

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601513	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/20/2023
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NAME OF PROVIDER OR SUPPLIER BRIGHT TOUCH HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 9128 TOUCHSTONE LANE CHARLOTTE, NC 28227
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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
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V 000	INITIAL COMMENTS A complaint survey was completed on 06/20/2023. The complaint was substantiated (intake #NC00198904). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disability. This facility is licensed for 3 and currently has a census of 0. The survey sample consisted of audits of 1 former client.	V 000		
V 736	27G .0303(c) Facility and Grounds Maintenance 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. This Rule is not met as evidenced by: Based on observations and interviews, the facility was not maintained in a safe, attractive, and orderly manner. The findings are: Observation on 06/09/2023 at approximately 02:45 pm of the facility revealed: Driveway: -1 brown 4 door mid-sized sedan with a missing license plate. -1 silver 4 door mid-sized sedan with a missing license plate, airbags deployed, bumper pushed in and missing grill plate. Hood lifted, dented, and	V 736		

RECEIVED
JUL 10 2023
DHSR-MH Licensure Sect

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

STATE FORM 6899 NU111 7/6/2023
If continuation sheet 1 of 4

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V 736	Continued From page 1 unable to close. Observation on 06/15/2023 at approximately 11:36 am of the facility revealed: Driveway: -Same 2 vehicles listed above in the same place in the driveway. Former Client (FC) #1's bedroom: -Twin sized bed with no sheets or comforter. -1 unfinished drywall repair area approximately 6 inches long and 5 inches wide next to the light switch by the door. -3 circular unfinished drywall repair areas approximately 3 inches long and 2 inches wide on the wall near the bed. -1 window with 3 navy blue towels pinned to the window frame with gold tacks. -Approximately 8-10 circular unfinished drywall repair areas around the perimeter of the window frame. Review on 06/15/2023 of pictures of the facility from FC #1's Guardian revealed: FC #1's bedroom: -1 window with 3 navy blue towels pinned to the window frame. -Approximately 8-9 wooden boards nailed across the window frame. -Twin sized bed with no sheets and an unknown number of large and small stuffed animals on top of the mattress. -Wooden cabinet with a few finger smear prints of a yellowish-brown substance. -Dark brown trashcan with approximately 2 to 3 soiled diapers. -Debris (torn paper, ripped books, pencils, and additional unknown items) scattered across the entire bedroom floor. Kitchen: -2 plates with food residue, 2 cups, 3 bowls, and	V 736		
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V 736	Continued From page 2 a fork in the sink. Interview on 06/15/2023 with FC #1's Guardian revealed: -"He (FC #3) was the only child in the home (facility). I went to pick him up on 02/12/2023 and the bedding had not been changed. Blood from a nosebleed was on the sheets that were off the bed. Feces was on the shelves." -"When I went back to drop him off (on 02/14/2023), it (facility) was the same way and I told myself if it was the same the way, then I would not be leaving him there and I didn't. I brought him back home with me." -"Cleanliness of the home (facility) is important. They (facility staff) knew I was coming (to pick him up) and they knew I was coming back (to drop him off) and so the home should have been cleaned." -"My son is not a habitual poop smearer, but he will do it." -"He (FC #1) has never broken a window in my house. But the window in his room was boarded. There were holes in the walls and those things should have been repaired right away." -"They (window) were boarded with plywood." Interview on 06/15/2023 with Former Staff (FS) #1 revealed: -Cleaned the facility every 2-3 days. -"I noticed [FC #1] had broken the window." -FC #1's window was boarded up for approximately 2 weeks. -Did not know who boarded the window up. Attempted interview on 06/15/2023 with FS #2 was unsuccessful due to no response to phone call. Interviews on 06/09/2023 and 06/15/2023 with the	V 736		
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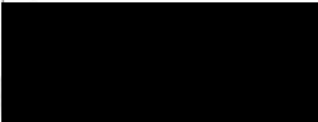
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V 736	<p>Continued From page 3</p> <p>Chief Executive Officer/Qualified Professional/Licensee revealed:</p> <ul style="list-style-type: none"> - "My relative dropped the car (silver) off at the house last week. I took the tags off the brown car because we no longer serve clients." - "We boarded the windows up (with towels). We put these towels over the windows to keep him from hurting himself." - "I don't remember boards being over the windows. We placed items (towels) over the windows to keep the glass from coming in because it was broken. I have never seen those boards." - FC #1's window was boarded up by the maintenance man without his knowledge. - Facility had never been unclean. - Staff cleaned the facility constantly. - Would ensure repairs to the facility were completed immediately moving forward. 	V 736		

PLAN OF CORRECTION /STATEMENT OF DEFICIENCIES

Type of Review:		Complaint Survey	Date of Review:		06/20/2023
Service(s) Reviewed:		MHL-#060-1513 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disability			
Provider Name:		██████████ Care Services, LLC	Phone:		704-763-5459
Provider Contact Person for follow-up:		██████████	Fax:		
Address:		9128 Touhstone Lane Charlotte, NC 28227	Email:		affirmativeray@gmail.com

Findings	Corrective Action Steps	Responsible Party	Time Line
<p>: INITIAL COMMENTS A complaint survey was completed on 06/20/2023. (intake #NC00198904). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disability. The survey sample consisted of audits of 1 former client.</p> <p>1) 27G .0303(c) Facility and Grounds Maintenance 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</p>	<p>1)Bright Touch House facility and grounds will be maintenance in a safe, clean, and attractive at all times. Affirmative Family Care has implement measure to correct how the facility and grounds are maintained.</p>	<p>██████████</p>	<p>Implementation Date: 08/01/2023</p>

<p>with a missing license plate, airbags deployed, bumper pushed in and missing grill plate. Hood lifted, dented, and unable to close. Observation on 06/15/2023 at approximately 11:36 am of the facility revealed: Driveway:-<i>Same 2 vehicles listed above in the same place in the driveway.</i></p> <p>3)Former Client (FC) #1's bedroom: -Twin sized bed with no sheets or comforter. -1 unfinished drywall repair area approximately 6 inches long and 5 inches wide next to the light switch by the door. -3 circular unfinished drywall repair areas approximately 3 inches long and 2 inches wide on the wall near the bed. -1 window with 3 navy blue towels pinned to the window frame with gold tacks. -Approximately 8-10 circular unfinished drywall repair areas around the perimeter of the window frame.</p>	<p>violations daily.Supervise/QP will produce documentation of the findings for that day.Each day Supervise/QP will monitor facility with a checklist.</p> <p>How often monitored - Supervise/QP will monitor the facility daily with the use of a checklist to look for abandon property such as illegal automobiles.</p> <p>3) Bright Touch House facility and grounds will be maintenance in a safe, clean, and attractive at all times. Affirmative Family Care has implement measure to correct how the facility and grounds are maintained.</p> <p>Correction-All windows and drywall will be maintained in an attractive manor within 24 hours of incident. Clients bedding and personal belonging with be maintained at all time.</p> <p>Prevention- Windows, walls, window treatments and clients belongings/bedding will be inspected during the daily audit and document by the Supervisor/QP daily.Checklist will account for items in the home that could be out of place unfinished or a daily basis.</p> <p>How often monitored- Supervise/QP will monitor the facility daily with the use of a checklist to account for out of place items.</p>		<p>08/01/2023</p>
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			Implementation Date:
			Projected Completion Date:
<p><i>Review on 06/15/2023 of pictures of the facility from FC #1's Guardian revealed:</i></p> <p><i>FC #1's bedroom:</i></p> <ul style="list-style-type: none"> - <i>1 window with 3 navy blue towels pinned to the window frame.</i> - <i>Approximately 8-9 wooden boards nailed across the window frame.</i> - <i>Twin sized bed with no sheets and an unknown number of large and small stuffed animals on top of the mattress.</i> - <i>Wooden cabinet with a few finger smear prints of a yellowish-brown substance.</i> - <i>Dark brown trashcan with approximately 2 to 3 soiled diapers.</i> - <i>Debris (torn paper, ripped books, pencils, and additional unknown items) scattered across the entire bedroom floor.</i> <p><i>Kitchen:</i></p> <ul style="list-style-type: none"> - <i>2 plates with food residue, 2 cups, 3 bowls, and</i> 			Implementation Date:
			Projected Completion Date: