kept in bags because I have nowhere to put them."</li> <li>-"The toilet in our bathroom was broken when I got here (9/15/22), and it hasn't worked since."</li> </ul> <p>Interview on 10/13/22 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>-Regarding the facility's toilets, "they unfree themselves and then get stopped right back up."</li> <li>-The dryer needed "some kind of adjusting".</li> <li>-"It (the dryer) is busted, and it takes hours and hours for our clothes to dry."</li> <li>-The living room sofa was still broken.</li> <li>-"I heard people were jumping on it."</li> </ul>	V 736		

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V 736	<p>Continued From page 4</p> <p>"I couldn't tell you why things aren't fixed. That's up to [Qualified Professional #2/Chief Executive Officer/Licensee/Registered Nurse (QP#2/CEO/L/RN)]."</p> <p>Further interview on 10/28/22 with client #3 revealed: -The toilet in one of the bathrooms had been repaired, "but now we can't use the other one. The handle to the toilet is now broken and the toilet clogs up ... staff has been dumping bottles of Drano in it like crazy. It is a septic tank issue."</p> <p>Interview on 10/28/22 with client #2's legal guardian revealed: -"[Client #2] had mentioned one of the toilets was not working properly and when she told the staff, they got mad. I heard they found adult diapers had clogged up the toilet. This was several weeks ago. I do not know if it has been repaired or not."</p> <p>Interview on 10/13/22 with the In-House Manager #1 (IHM #1) revealed: -There was only one working toilet in the facility currently -The toilet in the clients' bedroom was broken and did not work -"One of the clients had been putting their depends in the toilet and had stopped it up." -Had shown that client what to do with her Depends (adult diapers) including how to wrap it up and put it in the trash can -"They need a real plumber to come out and fix it. The maintenance man doesn't know what he's doing."</p> <p>Interview on 10/13/22 with the In-House Manager #2 (IHM #2) revealed: -"There are dirty dishes in the sink and on the counter because we have no dish detergent. It is</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>ridiculous."                      -"I guess I am just going to have to call my husband to bring some over. The groceries don't get here until 2 o'clock. I don't like dirty dishes stacked up."                      -There was only one toilet working in the facility with 6 clients                      -"[Client #1] puts her depends in the toilet and stops it up so it is not in working order right now. It has been like that (in non-working order) since you were here in August (2022) and the sofa hasn't been fixed either ...I don't know what's going on with things not being fixed here."                      -"About 1 to 2 months ago, the toilet got stopped up at 1:30 in the morning. I had to call my 80-year-old father to come out in the middle of the night because no one else would come out at that hour. He took his snake (plumbing tool) and unclogged the toilet. He found 2 depends in the toilet."                      -Stated the city needed to come out and check the main water pipe in order to get the toilet in working order</p> <p>Interview on 10/28/22 with the Qualified Professional #1 (QP #1) revealed:                      -The bathroom in the clients' bedroom stayed clogged                      -Provided surveyor with documentation dated 8/1/22 where the issue with the toilet was made known to the QP #2/CEO/L/RN                      -Stated the toilet (in the hallway) was repaired on 8/2/22.                      -The facility now had a new futon that was delivered last week</p> <p>Attempted interview on 10/28/22 with the QP #2/CEO/L/RN) was unsuccessful as the telephone call was not returned.</p>	V 736		

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V 736	Continued From page 6  This deficiency has been cited 3 times since the original cite on December 3, 2021 and must be corrected within 30 days.	V 736		