

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-324	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 11/29/2023
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NAME OF PROVIDER OR SUPPLIER SHARPE AND WILLIAMS #3	STREET ADDRESS, CITY, STATE, ZIP CODE 4419 CANAAN PLACE WINSTON-SALEM, NC 27105
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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>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 11/29/23. The complaint was substantiated (intake # NC00208622). 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>The facility is licensed for 6 and has a current census of 3. The survey sample consisted of audits of 3 of 3 current clients.</p>	V 000		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</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 observation and interview, the facility failed to be maintained in a safe, attractive, and orderly manner. The findings are:</p> <p>Observation of the facility on 11/28/23 at between 12:11 pm and 12:22 pm revealed:</p> <p>Living room: - The vent cover for the heating and air system was covered in dust</p> <p>Kitchen: - The folding door to the pantry was missing the knob used to open the door</p> <p>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</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> <p>bathroom</p> <ul style="list-style-type: none"> - Dried drip stains (yellowish in color) on the wall and behind the bathroom sink - Dried drip stains (yellowish in color) on the wall next to the wall light switch and beneath it - Three paper tubes from the inside of the rolls of toilet paper lying on the floor of the bathroom along with other debris (pieces of paper, leaves, etc.) <p>Hallway bathroom:</p> <ul style="list-style-type: none"> - The light fixture was covered with rust colored specks - The toilet with filled with urine and toilet paper and the bone from a piece of poultry <p>Client #2's bedroom:</p> <ul style="list-style-type: none"> - 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 - Clothing and other items strewn on the bedroom floor - Multiple piles of clothing on the floor of the closet - The top of a yellow dresser covered with the client's personal belongings, which included several drinking cups, numerous pairs of sunglasses, hand and body lotion, a stuffed animal, photographs and other personal items - Multiple pairs of shoes/sandals sitting against the wall and other items including stuffed animals sitting in a pile on the floor <p>Client #3's bedroom:</p> <ul style="list-style-type: none"> - A two door wardrobe with the veneer coming loose from one side <p>Interview on 11/28/23 with staff #1 revealed:</p> <ul style="list-style-type: none"> - She attempted to keep the facility as clean as she could - She had spoken with client #2 about the 	V 736		

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V 736	<p>Continued From page 2</p> <p>condition of her room; however, it had not done any good</p> <ul style="list-style-type: none"> - Client #2 had a habit of throwing items about her room when she was looking for something <p>Interview on 11/29/23 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - The facility had a maintenance may who "bounced around from house to house (sister facilities)" making repairs - She advised the Licensee of the repairs needed at the facility - The staff and the clients were responsible for keeping the facility clean - Confirmation of what staff #1 reported regarding client #2's bedroom - It had always been a problem for client #2 to keep her room clean and in order - Staff would work to get client #2's room clean while she was at her day program; however, client #2 would then fail to keep it that way - Was "frustrating" for staff to see client #2 refuse to keep her room clean; especially, after they had assisted her in getting it order - Staff had placed the bone in the trash; however, client #1 had retrieved it and wanted to keep it - Client #1 had placed the bone in the toilet as she believed it kept "bad spirits" away <p>This facility has been cited six times since the original cite on 12/3/21 and must be corrected within 30 days.</p>	V 736		
V 744	<p>27G .0304(b) Safety</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p>	V 744		

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V 744	<p>Continued From page 3</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>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to be equipped in a manner that ensured the physical safety of clients, staff and visitors. The findings are:</p> <p>Observation on 11/28/23 at 12:22 pm revealed:</p> <ul style="list-style-type: none"> - A cordless telephone (landline) located in the staff office <p>Interviews 11/28/23 with client #1 revealed:</p> <ul style="list-style-type: none"> - The facility telephone was not working - She had a cell phone for her own personal use; however, she had misplaced it <p>Interview on 11/28/23 with client #2 revealed:</p> <ul style="list-style-type: none"> - The facility telephone was not working - She had a cell phone for her own personal use <p>An attempt to interview client #3 was unsuccessful as she did not wish to be interviewed</p> <p>Interview on 11/28/23 with staff #1 revealed:</p> <ul style="list-style-type: none"> - The facility's telephone was not working - She believed it had something to do with there having been a change in the facility's internet provider <p>Interview on 11/29/23 with the Qualified Professional (QP) revealed:</p>	V 744		

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V 744	Continued From page 4 - She was unaware the facility's telephone was not working - There had been a recent change in the facility's internet provider which may have impacted the facility's landline - She would check to see if the phone was working properly when she visited the facility on the following day	V 744		