

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>R-C 09/21/2023</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 9/21/23. The complaint was substantiated (intake # NC00205259). 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 3. 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><b>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</b> (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 observation and interview, the facility failed to be maintained in a safe, attractive, and orderly manner. The findings are:</p> <p>Observation on 9/18/23 of the facility between 3:12 pm and 4 pm revealed: Living room: - The vent cover for the heating and air system was covered in dust Kitchen: - The folding door to the pantry was missing the knob used to open the door Client bathroom: - A rectangular area of the wall next to the bathroom sink was lighter in color (yellow/beige) than the remainder of the walls (green) in the bathroom</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"> <li>- Dried drip stains (yellowish in color) on the wall and behind the bathroom sink</li> <li>- Dried drip stains (yellowish in color) on the wall next to the wall light switch and beneath it</li> </ul> <p>Hallway bathroom:</p> <ul style="list-style-type: none"> <li>- The light fixture was covered with rust colored specks</li> </ul> <p>Empty client bedroom:</p> <ul style="list-style-type: none"> <li>- A drawer was missing from a four drawer dresser</li> </ul> <p>Client #2's bedroom</p> <ul style="list-style-type: none"> <li>- A two door wardrobe with the veneer coming loose from one side</li> </ul> <p>Client #3's bedroom:</p> <ul style="list-style-type: none"> <li>- A five drawer vinyl storage container with an amount of clothing/items stuffed into each drawer which did not allow the drawer to be closed completely</li> <li>- Clothing and other items strewn along the floor of the closet and in corners of the closet and spilling out of plastic containers</li> <li>- The top of a yellow dresser covered with the client's personal belongings, which included 18 pairs of sunglasses, lotion, hand sanitizer, drinking cups, a metal bowl, a stuffed animal and other items</li> <li>- Multiple pairs of shoes/sandals sitting against the wall and other items including stuffed animals sitting in a pile on the floor</li> </ul> <p>Interview on 9/19/23 and on 9/21/23 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- The facility employed a maintenance man who was responsible for making repairs at the facility</li> <li>- Since the last survey completed on 6/22/23, she had provided the maintenance man with photos of the areas of concern and he had been working to make all the repairs</li> <li>- When she visited the facility, she noted any</li> </ul>	V 736		

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V 736	<p>Continued From page 2</p> <p>needed repairs and followed up with the maintenance man/owner of the facility regarding any issues that needed to be addressed</p> <ul style="list-style-type: none"> <li>- Staff were also to notify her via an internal messaging system ("Slack") if they observed anything that needed to be repaired</li> <li>- If the maintenance man could not make the repair, the owner of the facility hired someone who could</li> <li>- Staff were responsible for ensuring the facility was kept clean and to assist clients when needed</li> <li>- Client #3 had a penchant for purchasing clothing and shoes and her legal guardian gave her things which contributed to her collection of clothing, shoes and other items</li> <li>- She had spoken with client #3 about the condition of her room and planned to follow up with staff about assisting client #3 in getting her room in order</li> <li>- She also planned to speak with client #3's legal guardian on how to best work with client #3 regarding the amount of clothing and other items she had acquired and her unwillingness to get rid of items she no longer used and/or needed</li> </ul> <p>This deficiency has been cited five times since the original cite on 12/3/21 and must be corrected within 30 days.</p>	V 736		
V 754	<p>27G .0304(c) Comfort Zone</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(c) Comfort Zone: Each 24-hour facility shall provide heating and air-cooling equipment to maintain a comfort range between 68 and 80 degrees Fahrenheit.</p> <p>(1) This requirement shall not apply to therapeutic (habilitative) camps and other</p>	V 754		

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V 754	<p>Continued From page 3</p> <p>24-hour facilities for six or fewer clients. (2) Facilities licensed prior to October 1, 1988 shall not be required to add or install cooling equipment if not already installed.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to be equipped with heating and air-cooling equipment to maintain a comfort range between 68 and 80 degrees Fahrenheit. The findings are:</p> <p>Observation on 9/18/23 at 3:12 pm of the facility's thermostat revealed:</p> <ul style="list-style-type: none"> <li>- A temperature reading of 81 degrees</li> <li>- Portable electric fans were placed in the living room, the kitchen and in the clients' (#1, #2 and #3) bedrooms</li> </ul> <p>Interview on 9/18/23 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- She believed "it's been about a month since it (air conditioning system) stopped working."</li> <li>- She had a portable electric fan in her bedroom for her use</li> <li>- "Gets a little hot in here."</li> </ul> <p>Interview on 9/19/23 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>- She was aware the air conditioning system was not working; however, she had no concerns</li> <li>- She could not provide a date as to when the system stopped working</li> <li>- Had an electric fan in her bedroom for her use and she opened her window at night which kept her comfortable</li> </ul> <p>Interview on 9/19/23 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>- The air conditioning system had been operational; however, it had stopped working</li> <li>- Repairs were made to the system and it</li> </ul>	V 754		

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V 754	<p>Continued From page 4</p> <p>began to work again; but stopped working for a second time</p> <ul style="list-style-type: none"> <li>- She could provide no exact timeline as to how long the system had been in a state of disrepair</li> </ul> <p>Interview on 9/19/23 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- The air conditioning system had been "out a couple of weeks."</li> <li>- It had stopped working, was repaired, and stopped working for a second time</li> <li>- The first time it stopped working, it only needed "coolant"; however, this time, it needed more than "coolant"</li> <li>- She knew a repair person had been to the facility to address the issue; however, she was unsure as to what the status of the repair was at the present time</li> <li>- All the clients had electric fans in their bedrooms, and she kept the blinds drawn throughout the facility to keep the sun from heating the inside of the facility</li> <li>- The only time it got warm in the facility was when she was cooking</li> <li>- None of the clients had complained to her about the temperature in the facility</li> </ul> <p>Interview on 9/21/23 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- The air conditioning system had stopped working earlier in the summer; however, it was repaired</li> <li>- The system had stopped working a second time on 9/13/23</li> <li>- She notified the Owner of the facility on 9/13/23 via email and was informed by the Owner, she would request a repair person come to the facility on 9/14/23</li> <li>- They were still waiting for someone to come to the facility to address the issue as of 9/21/23</li> </ul>	V 754		

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V 754	Continued From page 5  - She would follow up with the Owner again regarding this matter	V 754		