

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL036-262</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>01/31/2024</b>
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**RECEIVED**  
**FEB 20 2024**

NAME OF PROVIDER OR SUPPLIER  <b>SPENCER HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>116 SPRINGWOOD LANE STANLEY, NC 28164</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 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 survey was completed on 1-31-24. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for two and currently has a census of two. The survey sample consisted of audits of two current clients.</p>	V 000	V 736	2/12/24 ↓
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></p> <p><b>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</b> (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 clean, safe, attractive manner. The findings are:</p> <p>Observation at approximately 2:00 pm revealed:</p> <ul style="list-style-type: none"> <li>-Medication box was dirty.</li> <li>-Sun room floor was sticky with unknown substance.</li> <li>-Downstairs bathroom door jam was dirty.</li> <li>-Entry way had several water stained ceiling tiles.</li> <li>-Facing of stairway was dirty.</li> <li>-Client #1's room; the blinds were dirty and dusty, approximately two feet long section of the ceiling had chipped paint.</li> <li>-Client #2's room; the window blinds were dirty/dusty, the door jam was dirty.</li> <li>-Upstairs bathroom had cracked tile, causing</li> </ul>	V 736	<p>Each facility and it's 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 evidenced by:</p> <p>1-Medication box was dirty.</p> <p>Medication box has been cleaned, please see attached picture.</p> <p>2-Sun Room floor was sticky with unknown substance. Floor has</p>	

Division of Health Service Regulation

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

TITLE

(X6) DATE

STATE FORM

*Mary Coste* Administrator

2/15/24

6899

O33S11

If continuation sheet 1 of 3

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V 736	<p>Continued From page 1</p> <p>an indentation in the floor, shower curtain was moldy at the bottom, bath tub was dirty, closet door was dirty.</p> <ul style="list-style-type: none"> <li>-Upstairs missing the baseboard at the top of the stairs.</li> <li>-Wallpaper border torn in several spots.</li> <li>-Outside; broken maroon car in the yard, broken washing machine in the yard.</li> </ul> <p>Interview on 1-31-24 with the Alternative Family Living provider revealed:</p> <ul style="list-style-type: none"> <li>-He had been having some trouble since August, when he got a prosthetic leg.</li> <li>-He would get the house clean as soon as possible.</li> </ul>	V 736	<p>been mopped. Please see attached picture.</p> <p>3-Downstairs bathroom door jamb dirty and has been cleaned. Please see attached picture.</p> <p>4-Entry way had several</p>	2/2/24
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</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 interview and observation, the facility failed to maintain hot water between 100 degrees and 116 degrees in areas where clients have access to hot water. The findings are:</p> <p>Observation on 1-31-24 at approximately 2:00 revealed: -Hot water in the kitchen sink was 80</p>	V 752	<p>water-stained ceiling tiles. Tiles replaced. Please see attached pictures.</p> <p>5-Facing of stairway was dirty and has been cleaned, please see attached picture.</p> <p>6-Client #1's room; the blinds were dirty and dusty. Blinds have</p>	2/10/24 ↓

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V 752	<p>Continued From page 2</p> <p>degrees.</p> <ul style="list-style-type: none"> <li>-Hot water in the downstairs bathroom sink was 80 degrees.</li> <li>-Hot water in the upstairs bathroom sink was 82 degrees.,</li> <li>-Hot water in the upstairs shower was 80 degrees.</li> </ul> <p>Interview on 1-31-24 with the Alternative Family Living provider revealed:</p> <ul style="list-style-type: none"> <li>-It had been a little too hot, so he turned it down.</li> <li>-He had just turned the hot water back up, so it should be warmer.</li> </ul> <p>Interview on 1-31-24 with Client's #1 and #2 revealed:</p> <ul style="list-style-type: none"> <li>-They did not have a problem with the water being too cold.</li> </ul>	V 752	<p>been cleaned. Please see attached picture.</p> <p>7-Two feet long section of ceiling had chipped paint. AFL Provider Stating it is not chipped Paint but how the popcorn ceiling looks.</p> <p>When AFL first opened home a closet was added in this room and ceiling had the popcorn.</p> <p>8-Client #2'a room; the window blinds were dirty dusty. Blinds have been cleaned. Please see</p>	2/12/24

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			<p>attached picture.</p> <p>9-Door jamb was dirty and has been cleaned. Please see attached picture.</p> <hr/> <p>10-Upstairs bathroom had Cracked tile, causing an Indentation in the floor. Tiles will be replaced by March 31, 2024. Pictures will be provided.</p> <p>11-Shower curtain was moldy at the bottom and has been cleaned. Please see attached picture.</p> <p>12-Bathrtub was dirty and has been cleaned. Please see attached picture.</p> <p>13-Closet door was dirty and has been cleaned.</p>	<p>2/12/24</p> <p>↓</p>

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			<p>Please see attached picture.</p> <p>14-Upstairs missing the baseboard at the top of the stairs. Baseboard replaced, please see attached picture.</p> <p>15-Wallpaper border torn in several spots. will be repaired by March 31, 2024.</p> <p>16-Outside; broken maroon car and broken washing machine in the yard. Both car and washing machine have been removed. Please see attached pictures.</p>	<p>2/15/24</p> <p>2/10/24</p>

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V752			<p>RN, QP and Administrator will Be making 4 unannounced visits over the next 5 weeks. QP will continue to complete quarterly assessments as well.</p> <p>V 752</p> <p>Safety: Each facility shall be designed, constructed and equipped in a manner that ensures</p>	
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		1	<p>the physical safety of clients, staff and visitors.</p> <p>The rule was not evidenced by: facility failed to maintain hot water between 100 degrees and 116 degrees in areas where clients have access to water.</p> <p>1-Hot water in kitchen w was 80 degrees.</p> <p>2-Hot water in downstairs bathroom sink was 80 degrees.</p> <p>3-Hot water in upstairs bathroom sink was 82 degrees.</p> <p>4-Hot water in upstairs shower was 80 degrees.</p>	<p>2/15/24</p> <p>↓</p>
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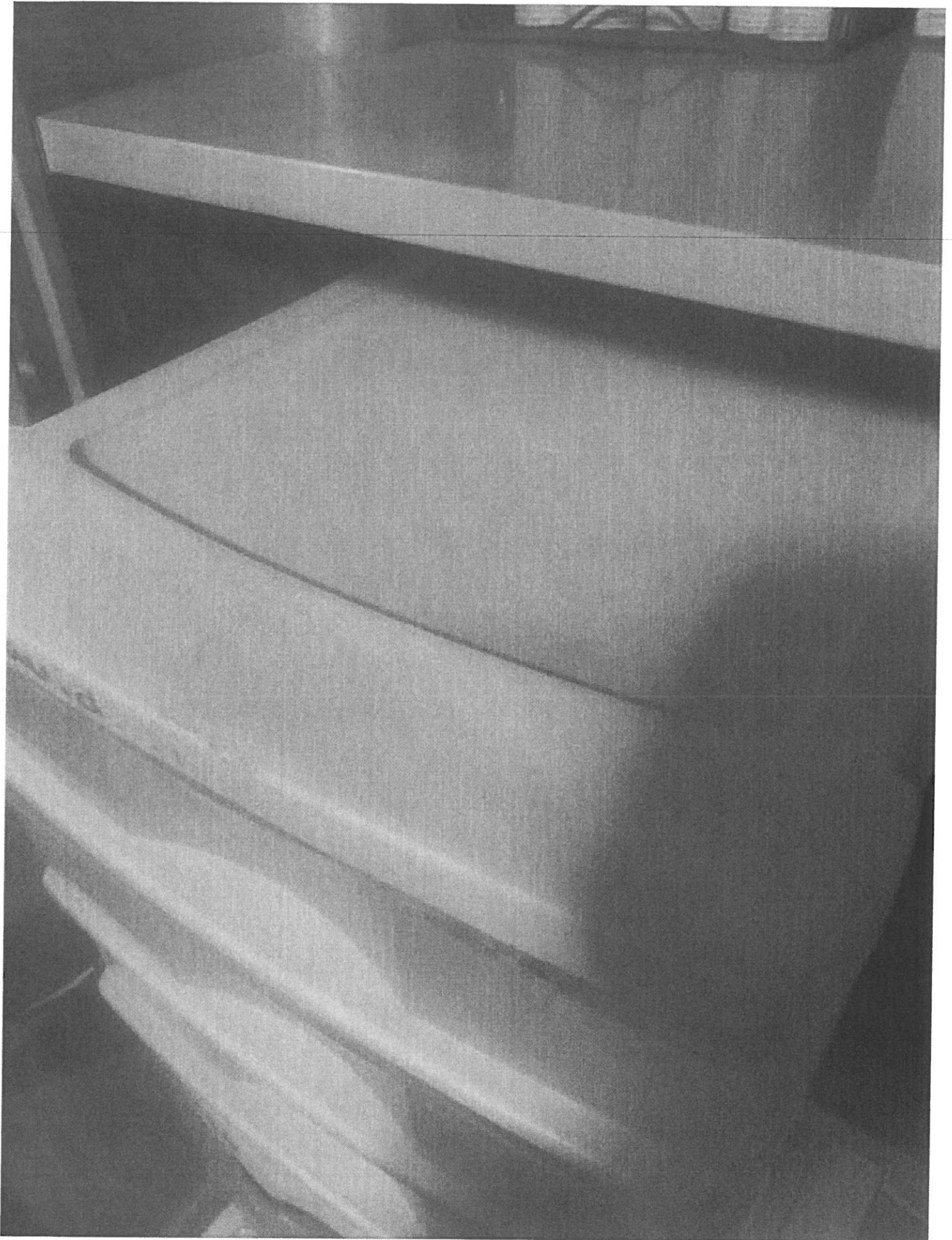
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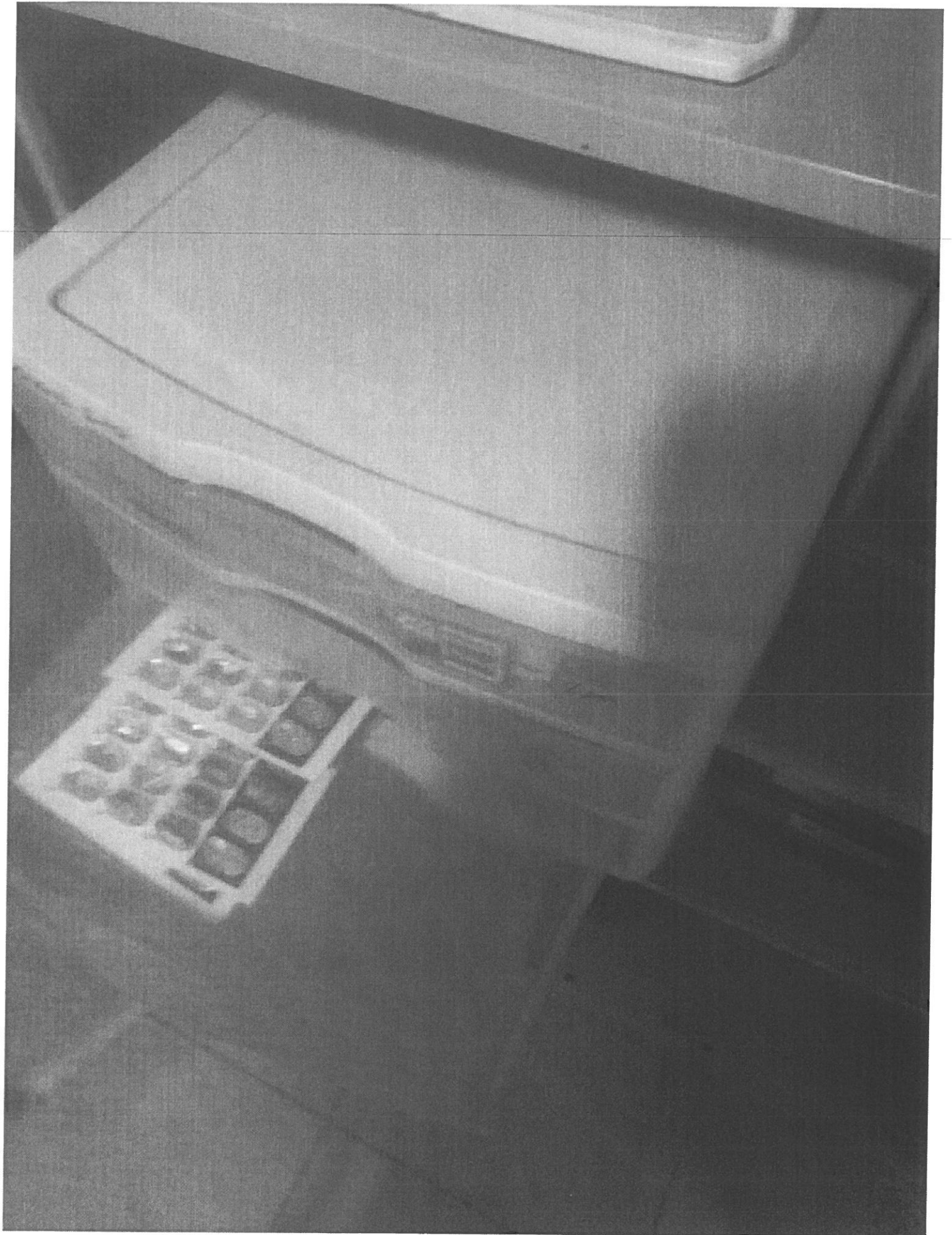
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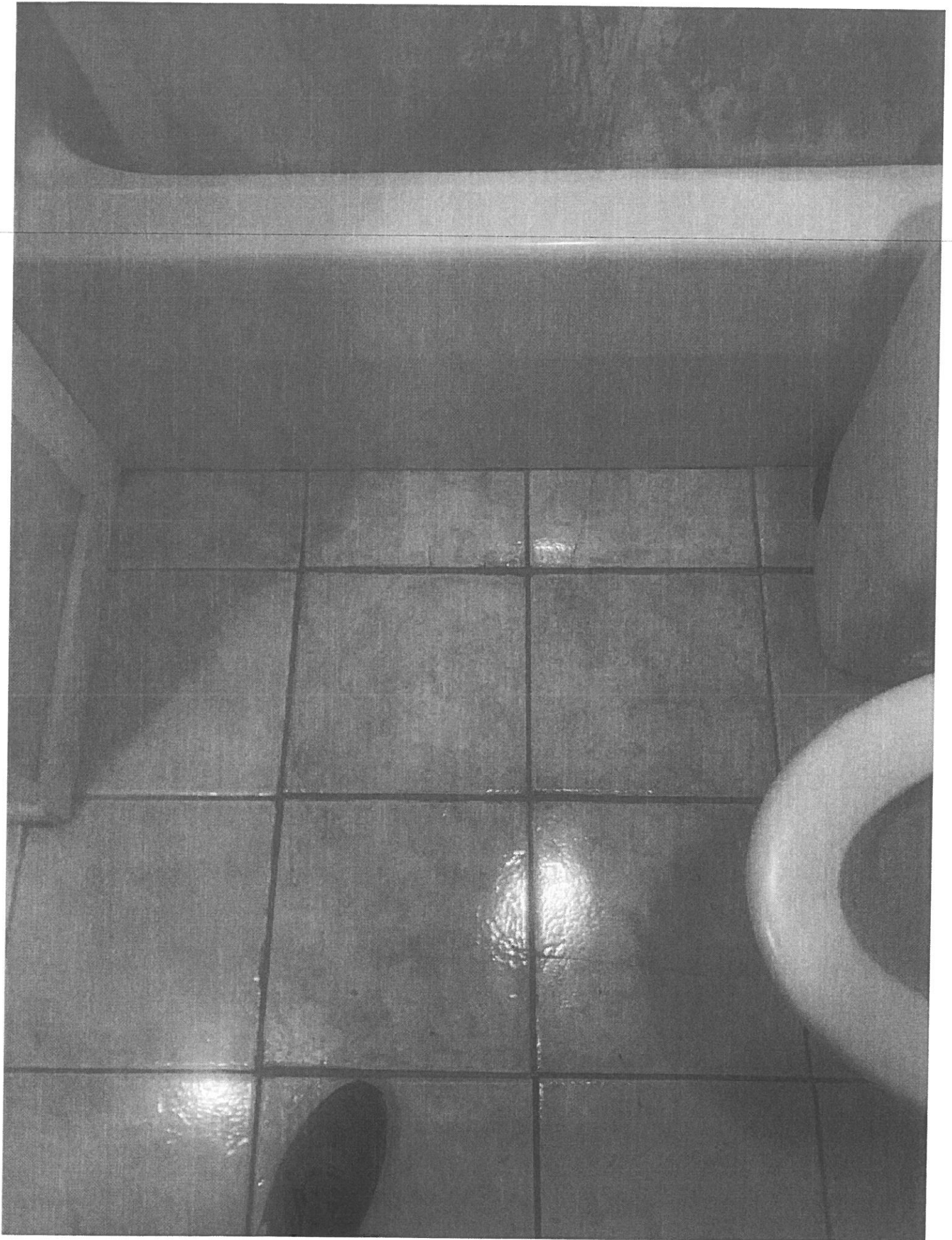
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			<p>AFL Provider turned the hot water temp up while surveyor was in the home. Please See attached pictures.</p> <p>RN, QP and Administrator will Be making 4 unannounced visits over the next 5 weeks. QP will continue to complete quarterly assessments as well.</p>	

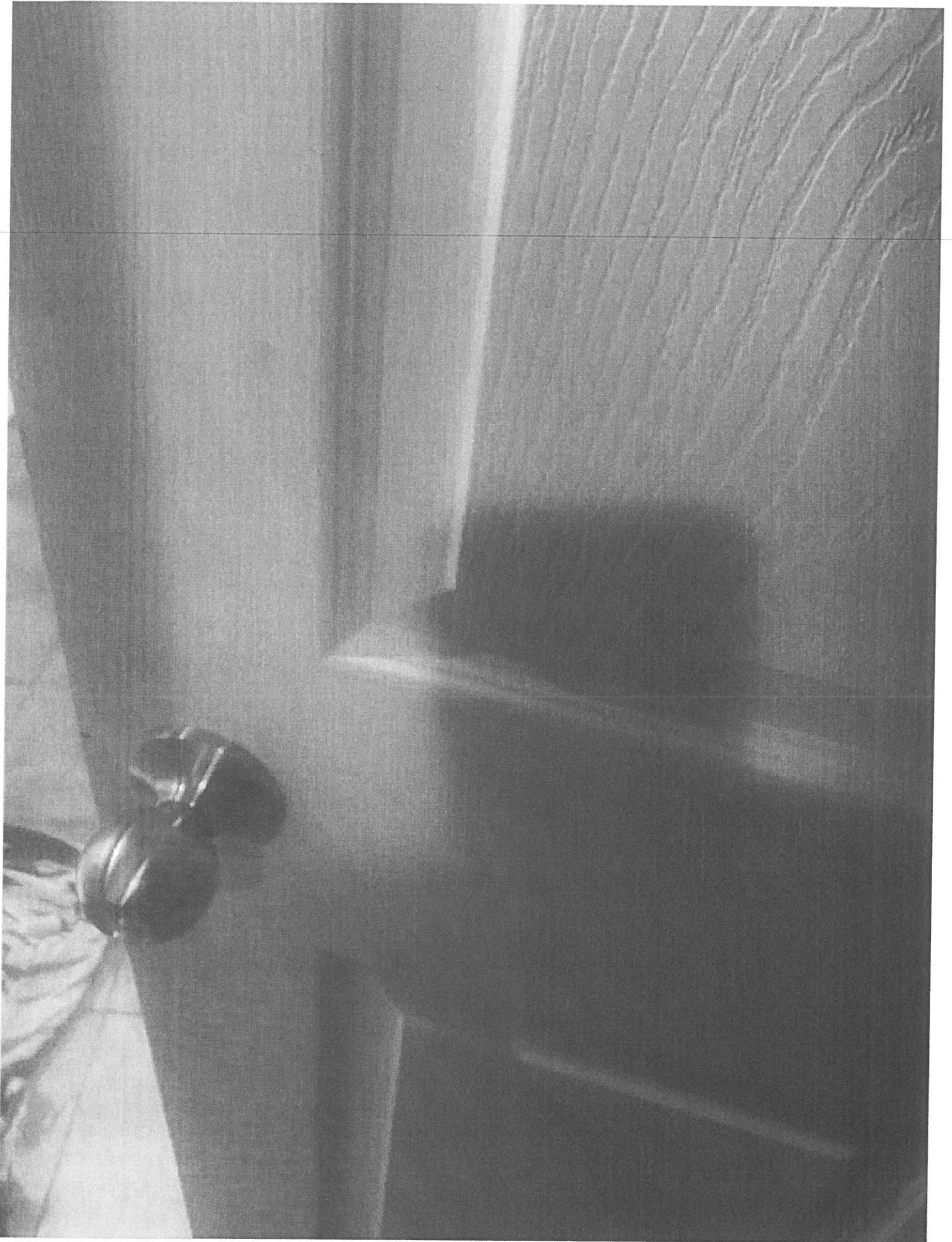


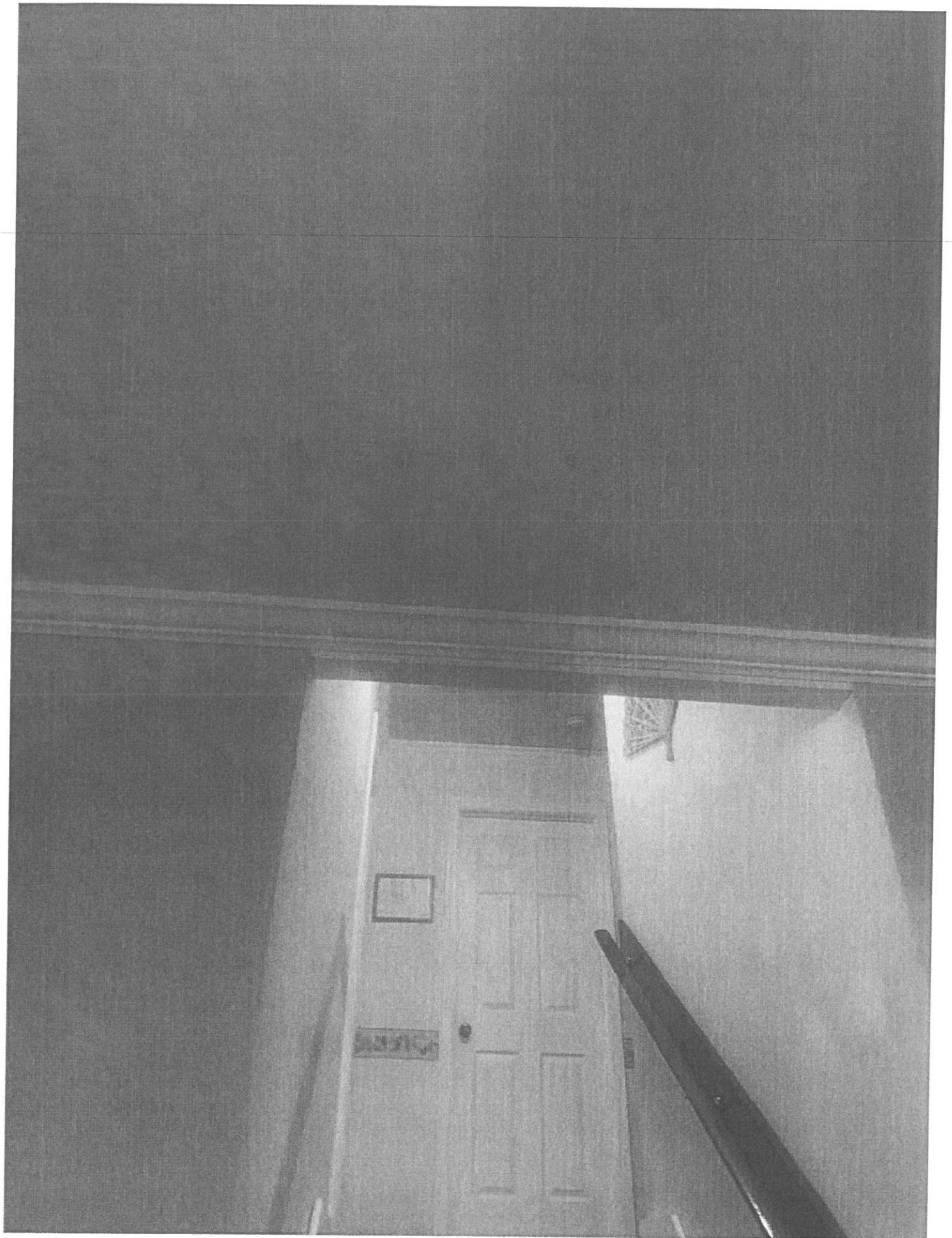




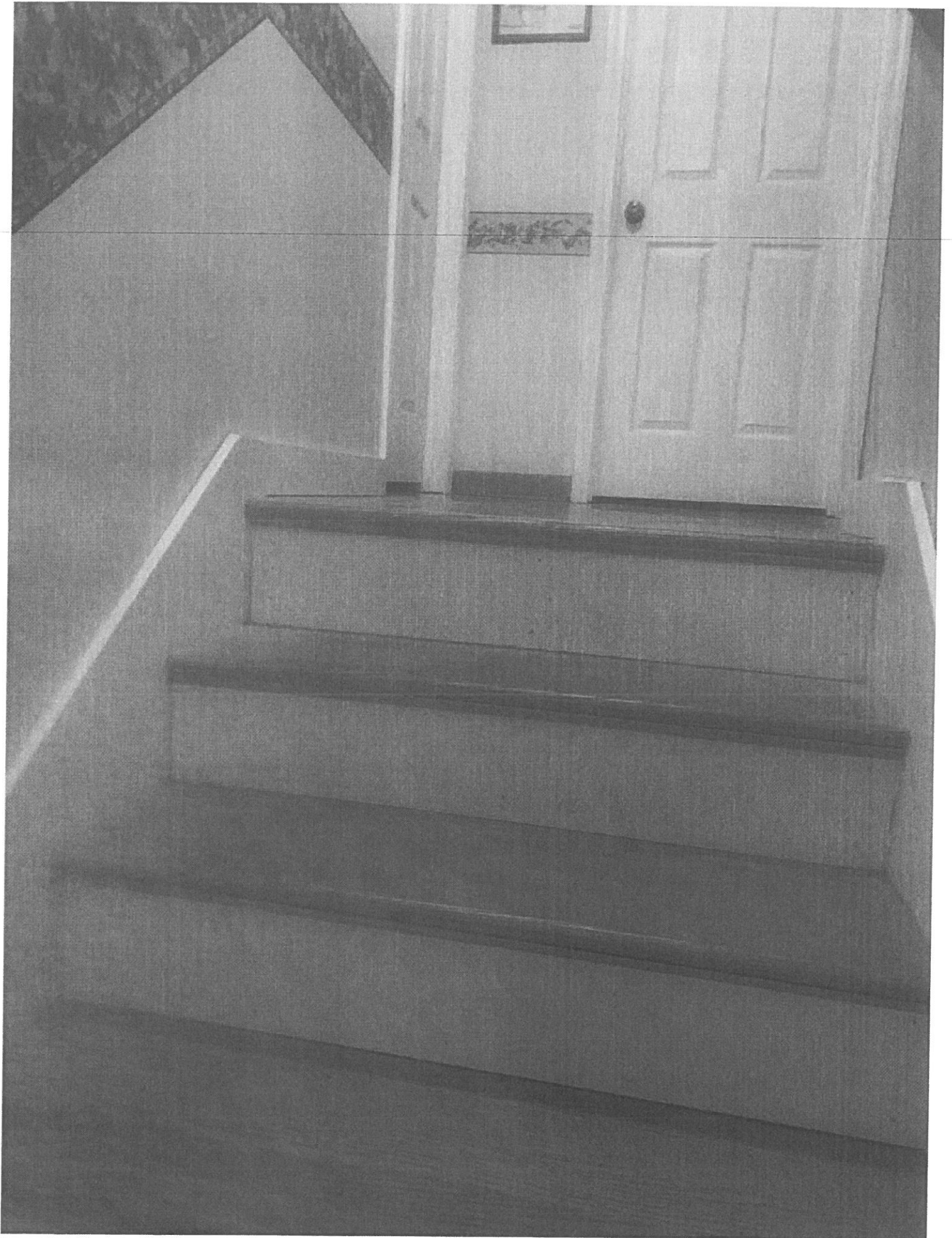




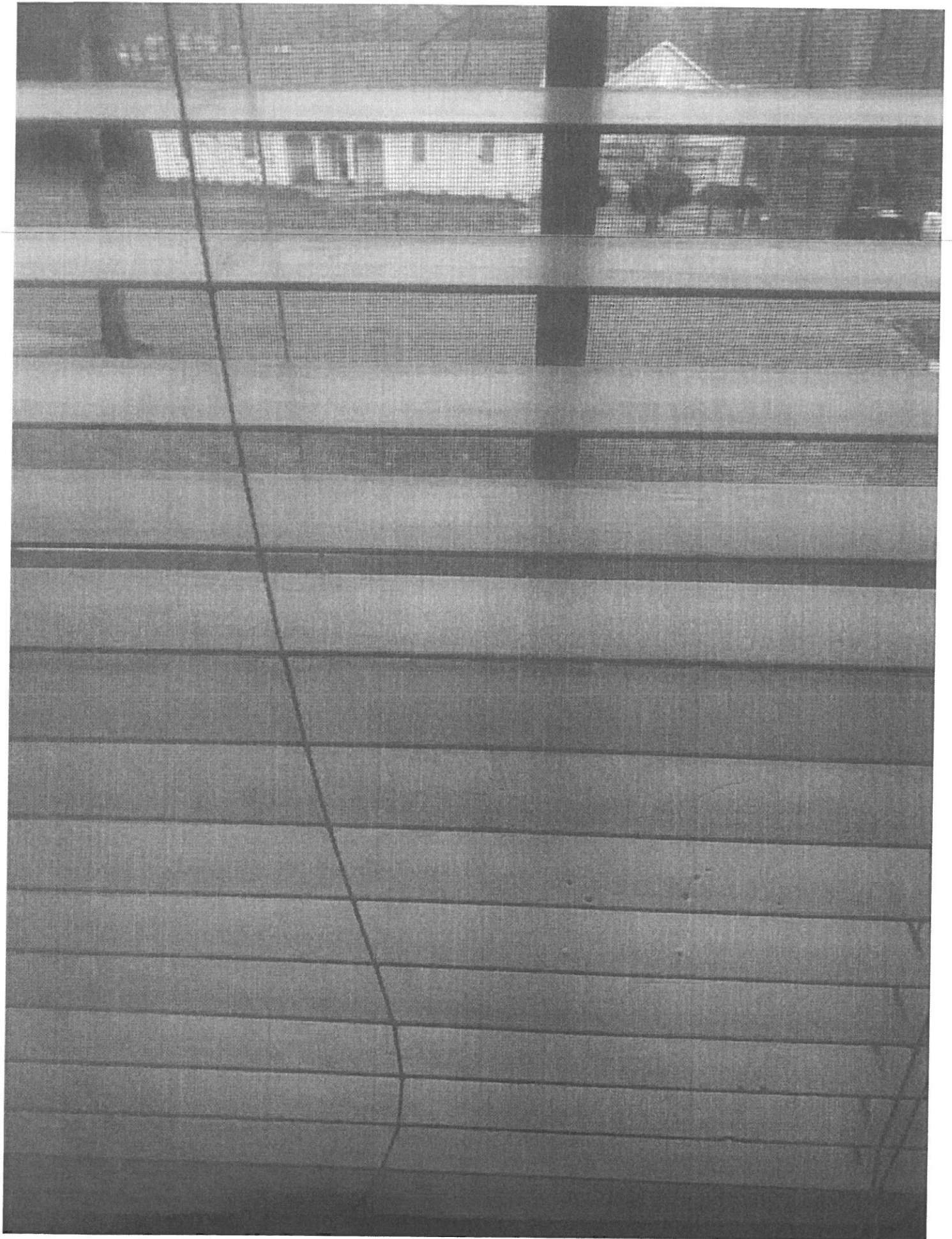


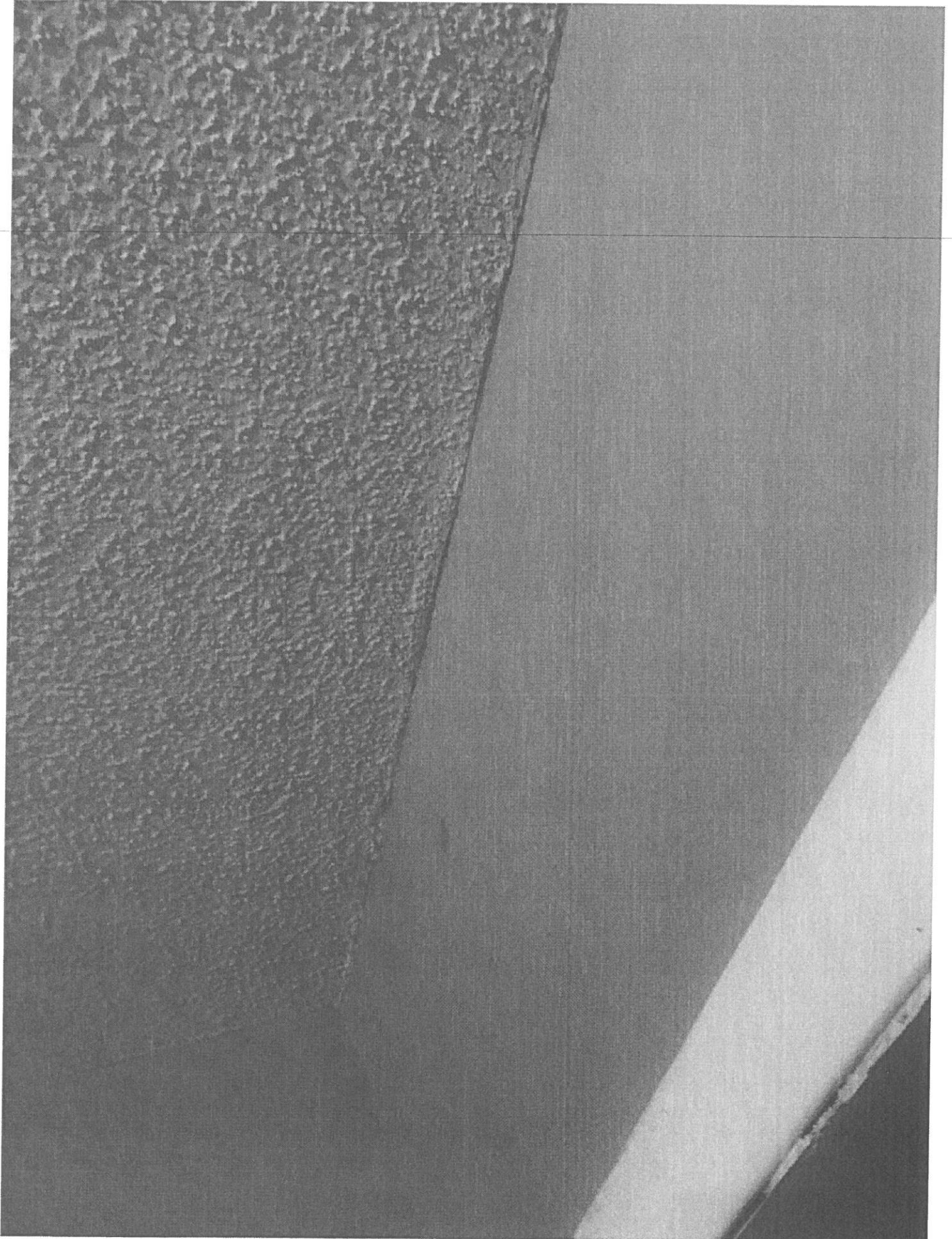




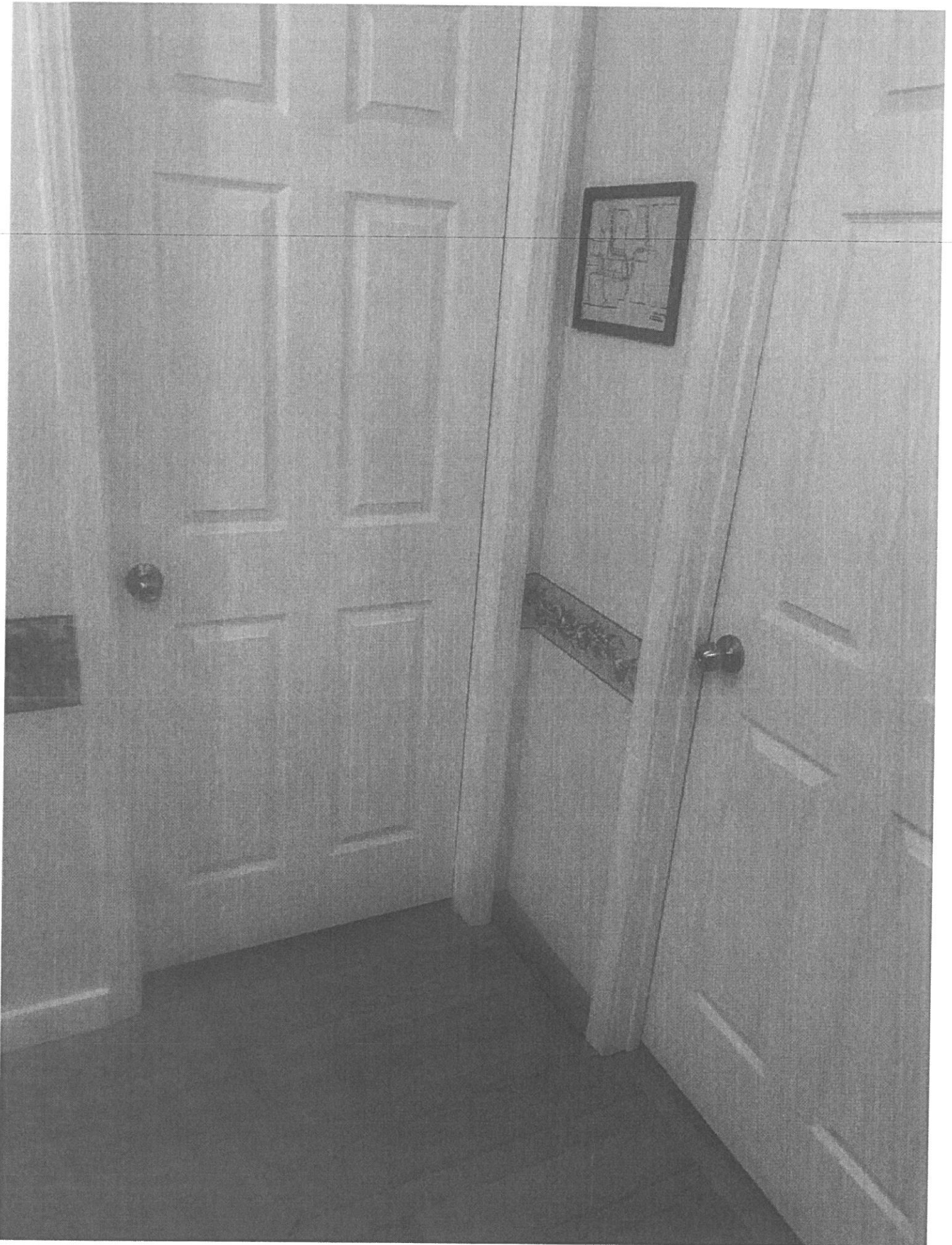








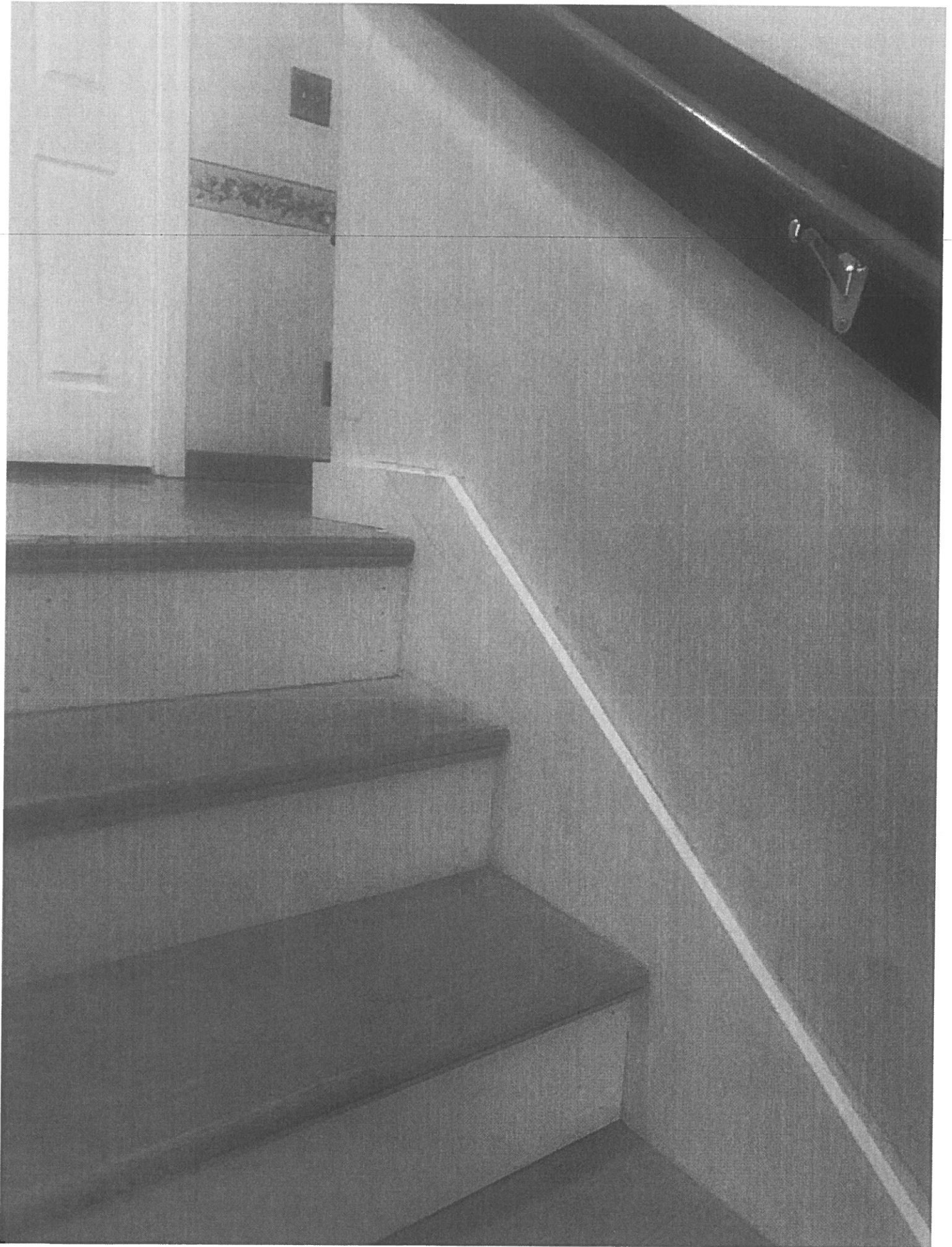








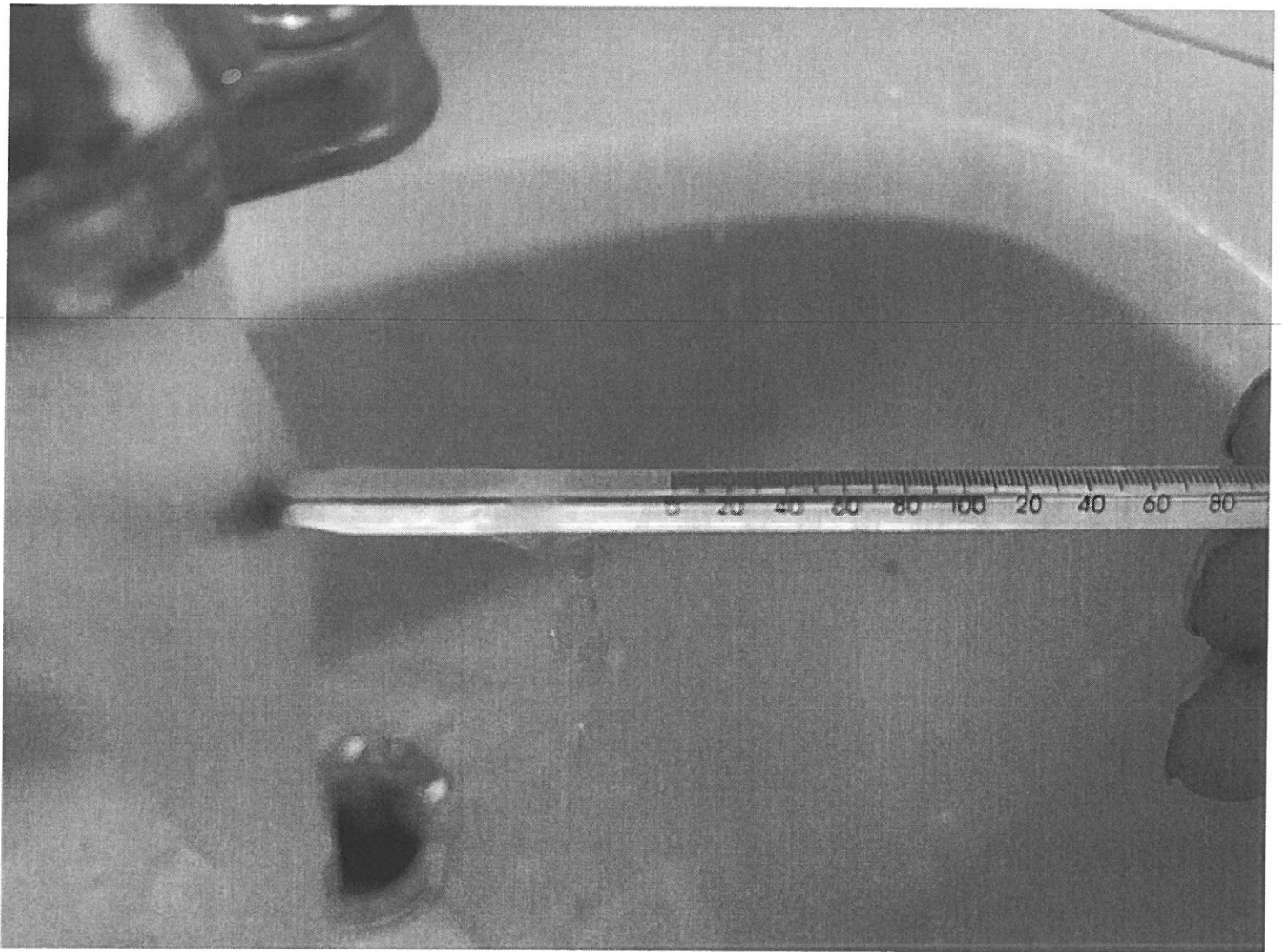












February 14, 2024

[REDACTED]

Facility Compliance Consultant I  
Mental Health Licensure & Certification Section  
RE: Spencer AFL Annual

Dear [REDACTED]

Please find the attached plan of correction for the standard deficiencies cited in your recent annual survey completed January 31, 2024, of Spencer AFL, located at 116 Springwood Lane, Stanley, NC 28164, MHL #036-262. We thank you for your continued dedication to quality services. Please contact me if you have any further questions about the plan of correction.

Regards,



Mary E. Costner, MA, EdS

Administrator

RHA Health Services, LLC

1564-D Union Road

Gastonia NC 28054



Mary Costner, MA, EdS  
Administrator  
Gastonia Unit

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