

Division of Health Service Regulation

• STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601571</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/19/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MONARCH DBA UMAR-CHRIST CHURCH</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6434 THERMAL ROAD CHARLOTTE, NC 28211</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
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V 000	<b>INITIAL COMMENTS</b>  An annual and complaint survey was completed on 3-19-24. The complaint was substantiated (#NC00212511). Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G 5600C Supervised Living for Adults with Developmental Disability.  This facility is licensed for six and currently has a census of six. The survey sample consisted of audits of three current clients.	V 000	This page intentionally left blank	
V 114	<b>27G .0207 Emergency Plans and Supplies</b>  10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (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. (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (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. (d) Each facility shall have basic first aid supplies accessible for use.  This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure that fire and disaster drills were conducted at least quarterly on each shift. The findings are.	V 114	<p style="text-align: center; color: blue; font-weight: bold;">RECEIVED</p> <p style="text-align: center; color: red; font-weight: bold;">APR 09 2024</p> <p style="text-align: center; color: blue; font-weight: bold;">DHSR-MH Licensure Sect</p>	

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE (X6) DATE



**Maggi Houghton, Residential Director, 4/5/2024**

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V 114	Continued From page 1  Review on 3-19-24 of fire and disaster drills for April 2023 through March 2024 revealed: -One fire drill dated 1-16-24 with no time or shift documented. -Five disaster drills dated 11-2023-12-2023, all second shift. -No fire drills for 2nd, 3rd, or 4th quarter of 2023. -No disaster drills for the 2nd or third quarter of 2023 or the first quarter of 2024. -No 1st or third shift disaster drills for the 4th quarter of 2023.  Interview on 3-11-24 with Client #1 revealed: -They have not done a fire drill "in awhile." -He could not remember doing disaster drills.  Interview on 3-19-24 with the Residential Director revealed: -She could not find any fire and disaster drills other than the ones she gave the surveyor. -They had recently taken over the facility from another company. -They would make sure all fire and disaster drills were conducted appropriately in the future.	V 114	- Residential Manager has received training on completion of fire drills, including the schedule for rating shifts each month. - 2 <sup>nd</sup> shift Fire Drill was completed on 2/5/2024. 3 <sup>rd</sup> shift Fire Drill was completed on 3/28/2024. (see attached). - Fire drills will be conducted by staff monthly using the agency-wide schedule and procedures going forward.	05/19/2024
V 750	27G .0304(b)(3) Maintenance of Elec., Mech., & Water Systems  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. (3) Electrical, mechanical and water systems shall be maintained in operating	V 750		

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V 750	<p>Continued From page 2 condition.</p> <p>This Rule is not met as evidenced by: Based on interviews, the facility failed to ensure that electrical, mechanical and water systems were maintained in operating condition. The findings are:</p> <p>Interview on 3-11-24 with employee at city water services revealed: -The water at the facility had been shut off on 1-22-24 and turned back on 1-23-24. -The water would have been turned off for non payment of the bill.</p> <p>Interview on 3-11-24 with Client #1 revealed: -The house usually had water. -One day there was no water. -He didn't take a shower that day, "there wasn't any water to take a shower with anyway."</p> <p>Interview on 3-19-24 with the Residential Director revealed: -She knew the water had been turned off one day. -The facility had to get the city to turn it back on. -It was a billing issue from the transition from one company to another. -The water has been on continuously since then.</p>	V 750	<ul style="list-style-type: none"> <li>- Billing address has been updated with the city and bills will be paid timely to ensure ongoing service.</li> <li>- Staff will be trained on the emergency plan including what to do if utilities are not functioning, including evacuation plan should it be needed.</li> </ul>	05/15/2024