

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601542</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/21/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PERFECT PEACE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2319 GOOSEBERRY ROAD CHARLOTTE, NC 28203</b>
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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><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed on 3-21-23. The complaint was substantiated (#NC00197821). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for two and currently has a census of two. The survey sample consisted of audits of two current clients.</p>	V 000		
V 752	<p><b>27G .0304(b)(4) Hot Water Temperatures</b></p> <p><b>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</b></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 and interviews the facility failed to maintain hot water between 100 and 116 degrees Fahrenheit in areas where clients have access to hot water. The findings are:</p> <p>Observation on 3-17-23 at approximately 10:20am of water temperatures revealed: -Water from the kitchen sink was 122 degrees Fahrenheit. -Water from the upstairs bathroom sink was 140 degrees Fahrenheit. -Water from the upstairs bathroom tub was</p>	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>139 degrees Fahrenheit.</p> <p>Observation on 3-17-23 at approximately 11:20 am of water temperatures revealed:                      -Water from the kitchen sink was 118 degrees Fahrenheit.                      -Water from the upstairs bathroom sink was 127 degrees Fahrenheit.                      -Water from the upstairs bathroom tub was 123 degrees Fahrenheit.</p> <p>Interview on 3-17-23 with Client #1 revealed:                      -He adjusted his own water temperature.                      -He had never been burned or had any problem with the water being hot.</p> <p>Interview on 3-17-23 with Client #2 revealed:                      -Client #2 had limited verbal ability, but said he liked living in the facility.</p> <p>Interview on 3-17-23 with the Alternative Family Living (AFL) Provider revealed:                      -The hot water might be too hot because he liked a really hot shower.                      -No one had been burned by the hot water.                      -He has to shower Client #2, so he controls the hot water for him.                      -He turned the hot water heater down at approximately 10:30 am 3-17-23.                      -He would get the hot water adjusted to its proper temperature.</p> <p>Interview on 3-21-23 with the Director revealed:                      -They talked to the AFL Provider on 3-17-23 about the importance of having the correct water temperature.                      -They had also given the AFL provider a water temperature log on 3-17-23 that the Qualified Professional would be checking once a week.</p>	V 752		

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V 752	<p>Continued From page 2</p> <p>Review on 3-21-23 of the Plan of Protection dated 3-21-23 and signed by the Director revealed:</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care?                      -Water temp (temperature) log is in its immediately with morning and night readings 3-20-23.                      -Q (Qualified Professional) will monitor weekly with Q note.                      -Monthly logs will go in place for 6 months.                      -Retrained staff water temp (temperature) limits and importance of keeping it between the limits.</p> <p>Describe your plan to make sure the above happens.                      -Water logs will be handed in weekly.                      -Q will note temp when he is at the home.                      -Q will monitor monthly logs.                      -Q will stay in touch with Supervisor weekly."</p> <p>The facility had hot water readings of 140 degrees Fahrenheit in the upstairs bathroom sink, 139 degrees Fahrenheit in the upstairs bathroom tub, and 122 degrees Fahrenheit in the kitchen sink. Client #1 could adjust the water himself and Client #2 was given a shower by the AFL provider. No client had been injured by the hot water but the high temperatures placed the clients at substantial risk for burns. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected with in 23 days. An administrative penalty of \$500.00 dollars is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 dollars per day will be imposed for each day the</p>	V 752		

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V 752	Continued From page 3 facility is out of compliance beyond the 23rd day,	V 752		