

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL015-004	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 10/26/2023
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NAME OF PROVIDER OR SUPPLIER WICKHAM ROAD FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE 258 WICKHAM ROAD SHILOH, NC 27974
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 10/26/23. The complaint was substantiated (Intake #NC00207209). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE (a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence. (b) A supervised living facility shall be licensed if the facility serves either: (1) one or more minor clients; or (2) two or more adult clients. Minor and adult clients shall not reside in the same facility. (c) Each supervised living facility shall be licensed to serve a specific population as designated below: (1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses; (2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p>	V 289		

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

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V 289	<p>Continued From page 1</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by:</p>	V 289		
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V 289	<p>Continued From page 2</p> <p>Based on observation, record review and interview, the facility failed to provide residential services in a home environment affecting 1 of 6 clients (#6) . The findings are:</p> <p>Review on 10/24/23 of client #6's record revealed:</p> <ul style="list-style-type: none"> - Admitted 12/28/23 - Diagnoses of Impulse Control Disorder, Attention-Deficit/Hyperactivity Disorder, combined type, Major Depressive Disorder, recurrent, Moderate Intellectual Developmental Disability, and Cerebral Palsy with a Ventriculoperitoneal Shunt <p>Interview on 10/24/23 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - Client #6 was a current, admitted client and part of the facility census during the entrance meeting; however, she was currently staying at the Sister Facility - Wasn't familiar with the details of client #6 staying at the Sister Facility because he just started working in the facility on 10/22/23 <p>Interview on 10/24/23 client #1 reported:</p> <ul style="list-style-type: none"> - "[Client #6] is at [Sister Facility]...she moved" <p>Interview on 10/24/23 client #3 reported:</p> <ul style="list-style-type: none"> - "[Client #6] no longer lives here... she (client #6) left a couple months ago" <p>Interview on 10/24/23 client #4 reported:</p> <ul style="list-style-type: none"> - Client #6 moved to a Sister Facility in a neighboring city a few months ago <p>Interview on 10/24/23 staff #1 reported:</p> <ul style="list-style-type: none"> - Client #6 was "not in this facility" - Client #6 previously lived in the facility, but client #6 was moved to a Sister Facility prior to 	V 289		

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V 289	Continued From page 3 August 2023 Interview on 10/24/23 staff #2 reported: - Client #6 moved to a Sister Facility in a neighboring city two months ago - Client #6 was "probably" moved because of her "behaviors" Interviews on 10/24/23 and 10/25/23 the Program Manager reported: - Client #6 was not discharged from the facility and was still counted in the facility's census - Client #6 was "transferred" to a Sister Facility on July 31, 2023 due to her behaviors - There was a vacancy at the Sister Facility, so she "temporarily transferred" client #6 "to give everyone a break from the situation (client #6's behaviors)" - She knew she was supposed to discharge clients when clients moved into another facility - Client #6 was being discharged from Wickham Road Facility in November 2023	V 289		
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the building was kept free from pests. The findings are:	V 738		

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V 738	<p>Continued From page 4</p> <p>Review on 10/25/23 of facility records revealed:</p> <ul style="list-style-type: none"> - Work order from the Program Manager to maintenance dated 9/7/23: "Check home to see if there are any entry points for snakes to come into the home including weather stripping on the doors, etc." - Work order response from maintenance dated 9/15/23: "[Pest control company] will be coming out on Monday (9/18/23) and is requesting maintenance to be here as well so they can get up in the attic." <p>Interview 10/25/23 client #3 reported:</p> <ul style="list-style-type: none"> - Baby snakes were found throughout the facility - Last saw baby snakes in the facility last month (September 2023) - The baby snake was stuck to a "sticky pad" - Wasn't afraid of the baby snakes - Reported the snakes to the House Manager <p>Interview on 10/25/23 client #4 reported:</p> <ul style="list-style-type: none"> - There were baby snakes in the facility during the summer months - Saw baby snakes stuck on glue traps in the facility and saw a baby snake in the corner of his bedroom - Reported the snakes to the House Manager - Don't like snakes, but wasn't scared of the baby snakes <p>Interview on 10/25/23 client #5 reported:</p> <ul style="list-style-type: none"> - A few baby snakes were found in client #4's bedroom - Didn't see the baby snakes, but heard others talking about them <p>Interview on 10/25/23 staff #1 reported:</p> <ul style="list-style-type: none"> - Saw baby snakes in the facility, including client #4's bedroom last month (September 2023) 	V 738		

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V 738	<p>Continued From page 5</p> <ul style="list-style-type: none"> - "I wonder where the momma snake is" - "Don't like snakes at all" - Didn't like working in the facility with the snakes - Reported the baby snakes to the House Manager - Clients weren't harmed by the baby snakes - Could not recall if the snakes were exterminated <p>Interview on 10/25/23 staff #2 reported:</p> <ul style="list-style-type: none"> - Seen baby snakes in the facility - "Wont as big as my finger (pointer)" - Wasn't bothered by the baby snakes - Could not recall if the snakes were exterminated <p>Interview on 10/25/23 the maintenance staff reported:</p> <ul style="list-style-type: none"> - Received a report from the House Manager about snakes inside of the facility "about a month ago" - The facility contacted a local pest control service to exterminate the snakes, but he could not recall when - The pest control company came to the facility and developed a "plan" to exterminate the snakes, but he could not recall when <p>Interview on 10/25/23 the pest control company's supervisor reported:</p> <ul style="list-style-type: none"> - The facility received routine pest control services monthly which included insects and rodents - A technician went to the facility on 10/16/23 for routine pest control service - There was no request from the facility to exterminate snakes and he did not have any documentation to exterminate snakes at the facility in the company's notes for the past 3 	V 738		

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V 738	Continued From page 6 months Interviews on 10/25/23 and 10/26/23 the Program Manager reported: - There was an issue with baby snakes entering in the facility - The pest control company set up a "system" to deter rodents and snakes from entering the facility, but she could not recall when - She requested the documentation for snake extermination from the landlord, but had not received it The facility failed to provide requested documentation of extermination services for snakes from the pest control company prior to the exit of the survey.	V 738		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to ensure water temperatures were maintained between 100-116 degrees Fahrenheit. The findings are: Observation on 10/24/23 at 11:45pm revealed:	V 752		

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V 752	<p>Continued From page 7</p> <ul style="list-style-type: none"> - The kitchen sink water temperature was 88 degrees Fahrenheit <p>Observation on 10/24/23 at 12:01pm revealed:</p> <ul style="list-style-type: none"> - The kitchen sink water temperature was 91 degrees Fahrenheit <p>Observation on 10/24/23 at 4:37pm revealed:</p> <ul style="list-style-type: none"> - A large silver pot of boiling water on the stove <p>Interview on 10/24/23 client #1 reported:</p> <ul style="list-style-type: none"> - The water temperature in the kitchen was "warm" - Staff had to boil water to wash dishes and mop the floor <p>Interview on 10/24/23 client #3 reported:</p> <ul style="list-style-type: none"> - The water temperature in the kitchen sink was warm - Staff boiled water to pour in the sink to wash dishes <p>Interview on 10/24/23 client #4 reported:</p> <ul style="list-style-type: none"> - The water temperature in the kitchen sink "gets a little warm...not hot" <p>Interview on 10/24/23 client #5 reported:</p> <ul style="list-style-type: none"> - The water temperature in the kitchen was "between warm and hot" - Staff boiled water to mop the floors and the wash dishes <p>Interview on 10/24/23 staff #1 reported:</p> <ul style="list-style-type: none"> - The water in the kitchen sink was "not hot enough" - She boiled water to wash dishes in hot water - The House Manager was aware the water was not hot enough - Planned to use the boiling water in the large silver pot to wash dishes and mop the floors 	V 752		

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V 752	<p>Continued From page 8</p> <p>Interview on 10/25/23 staff #2 reported:</p> <ul style="list-style-type: none"> - The water in the kitchen sink "wasn't hot" - Staff boiled water to have hot water - Didn't report the water temperature and didn't know if management knew about the hot water not being hot <p>Interview on 10/25/23 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - He started working as the facility's QP two weeks ago - The House Manager was responsible for checking the water temperatures, but she was out of work on extended leave - He was responsible for ensuring the water temperatures were checked monthly, but he was "catching up on his QP duties" - If the water temperatures were below 100 degrees Fahrenheit, then he would contact maintenance to have the temperature adjusted - He didn't know why staff #1 was boiling water on the stove, he thought staff #1 was about to cook <p>Interview on 2/1/23 the Program Manager reported:</p> <ul style="list-style-type: none"> - The House Manage was responsible for checking water temperatures and ensuring the temperatures were within range of 100-116 degrees Fahrenheit - Was unaware of the water temperature in the kitchen - Was unaware staff were boiling water to wash dishes and mop floors - She should have been contacted if the water temperatures were below 100 degrees Fahrenheit <p>This deficiency constitutes a re-cited deficiency</p>	V 752		

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V 752	Continued From page 9 and must be corrected within 30 days.	V 752		