

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-586</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>10/13/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>IDLEWILD HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6807 IDLEWILD BROOK LANE CHARLOTTE, NC 28212</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, complaint and follow up survey was completed on 10/13/23. The complaint was unsubstantiated (intake # NC00207866). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1300 Residential Treatment for Children or Adolescents.</p> <p>This facility is licensed for 4 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>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 10/12/23 at 2:40pm of the facility revealed: -Hall bathroom,dirty gray build up covering the walls of the tub. Caulking around the tub was cracked and pulling away. Paint was peeling behind the toilet in a 1 foot by 1 foot area. Sink had a small trickle of water when the hot water was turned on. -Double bedroom had a hole in the wall on the left side approximately 3 inches by 2 inches. Ceiling fan and blades had a thick build up of dust. Mattress top on the extra bed was worn thin with</p>	V 736		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 736	<p>Continued From page 1</p> <p>a hole approximately 1 inch by 1 inch with exposed wire.</p> <p>-Bedroom #2 had a hole in the wall approximately 3 inches by 2 inches.</p> <p>-Bedroom #3 had large stains of various colors red and brown on carpet throughout the room. Approximately three to four blind slats were broken off on both ends.</p> <p>-Hall closet had a loose doorknob.</p> <p>-Return air vent and filter in the hall were covered with dirt and dust.</p> <p>-Stairwell had a hole approximately 3 inches by 3 inches.</p> <p>-Downstairs bathroom: One drawer on the vanity was missing the facing. Toilet had a black ring at the water level.</p> <p>-Dining room had half inch size of orange colored substance protruding from the wall about a quarter of an inch.</p> <p>Interview on 10/11/23 with Client #2 revealed: -There was a hole in the wall when she moved into her room at the end of the summer.</p> <p>Interview on 10/12/23 with Staff #1 revealed: -Didn't know if there were plans to make the needed repairs. -Staff and clients were responsible for cleaning.</p> <p>Interview on 10/13/23 with the facility's Quality Assurance Director revealed: -Was unaware of needed repairs and cleaning. -Would make sure the facility was cleaned and repaired.</p>	V 736		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p>	V 752		

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V 752	<p>Continued From page 2</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 interviews and observation, the facility failed to ensure hot water temperatures were maintained between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 10/12/23 at 2:40pm of the facility revealed: -Water temperature in the kitchen sink registered 140 degrees Fahrenheit. -Water temperature in the hall bathroom tub and the downstairs bathroom sink and shower registered 138 degrees Fahrenheit.</p> <p>Interviews on 10/12/23 with Clients #1, #2, and #3 revealed: -Denied any burns from the hot water in the facility.</p> <p>Interview on 10/12/23 with Staff #1 revealed: -Didn't know that water was too hot. -Denied any clients sustained burns from the hot water in the facility. -Did not maintain water temperature logs.</p> <p>Interview on 10/12/23 with the facility's House Manager revealed: -Agreed that water temperature registering 138 degrees Fahrenheit was "too hot." -Didn't know how it got so high.</p>	V 752		

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V 752	<p>Continued From page 3</p> <p>-The facility kept a water temperature log, but did not provide one for review when requested. -It would be repaired as soon as possible.</p> <p>Interview on 10/13/23 with the facility's Quality Assurance Director revealed: -Was aware arrangements were being made to adjust the water temperature. -Did not know the current status of the water temperature.</p> <p>Review on 10/12/23 of the plan of protection dated 10/12/23 written by Staff #1 with the approval of the facility's Quality Assurance Director revealed: -"What immediate action will the facility take to ensure the safety of the consumers in your care? -Ask clients not to turn the water on (particularly the hot water). Call maintenance to report the temperature is high at 3:45pm and informed him of the situation. On October 12, 2023. Maintenance indicated he would be out today. -Describe your plans to make sure the above happens. -Will continue to call maintenance until someone comes and make the repairs. Informed residents that the hot water temperature is high and to refrain from using until lower temperature is set. Will continue to give reminders to the residents not to use hot water. Staff will monitor residents to ensure safety and they do not use the hot water."</p> <p>The facility had clients with diagnoses of Major Depressive Disorder, Attention Deficit Hyperactivity Disorder, Reactive Attachment Disorder, Conduct Disorder, Adjustment Disorder, Oppositional Defiant Disorder, and Post Traumatic Stress Disorder. The facility had hot water temperature readings of 140 degrees</p>	V 752		

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V 752	Continued From page 4  Fahrenheit in the kitchen, and 138 degrees Fahrenheit in the hall bathroom and downstairs bathroom. The temperature placed the clients at risk for burns. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days. No administrative penalty has been assessed. If the violation is not corrected within 23 days, an administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 752		