

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-892	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/22/2024
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NAME OF PROVIDER OR SUPPLIER SERENITY THERAPEUTIC SERVICES #3	STREET ADDRESS, CITY, STATE, ZIP CODE 2299 DOCKWOOD COURT FAYETTEVILLE, NC 28306
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on March 22, 2024. The complaint was substantiated (intake #NC00214635). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 2 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and</p>	V 118		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 118	<p>Continued From page 1</p> <p>(E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review, observation, and interviews, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 1 of 2 audited clients (#1). The findings are:</p> <p>Review on 3/21/24 of client #1's record revealed: -42 year old male. -Admitted 6/10/10. -Diagnoses of Asperger Syndrome, Intermittent Explosive Disorder and Generalized Anxiety Disorder.</p> <p>Review on 3/21/24 of client #1's signed physician orders dated 2/7/24 revealed: -12 Hour Nasal Spray 0.05%, 1 spray at bedtime for congestion. -Fluticasone Spray 50 micrograms (mcg) daily. (congestion)</p> <p>Review on 3/21/24 of client #1's MARs from 1/1/24 - 3/21/24 revealed: -12 Hour Nasal Spray 0.05% and Fluticasone Spray 50 mcg were administered daily.</p> <p>Observation on 3/21/24 between 12:30 pm - pm</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>of client #1's medications revealed: 12 Hour Nasal Spray 0.05% and Fluticasone Spray 50 mcg were not available onsite for review.</p> <p>Interview on 3/22/24 client #1 stated: -He received his medications daily.</p> <p>Interview on 3/21/24 the Manager stated: -Client #1 had received his medications as ordered. -Client #1 ran out of his nasal medications the day prior. -She would contact the pharmacy and the medications would be delivered the same day.</p> <p>Interview on 3/21/24 the Qualified Professional stated: -He reviewed medications once monthly. -He was not aware client #1's medication were not available onsite.</p>	V 118		
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 was not maintained in a safe, clean and attractive manner. The findings are:</p> <p>Observation on 3/21/24 between 9:00 am - 10:30 am during a tour of the facility revealed: -Client #2's bedroom had a hole approximately 6</p>	V 736		

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V 736	Continued From page 3 inches in diameter behind his bedroom door. -The bathtub in the hall bathroom had missing tiles around the water faucet, the length of the front of the bathtub, exposing wood and pipes. The rear of the bathtub had a single row of missing tiles the length of the rear of the bathtub exposing wood frame. Interview on 3/21/24 the Manager stated: -Client #1 had picked at the tiles until they came off. -She had submitted a maintenance order for repairs.	V 736		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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. This Rule is not met as evidenced by: Based on observation and interview the facility failed to maintain the water temperature between 100-116 degrees Fahrenheit. The findings are: Review on 3/21/24 of the facility's water temperature logs for the month of March 2024 revealed: -Hot water temperatures ranged between 113 - 114 degrees Fahrenheit. -Hot water temperature on 1st shift (7am - 3pm)	V 752		

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V 752	<p>Continued From page 4</p> <p>on 3/21/24 was 113 degrees Fahrenheit in the kitchen and bathroom.</p> <p>Observation on 3/21/24 between 9:00 am - 10:30 am during a tour of the facility revealed:</p> <ul style="list-style-type: none"> -Hot water at the kitchen sink was 146 degrees Fahrenheit. -Hot water at the hallway bathroom sink was 142 degrees Fahrenheit. -Hot water at the hallway bathroom tub was 148 degrees Fahrenheit. <p>Interview on 3/21/24 client #1 stated:</p> <ul style="list-style-type: none"> -He was able to adjust the water temperature himself. <p>Interview on 3/21/24 with client #2 revealed:</p> <ul style="list-style-type: none"> -He was able to adjust the water temperature. -He repeated "too hot" when asked if water was too hot. <p>Interview on 3/21/24 staff #1 stated:</p> <ul style="list-style-type: none"> -A new water heater was recently installed. (date unknown) -Staff were told not to touch the water temperature. <p>Interview on 3/21/24 the Manager stated:</p> <ul style="list-style-type: none"> -Hot water temperatures were supposed to be checked daily on each shift. -The average water temperature was between 111-116 degrees Fahrenheit. -Client #1 and client #2 were able to adjust the water temperature. -The clients had not complained about the water temperatures. -The clients had not had any redness or burns from the hot water. -She would submit a maintenance request to have the water heater serviced. 	V 752		

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V 752	<p>Continued From page 5</p> <p>Interview on 3/21/24 the Director stated: -He would have the hot water heater checked as soon as possible.</p> <p>Interview on 3/22/24 the Director stated: -Staff were supposed to check the water temperatures on every shift. -A new water heater was installed in December 2023. -He requested when the water heater was installed the temperature be set between 110-112 degrees Fahrenheit. -The plumber visited the facility on 3/21/24 and it was believed someone had adjusted the water temperature.</p> <p>Review on 3/22/24 of a Plan of Protection completed by the Qualified Professional (QP) and dated 3/22/24 revealed: -"What immediate action will the facility take to ensure the safety of the consumers in your care? -The facility immediately contacted [local] Plummer on 3/21/24 to come out to the facility and adjust the water heater temperature to the correct temperature levels to ensure the water temperatures is within all regulations and in compliance and to ensure that all members are able to safely use the water in the facility. -Describe your plans to make sure the above happens. -1, the QP, have followed up with the facility manager on 3/22/24 to ensure that the correct actions were taken to rectify this issue. I will also go out to the facility and check the water temperature to ensure that the appropriate water temperature levels are within the correct temperature ranges and safe for our members to use. I, the QP will also coordinate with the facility manager to ensure staff are completing their daily water temperature checks on each shift."</p>	V 752		

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V 752	Continued From page 6 The facility served clients with diagnoses to include Asperger Syndrome, Intermittent Explosive Disorder, Generalized Anxiety Disorder and Mild Intellectual Disability. The facility had documented water temperature checks to include a water temperature check the day of the survey which revealed the hot water temperature as 113 degrees Fahrenheit. The clients were exposed to hot water temperature levels between 142-148 degrees Fahrenheit. This deficiency constitutes a Type A2 violation for substantial risk of serious harm and must be corrected within 23 days.	V 752		