

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-669	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/15/2023
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NAME OF PROVIDER OR SUPPLIER ANN'S HAVEN OF REST	STREET ADDRESS, CITY, STATE, ZIP CODE 1016 EAST MILLBROOK ROAD RALEIGH, NC 27609
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on September 15, 2023. 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 2 current clients and 1 former client.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure fire and disaster drills were conducted quarterly for each shift. The findings are:</p> <p>Review on 9/14/23 of fire and disaster drills</p>	V 114		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 114	<p>Continued From page 1</p> <p>between 8/1/22 and 8/30/23 revealed:</p> <ul style="list-style-type: none"> - 8/1/22-2/28/23: No fire or disaster drills documented for any shift <p>During interview on 9/14/23 client #1 reported:</p> <ul style="list-style-type: none"> - He lived at the facility for almost two years - He didn't practice any disaster drills - "Haven't done one in a while. It's been about a year ago" - He could not recall what to do if there was a tornado <p>During interview on 9/14/23 client #2 reported:</p> <ul style="list-style-type: none"> - He "used" to practice fire and disaster drills - He could not recall the last time he practiced a disaster drill - He went outside during a fire, and went downstairs and covered his head during a tornado <p>During interview on 9/14/23 staff #1 reported:</p> <ul style="list-style-type: none"> - She was a fill in staff - She started working in the facility in June 2023 - She worked 7am to 7pm and her relief staff worked from 7pm to 7am - The House Manager was responsible for conducting fire and disaster drills, but she was "out on leave" - Fire and disaster drills were conducted once a month - The drills were documented on a "log" - She could not find the fire and disaster drill logs from 8/1/22 to 2/28/23 - The Qualified Professional (QP) told her the fire and disaster drill logs were located at the main office <p>During interview on 9/15/23 the QP reported:</p> <ul style="list-style-type: none"> - Fire and disaster drills were conducted once 	V 114		

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V 114	<p>Continued From page 2</p> <p>a month on every shift</p> <ul style="list-style-type: none"> - Staff was supposed to keep "a year's worth" of fire and disaster drill logs at the facility - She could not recall what happened to the "missing" fire and disaster drill logs - She planned to have the fire and disaster drill logs uploaded into an electronic system to keep up with them <p>During interview on 9/15/23 the Chief Operational Officer/Chief Financial Officer reported:</p> <ul style="list-style-type: none"> - The House Manager was responsible for conducting fire and disaster drills, but she was "on leave" - The clients were "lying" about not practicing disaster drills - She sent an email out to her staff in August 2023 for them to conduct a disaster drill to prepare for hurricane Idalia - The facility conducted and documented the fire and disaster drills between 8/1/22 through 2/28/23, but she was not aware of the request for that documentation <p>The facility failed to provide any documentation of fire and disaster drills conducted between 8/1/22 through 2/28/23 prior to the exit of the survey.</p>	V 114		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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</p>	V 736		

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V 736	<p>Continued From page 3</p> <p>was not maintained in a safe, clean and attractive manner. The findings are:</p> <p>Observation on 9/14/23 at 9:02am revealed:</p> <ul style="list-style-type: none"> - Approximately 3 feet of the kitchen floor laminate was peeled back about an 1/2 inch by the dining room entrance - The kitchen sink knob was loose at the base causing the knob to move back and forth when touched - Part of the tread, closest to the riser on one of the steps leading down into the basement, was cracked and wobbled when stepped on - Multiple large cable cords were extended across the floor of the basement door entrance <p>During interview on 9/14/23 staff #1 reported:</p> <ul style="list-style-type: none"> - She was a fill in staff for the House Manager - She started working in the facility in June 2023 - She was aware of the loose kitchen sink knob, but she did not know how it happened - She did not notice that the tread of a basement step was cracked and wobbled - The cords lying on the basement floor were a "trip hazard" and she did not know what the cable cords were used for - She was aware of the peeling kitchen floor laminate, and the floor had been like that since she started working in the facility - "Damages in the house been like that" - The House Manager was responsible for reporting "maintenance issues" to management - The House Manager should have put in work orders to the Chief Operational Officer/Chief Financial Officer (COO/CFO) to have the repairs fixed, but she was not sure if the House Manager did - She planned to follow up with the COO/CFO about the repairs 	V 736		

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V 736	<p>Continued From page 4</p> <ul style="list-style-type: none"> - She "guess" she was responsible for submitting work orders since the House Manager was "out on leave" - She had not submitted any work orders to management since she started <p>During interview on 9/15/23 staff #2 reported:</p> <ul style="list-style-type: none"> - She started on 8/20/23 - She only noticed the kitchen sink knob and the peeling laminate - She "mentioned" the repairs to "someone" about a month ago, but she could not recall who <p>During interview on 9/15/23 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - The facility staff was responsible for reporting repairs in the facility - The COO/CFO was responsible for overseeing the repairs of the facility - Maintenance would come and fix any issues in the facility <p>During interview on 9/14/23 the COO/CFO reported:</p> <ul style="list-style-type: none"> - She visited the facility "often" - She was responsible for overseeing the repairs of the facility - She just spent "a lot" of money on repairs in the facility - She just had the floors replaced throughout the facility, but she could not specify when - She was unaware of the the cracked tread on the basement step, peeling floor laminate and loose sink knob in the kitchen , or the cable cords in the basement <p>This deficiency has been cited 6 times since the original cite on 1/6/20 and must be corrected within 30 days.</p>	V 736		

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