

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-862</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/14/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HEAVENLY PLACE 2</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3120 TUCKLAND DRIVE</b> <b>RALEIGH, NC 27610</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on 3/14/24. 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 currently has a census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p><b>27G .0207 Emergency Plans and Supplies</b></p> <p><b>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</b></p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure fire and disaster drills were completed quarterly and on each shift. The findings are:</p>	V 114		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 114	<p>Continued From page 1</p> <p>Review on 3/13/24 of the facility's fire &amp; disaster drill log revealed:</p> <ul style="list-style-type: none"> <li>- no drills prior to 5/23/23</li> <li>- the fire and tornado drills were done on the same day at the same time</li> </ul> <p>During interview on 3/13/24 client #2 reported:</p> <ul style="list-style-type: none"> <li>- been at the facility for 2 years</li> <li>- for fire drills they went outside</li> <li>- tornado drills they had practiced 1 time</li> <li>- she got in the closet for the tornado drill</li> </ul> <p>During interview on 3/13/24 client #3 reported:</p> <ul style="list-style-type: none"> <li>- came to the facility in November 23</li> <li>- had not practiced a fire or tornado drill since she been at the facility</li> <li>- if it was a fire she would "stop, drop &amp; roll" on the ground and go to the nearest exit</li> <li>- "we need to practice" so we know what to do if it was a fire</li> <li>- she knew what to do if it was a tornado</li> <li>- get in a place inside the facility with no windows</li> </ul> <p>During interview on 3/13/24 client #4 reported:</p> <ul style="list-style-type: none"> <li>- been at facility since August 2023</li> <li>- had not practiced fire and tornado drills</li> <li>- she would leave out the door if it was a fire</li> <li>- if it was a tornado she would "ball up" on the floor away from windows</li> </ul> <p>During interview on 3/13/24 staff #1 reported:</p> <ul style="list-style-type: none"> <li>- been at the facility for 2 weeks</li> <li>- practiced fire &amp; tornado drills at the facility</li> <li>- the clients met at the mailbox for fire drills</li> <li>- the clients met in the hallway for a tornado drill</li> </ul> <p>During interview on 3/13/24 the QP reported:</p> <ul style="list-style-type: none"> <li>- was not sure why the clients reported fire and</li> </ul>	V 114		

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V 114	Continued From page 2  disaster drills were not done at the facility - fire and tornado drills were done on the same day	V 114		
V 542	27F .0105(a-c) Client Rights - Client's Personal Funds  10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS (a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days. (b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts. (c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that: (1) assure to the client the right to deposit and withdraw money; (2) regulate the receipt and distribution of funds in a personal fund account; (3) provide for the receipt of deposits made by friends, relatives or others; (4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account; (5) assure that a client's personal funds will be kept separate from any operating funds of the facility; (6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client; (7) provide for the issuance of receipts to	V 542		

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V 542	<p>Continued From page 3</p> <p>persons depositing or withdrawing funds; and (8) provide the client with a quarterly accounting of his personal fund account.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to keep adequate financial records on all transactions affecting 1 of 3 audited client (#3) personal fund account. The findings are:</p> <p>Review on 3/13/24 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 8/1/23</li> <li>- diagnoses of Major Depressive Disorder and Anxiety Disorder</li> </ul> <p>Review on 3/13/24 of the facility's resident fund sheet for client #3 revealed:</p> <ul style="list-style-type: none"> <li>- dates missing when money was withdrawn from client #3's personal fund account</li> </ul> <p>During interview on 3/13/24 client #3 reported:</p> <ul style="list-style-type: none"> <li>- she had not received any money for the month of March 2024</li> <li>- she asked the Qualified Professional (QP) &amp; he informed her he would look into it</li> <li>- she had not heard back from the QP</li> </ul> <p>During interview on 3/13/24 the QP reported:</p> <ul style="list-style-type: none"> <li>- the facility's office staff contacted him when he needed to distribute clients' funds</li> <li>- was not sure why client #3 had not received her March 2024 funds but would reach out to the office</li> <li>- during continue interview, he contacted the office staff &amp; was informed client #3 funds had to be requested</li> </ul>	V 542		

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V 542	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- he was not sure who the office staff had to request the funds from</li> <li>- he did not handle the financial part for the clients but only distributed the funds</li> <li>- client #3 did not inform him she did not receive her monthly allowance</li> <li>- he would have looked further into the issue</li> <li>- would ensure staff had a better documentation system when funds were withdrawn from clients' personal funds</li> </ul> <p>During interview on 3/14/24 the Licensee reported:</p> <ul style="list-style-type: none"> <li>- clients received their monthly allowance by the 10th of each month</li> <li>- office staff informed her, client #3 did not receive her monthly allowance because the pharmacy did not send a pharmacy bill</li> <li>- the pharmacy reached back out yesterday &amp; informed the office staff client #3 did not have a pharmacy bill</li> <li>- client #3 was given \$90.00 on yesterday (3/13/24)</li> <li>- the QP should have notified client #3 regarding the reason why her monthly allowance was not received</li> </ul>	V 542		
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>	V 752		

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V 752	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to maintain hot water temperatures between 100 - 116 degrees Fahrenheit (F). The findings are:</p> <p>Observation on 3/13/24 at 11:38am of the facility's water temperatures revealed:</p> <ul style="list-style-type: none"> <li>- the kitchen's sink water temperature was 120 degrees F</li> <li>- the empty bedroom bathroom's water temperature was 120 degrees F</li> </ul> <p>Observation on 3/13/24 at 3:12pm revealed the following:</p> <ul style="list-style-type: none"> <li>- the Qualified Professional removed a tube thermometer out of the refrigerator</li> </ul> <p>During interview on 3/13/24 staff #1 reported:</p> <ul style="list-style-type: none"> <li>- the clients sometimes used the empty bedroom bathroom</li> <li>- she does not check water temperatures at the facility</li> </ul> <p>During interview on 3/13/24 the QP reported:</p> <ul style="list-style-type: none"> <li>- staff checked the facility's water temperature with the tube thermometer from the refrigerator</li> <li>- would purchase a thermometer to check the facility's water temperatures</li> </ul>	V 752		