

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION           |  | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>mhl060-852</b>                 | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   | (X3) DATE SURVEY COMPLETED<br><br><b>01/10/2024</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>NEW VISION HOME</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>5004 GLENVIEW COURT<br/>CHARLOTTE, NC 28215</b> |  |   |
| (X4) ID<br>PREFIX<br>TAG                                   | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG   | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) | (X5)<br>COMPLETE<br>DATE                            |
| V 000  | <p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed on January 10, 2024. The complaint was unsubstantiated (intake #NC00211005). A deficiency was cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children and Adolescents.</p> <p>The 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 780  | <p>27G .0304(d)10) Required Bathrooms</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(d) Indoor space requirements: Facilities licensed prior to October 1, 1988 shall satisfy the minimum square footage requirements in effect at that time. Unless otherwise provided in these Rules, residential facilities licensed after October 1, 1988 shall meet the following indoor space requirements:</p> <p>(10) At least one full bathroom for each five or fewer persons including staff of the facility and their family shall be included in each facility.</p> <p>This Rule is not met as evidenced by:<br/>Based on record review, observations and interviews the facility failed to ensure at least one full bathroom for each five or fewer persons including staff. The findings are:</p> <p>Record review on 12/28/23 of the facility's census form revealed:</p> | V 780   |  |   |

RECEIVED

FEB 09 2024

DHSR-MH Licensure Sect

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Robert B. Roberts*

TITLE

*Ceo*

(X6) DATE

*2/2/24*

STATE FORM

6899

TJ5511

If continuation sheet 1 of 4

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|--------------------------|---|---------------------|--|--------------------------|
| V 780                    | <p>Continued From page 1</p> <p>-There were 6 current clients.</p> <p>Observation on 12/28/23 of the facility at approximately 11:00am revealed:</p> <p>-Single level home with 4 bedrooms and 2 bathrooms.</p> <p>-There were 3 staff and 6 clients present.</p> <p>-Staff and clients were using one bathroom located in the hallway.</p> <p>-There was a second bathroom located in Client #3's room.</p> <p>-The door to the second bathroom was closed.</p> <p>Interview on 1/3/24 with Client #1 revealed:</p> <p>-The second bathroom had been out of order since she was admitted on 10/9/23.</p> <p>-Clients had to share the one bathroom with staff.</p> <p>-Did not know why the second bathroom was out of order.</p> <p>-"It's aggravating having to share one bathroom."</p> <p>Interview on 1/3/24 with Client #2 revealed:</p> <p>-Did not know why the second bathroom was out of order.</p> <p>-All clients and staff used the same bathroom.</p> <p>-Did not know how long the second bathroom had been out of order.</p> <p>Interview on 1/3/24 with Client #3 revealed:</p> <p>-The second bathroom had been out of order since she was admitted on 10/30/23.</p> <p>-Did not know why the second bathroom was out of order.</p> <p>-Only one working bathroom at the facility.</p> <p>-"I always have to wait to use the bathroom."</p> <p>Interview on 1/9/24 with Staff #1 revealed:</p> <p>-The second bathroom had been out of order for over six months.</p> <p>-The toilet in the second bathroom had plumbing</p> | V 780               |  |                          |

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| V 780  | <p>Continued From page 2</p> <p>problems.</p> <ul style="list-style-type: none"> <li>-Clients could use the shower, but not the toilet.</li> <li>-Did not know who was responsible for having the plumbing fixed in the second bathroom.</li> </ul> <p>Interview on 1/8/24 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>-Clients could use the shower in the second bathroom.</li> <li>-The toilet in the second bathroom had plumbing issues caused by clients flushing foreign objects.</li> <li>-The Executive Director was responsible for repairs at the facility.</li> <li>-The Executive Director had the toilet repaired in early 2023, but the pipes began backing up again shortly after.</li> <li>-Did not know if the Executive Director made arrangements to have the plumbing fixed.</li> </ul> <p>Interview on 1/2/24 with Program Manager revealed:</p> <ul style="list-style-type: none"> <li>-The second bathroom had been out of order since she was hired on 6/29/23.</li> <li>-The shower worked.</li> <li>-The second bathroom had plumbing problems causing sewer to back up into the toilet.</li> <li>-Would arrange for a plumber to come assess and repair the plumbing issue in the second bathroom.</li> </ul> <p>Interview on 1/3/24 with Executive Director revealed:</p> <ul style="list-style-type: none"> <li>-The toilet in the second bathroom had plumbing problems.</li> <li>-Sewer backed up into the toilet.</li> <li>-"I had a plumber come out to repair the toilet back in March or April (2023), but the sewage still kept backing up."</li> <li>-Would have the pipes replaced in the second bathroom.</li> </ul> | V 780   |  |  |

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|                          |  |                     | <p>The contractor came out on January 29th to evaluate the plumbing issue. He informed us that the sewer line is backed up due to a shortage with the sewer pumb.</p> <p>The water isnt't getting enough flow.</p> <p>A contractor was hired and will come out on Febuary 17th to start the repair of the plumbing issue.</p> |                          |