

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041-617</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/07/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LAKE BRANDT GROUP HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6184 LAKE BRANDT ROAD GREENSBORO, NC 27455</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on March 7, 2024. 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>The survey sample consisted of audits of 3 current clients.</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 interviews the facility was not maintained in a clean and attractive manner. The findings are:</p> <p>Observation on 3/5/24 at approximately 9:50am revealed:</p> <ul style="list-style-type: none"> <li>-3 broken slats on the window blind in client #1's bedroom.</li> <li>-Bathroom #1 had: several brown 1/2 dollar size stains on wall towards the back of the toilet, bright blue, quarter size stain on the floor under the toilet connector hose, toilet connector hose covered in brown substance (undeterminable), 9 inch wide and 3-inch length of brown crust on mirror, water slowly drained out of tub spout when on, bright blue stain on the sink pop-up stopper.</li> <li>-Bathroom #2 had: toilet connector hose covered in brown substance (undeterminable), dollar size scratch on toilet (chipped white paint), toilet bowl</li> </ul>	V 736	<p style="text-align: center;"><b>RECEIVED</b> <b>MAR 28 2024</b> <b>DHSR-MH Licensure Sect</b></p>	

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

TITLE

(X6) DATE

*[Signature]*

QP

3/26/24

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V 736	<p>Continued From page 1</p> <p>brush caddy had several dime size splashes of brown stains, yellow tint residue along the side of the wall to the left of toilet, 2 feet of blue stain on floor and along the wall of stand-alone shower.</p> <p>Interview on 3/6/24 with the House Manager revealed:                      -The facility is owned by another company.                      -A maintenance order was completed for slow running water in bathroom tub.                      -The facility's supply of water comes from well water.                      -"we (staff) tried to bleach it (blue stain), it will not come out ...the mirror (stain) also will not come out."                      -"They (company that owns the facility) need to remodel the bathrooms ...we have to get permission to re-do any home (facility) ...we don't own them so we can't touch them."</p> <p>Interview on 3/6/24 with the Qualified Professional revealed:                      -The blue stains in the bathroom area ...." that's been there since I've been there ...there's nothing that can be done."                      -"The well water turns the tub and stuff blue."</p> <p>Interview on 3/7/24 with the Regional Administrator revealed:                      -"The blue stain comes from the well water ....we are trying to rectify the issue."                      -The facility is a HUD [The Department of Housing and Urban Development] house and "it is hard to keep up with the issues."                      -The company had spent several thousand dollars trying to fix the issues caused by the well water.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736	<p>V736</p> <p>The Qualified Professional will train and in-service all staff on the cleaning and upkeeping of the homes. The Maintenance Coordinator will work with the city to identify alternatives to the well water to improve the well water. The clinical Team will monitor via monthly Environmental Assessment and then on a routine basis to ensure the home is cleaned and in good condition. In the future, the Qualified Professional will monitor the cleanliness of all homes to ensure it maintains a safe, clean, attractive and orderly manner.</p> <p>By April 6, 2024</p>	
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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 observation and interview the facility failed to maintain the hot water temperature between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation of the facility on 3/5/24 at approximately 10:02am, 10:10am, and 10:20am revealed:</p> <ul style="list-style-type: none"> <li>-The kitchen sink water temperature was 125 degrees Fahrenheit.</li> <li>-Bathroom #1's sink water temperature was 120 degrees Fahrenheit.</li> <li>-Bathroom #1's tub/shower water temperature was 120 degrees Fahrenheit.</li> <li>-Bathroom #2's sink #1 water temperature was 120 degrees Fahrenheit.</li> <li>-Bathroom #2's sink #2 water temperature was 118 degrees Fahrenheit.</li> <li>-Bathroom #2's shower water temperature was 118 degrees Fahrenheit.</li> </ul> <p>Interview on 3/5/24 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-The water got "very hot" in the facility.</li> <li>-None of the client had reported any burns or complaints from the water temperature.</li> </ul>	V 752	<p>V752</p> <p>B: The Maintenance Coordinator has lowered the water temperature to 116. The team will monitor via monthly Environmental Assessment and then on a routine basis to ensure the water temperature is as required. In the future, the Maintenance Coordinator and staff will monitor the water temperature to ensure it is within the required setting.</p> <p>By May 6,2024</p>	
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V 752	<p>Continued From page 3</p> <p>Interview on 3/6/24 with the House Manager revealed: -The clients had said the water "it's too cold;" not the hot water has been an issue.</p> <p>Interview on 3/6/24 with the Qualified Professional revealed: -The clients had not complained about the water temperature in the facility. -"No one has said the water is too hot."</p>	V 752		