

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-324	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/15/2022
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NAME OF PROVIDER OR SUPPLIER SHARPE AND WILLIAMS #3	STREET ADDRESS, CITY, STATE, ZIP CODE 4419 CANAAN PLACE WINSTON-SALEM, NC 27105
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on December 15, 2022. The complaint was substantiated (Intake #NC00195710). 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>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 observations and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observations on 12/12/22 at 9:35am of the inside of the facility revealed: -The hallway closet's folding door was missing -Client #2's bedroom wall had black marks on it -Under client #2's bed were four pieces of used tissue -Under the window ledge, inside the bedroom, was a shower curtain rod and a blue shoe</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> <ul style="list-style-type: none"> -Client #3 and client #4 shared a bedroom -Client #3 shared a yellow dresser with client #4 -The yellow dresser had two drawers that would not close properly -Under client #3's bed were socks, a wig, and empty food wrappers -Client #4's left side of the bed sagged and was higher than the right side -The shared bathroom had a shower curtain that was falling -The tub was dirty and had stains inside it -In the area where the washer and dryer was located had clothing piled up on them -The hallway bathroom had 2 of the 3 light bulbs burned out -The kitchen panty's folding door was missing a knob -In client #5's bedroom closet was a box with wires that were dangling -The box was not flush with the wall and exposed the wires -The a/c vent cover in the living room had dust in it -The ceiling fan in the living room was covered with dust -Behind the sofa was a long white cable wire -A card board box with clothing was behind the living room sofa -In the kitchen there was a blue cord that ran from the staff's room, along the floor of the kitchen, behind the standing freezer, behind the table into the living room where it was plugged into a box/receiver on top of the mantle -On top of the standing freezer there were two black take out boxes with left over shrimp <p>Interview on 12/12/22 with client #3 revealed:</p> <ul style="list-style-type: none"> -Was still waiting for her new bed -Asked "do you know when it will be delivered?" 	V 736		

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V 736	<p>Continued From page 2</p> <p>Interview on 12/12/22 with staff #1 revealed: -I just swept and mopped that room. I do that every week. If anything is under her bed, she did it. I disinfect the clients' bedrooms every Saturday, when I do a deep clean ..."</p> <p>Interview on 12/14/22 with the Qualified Professional #1 revealed: -With the hallway closet, "the maintenance man had to get a piece for it because it was missing. He took it off (the door) to figure out what part to get. We are waiting on him ... -The clients keep their towels in their rooms and did not use a towel rod -"Those (the lightbulbs over the vanity) might have burned out again, as they were previously replaced." -Was not aware of the knob to the kitchen pantry was missing -"With that one, I don't know. A client may have knocked it off. The maintenance man is out with family emergency ..." -The blue cord that stretched from the staff's office to the mantle was the phone cord -"The technician needs to replace it and he's already aware of that ..." -Regarding the yellow dress in the shared clients' room, "We are getting them replaced but don't want the clothes on the floor. We have to wait for storage and then get the new dresser." -"One of the clients has a lot of shoes. She wears them, so she's not going to get rid of them. We can look at storing them (the shoes) differently ...we keep cleaning their rooms, but the residents just go back in and mess it up ..." -"We have to remember they have a mental illness. When they are at the day program staff goes in and cleans it (their rooms) up. But when the clients get home, they put everything back like they want it."</p>	V 736		

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V 736	<p>Continued From page 3</p> <p>-"[Client #2]'s clothing was on the floor before we packed them up in the boxes ...she doesn't want to get rid of them. Some residents are hoarders and taking their stuff will send them into a crisis ..."</p> <p>-Some of the clients were "rough" with the shower curtains sometimes when they got out of the shower.</p> <p>-"[Staff #1] has to go back into the bathroom and put it (shower curtain hooks) back up ..."</p> <p>This deficiency has been cited 4 times since the original cite on December 3, 2021, and must be corrected within 30 days</p>	V 736		
V 744	<p>27G .0304(b) Safety</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>This Rule is not met as evidenced by: Based on observations and interviews, the facility staff failed to store cleaning supplies in a secure manner. The findings are:</p> <p>Observations on 12/12/22 at 9:35am of the inside of the facility revealed:</p> <p>-On the shared bathroom's vanity in client #3 and client #4's bedroom was a red bottle of "clog clearing gel."</p> <p>-When the bottle was picked up, it was 1/3 full</p> <p>-In the kitchen, a bottle of cleaner was on the counter</p>	V 744		

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V 744	<p>Continued From page 4</p> <p>-Behind the living room sofa, there was a container of comet and a container of bleach</p> <p>Interview on 12/12/22 with staff #1 revealed: -Kept the clog clearing gel in the shared bathroom "just in case someone flushes items down the toilet." -"I keep the cleaning supplies out because when [client #5] used the bathroom, she leaves a ring in the toilet. there. I have the supplies (cleaning) out to clean up after her because it's not fair to the other clients to have see that (the ring in the toilet bowl..." -Was aware cleaning supplies were to be stored securely -"Usually, I keep the cleaning supplies locked in the staff bedroom ..."</p> <p>Interview on 12/12/22 with QP #1 revealed: -Cleaning supplies were to be stored securely -Was not aware the cleaning supplies were left out in the facility -"[Staff #1] might have used them at night. That's when she likes to clean. She may have forgotten to lock them back up ..."</p>	V 744		
V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., & Water Systems</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (3) Electrical, mechanical and water systems shall be maintained in operating condition.</p>	V 750		

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V 750	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility's land line was not maintained in operating condition. The findings are:</p> <p>Observations on 12/12/22 at 11:06am of the facility's telephone revealed: -It sat on the kitchen counter -When surveyor called the facility's telephone number, there was no ring tone. -When the telephone was called, a recorded message stated "the party you have reached is unavailable. Please leave a message after the tone."</p> <p>Interview on 12/12/22 with client #1 revealed: -The facility's telephone had no dial tone and "when you call it from another number. It goes straight to voicemail." -A staff hooked it up on 10/8/22 and that was the last time the phone was working. [The Qualified Professional #1 (QP #1) was working on it. It just won't work ...I have a cell phone but most of the clients do not. The other clients can't use the facility phone and use mine. I read on the board (bulletin) in the living room that we have the right to use the phone. The other clients ask to use my phone to call their people. It doesn't bother me. If something were to happen to my cell phone, they couldn't call anyone." -Sometimes, the other clients used the facility staff's cell phone to make calls -No calls can be made on the facility's computer. -"It (the staff's computer) is kept in staff's office. We can't use it because we aren't allowed to ..."</p> <p>Interview on 12/12/22 with client #2 revealed:</p>	V 750		

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V 750	<p>Continued From page 6</p> <p>-The facility's telephone was not working -Used the other clients' cell phones when she needed to make telephone calls.</p> <p>Interview on 12/12/22 with client #5 revealed: -The facility's telephone had been broken for "about a month or a month and a half." -Could only use the telephone when it worked -Had used the staff's cell phone to call her family</p> <p>Interview on 12/12/22 with staff #1 revealed: -The facility's telephone does not work -"They (the clients) came in here (kitchen) and pulled the wires. When they talked on the phone, the clients would strip the wire by twisting it (the wires which connected from the receiver to the telephone ...it has been like that one for about a month. Sometimes it will work and sometimes it won't. All of the clients have personal cellphones but [client #5] and [client #6] ...I let them use my cell phone to call their families ...the computer in the staff's office doesn't allow them to call out on it ...it's not set up to do that ..." -Had informed QP #1 the facility's telephone was not in working condition. -"[The Qualified Professional #2/Chief Executive Officer/Licensee/Registered Nurse (QP #2/CEO/L/RN)] had been to the facility about 2 weeks ago to look at the phone, so she knows it isn't working ..."</p> <p>Interview on 12/12/22 with QP #1 revealed: -Was aware the facility was to have a working land line -"I am aware of the rules and regulations." -The technician and the QP#2/CEO/L/RN were also aware -"It is out of my control. Most of the clients in that facility have their own cell phones anyway. If they need to make a call, they can use the staff's cell</p>	V 750		

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V 750	Continued From page 7 phone." -"The technician has to get new wires for the phone, so I do not know when it will be repaired."	V 750		
V 774	27G .0304(d)(7) Minimum Furnishings 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (d) Indoor space requirements: Facilities licensed prior to October 1, 1988 shall satisfy the minimum square footage requirements in effect at that time. Unless otherwise provided in these Rules, residential facilities licensed after October 1, 1988 shall meet the following indoor space requirements: (7) Minimum furnishings for client bedrooms shall include a separate bed, bedding, pillow, bedside table, and storage for personal belongings for each client. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to provide minimum furnishings and storage for personal items for client bedrooms. The findings are: Observations on 12/12/22 at 9:35am of the inside of the facility revealed: -Client #1 and client #2 shared a bedroom -Client #1's clothing was stacked up on the night stand and a book case -A large box was in front of the furnace closet in their bedroom with client #2's personal belongings -A large red bag had items in it	V 774		

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V 774	<p>Continued From page 8</p> <ul style="list-style-type: none"> -The red bag sat on top of the box -A mesh bag had clothing in it and was on top of the red bag -Client #4's shoes were piled up in front of the window -Clothing in the shared closet for clients #3 and #4 were stacked in the corner -More clothing was located on the floor of the shared closet <p>Interview on 12/12/22 with client #1 revealed:</p> <ul style="list-style-type: none"> -Wanted a dresser to be able to store her personal items in <p>Interview on 12/12/22 with client #2 revealed:</p> <ul style="list-style-type: none"> -All the items stacked up in her room were waiting to go to storage -"They are supposed to take them to storage." <p>Interview on 12/12/22 with staff #1 revealed:</p> <ul style="list-style-type: none"> -Regarding the boxes piled up in client #1 and client #2's bedroom and the general appearance of the room, staff #1 stated "You know these are mental health people. Tomorrow, [client #1] will have unpacked the boxes and put her stuff away. I told her the boxes could not sit there as it is a fire hazard. This started yesterday (12/11/22) with her packing up her clothing." <p>Interview on 12/14/22 with the Qualified Professional #1 revealed:</p> <ul style="list-style-type: none"> -"The technician needs to replace it and he's already aware of that ..." -Regarding the yellow dress in the shared clients' room, "We are getting them replaced but don't want the clothes on the floor. We have to wait for storage and then get the new dresser." -"One of the clients has a lot of shoes. She wears them, so she's not going to get rid of them. We can look at storing them (the shoes) differently" 	V 774		

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V 774	Continued From page 9 ...we keep cleaning their rooms, but the residents just go back in and mess it up ..." -"We have to remember they have a mental illness. When they are at the day program staff goes in and cleans it (their rooms) up. But when the clients get home, they put everything back like they want it." -"[Client #2]'s clothing was on the floor before we packed them up in the boxes ...she doesn't want to get rid of them. Some residents are hoarders and taking their stuff will send them into a crisis ..."	V 774		