

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL091-109</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/26/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ALPHA RESIDENTIAL SERVICES-OAKLAND</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2103 OAKLAND AVENUE HENDERSON, NC 27537</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'S 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, complaint and follow up survey was completed on March 26, 2024. The complaint was unsubstantiated (Intake #NC00213068). A deficiency was 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 2 current clients and 1 former client.</p>	V 000		
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></p> <p><b>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</b></p> <p>(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 was not maintained in a clean and attractive manner. The findings are:</p> <p>Observation at 9:28am on 3/22/24 revealed:</p> <ul style="list-style-type: none"> <li>- Client #1's room had a small trap door that had gray electric tape surrounding it</li> <li>- Client #3's mattress was sunken in the middle</li> <li>- Client #4's mattress was sunken in the middle</li> <li>- 1st floor hallway outside of client #2's room had 2 doors that had small pin size holes and peeled wood</li> <li>- 2nd floor hallway had peeled wood around the attic's pull down door and a vent that was</li> </ul>	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>filled with dust</p> <ul style="list-style-type: none"> <li>- 1st floor bathroom:</li> <li>- The light cover in the ceiling had dust particles inside of it</li> <li>- 3 out of 6 lightbulbs were not working</li> <li>- 2nd floor bathroom:</li> <li>- 1 out of 2 lightbulbs were not working</li> <li>- Cobwebs located in multiple areas throughout the bathroom</li> <li>- The light cover in the ceiling had dust particles inside of it</li> <li>- Multiple brown stains inside of the toilet bowl</li> <li>- The bathtub had a brown stained ring going around the inside of the entire tub</li> <li>- The ceiling over the bathtub had a black stain</li> </ul> <p>Interview on 3/22/24 client #1 reported:</p> <ul style="list-style-type: none"> <li>- Didn't know why the trap door had grey electrical tape surrounding it</li> <li>- The electrical tape was there when he moved in</li> </ul> <p>Interview on 3/22/24 client #4 reported:</p> <ul style="list-style-type: none"> <li>- His bed was not comfortable</li> <li>- He "told them (staff) about the mattress since he had been there, but they won't get a new mattress"</li> </ul> <p>Interview on 3/26/24 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> <li>- He and the House Manager were responsible for cleaning the facility</li> <li>- He and the Licensee were responsible for overseeing the repairs in the facility</li> <li>- Did walk throughs in the facility "often"</li> <li>- Completed a checklist to check for cleanliness of the facility and to document any needed repairs</li> <li>- Knew the lightbulbs were not working in the bathrooms</li> </ul>	V 736		

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V 736	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- The lightbulbs "couldn't have been out too long" because he "just changed them," but he could not recall when the lightbulbs were changed</li> <li>- Planned to have maintenance come and replace the lightbulbs</li> <li>- Knew about the black stains in the bath tub</li> <li>- He "already" told the House Manager on Friday (3/22/24) that she needed to dust and clean the bathtub</li> <li>- "The guys (clients) may have forgot to clean the tub after they showered"</li> <li>- Planned to "reassess" the facility and do another walk through to look for needed repairs and cleanliness</li> </ul> <p>Interview on 3/26/24 the Licensee reported:</p> <ul style="list-style-type: none"> <li>- The House Manager and QP were responsible for overseeing the cleanliness of the facility</li> <li>- Visited the facility every two weeks and completed walk throughs of the facility</li> <li>- The facility was clean when she last visited the facility two weeks ago</li> <li>- She purchased three mattresses and she was waiting for the mattresses to arrive</li> <li>- She asked the QP to take weekly pictures of the facility's bathrooms and clients' bedrooms to ensure cleanliness</li> <li>- Was unaware of the lightbulbs not working, but planned to get them replaced as soon as possible</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		