

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL067-091	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/27/2024
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NAME OF PROVIDER OR SUPPLIER
NANTUCKET

STREET ADDRESS, CITY, STATE, ZIP CODE
**109 LINDSEY DRIVE
JACKSONVILLE, NC 28540**

RECEIVED

APR 25 2024

(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 MUST BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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V 000 INITIAL COMMENTS

An annual, complaint and follow up survey was completed on March 27, 2024. The complaint was unsubstantiated (intake #NC00214548). Deficiencies were cited.

This facility is licensed for the following service category: 10A NCAC 27G .5600C, Supervised Living for Adults with Developmental Disabilities.

The facility is licensed for 4 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.

V 000

V 736 Facility & Grounds Maintenance

1. As evidenced from the review on 03/27/2024, it was determined that Nantucket Residential did fail to follow the instructions for maintaining the rules as set forth for minor maintenance for the home.

The plan has been put in place:

- The kitchen floor had a small, ripped area in the vinyl at the threshold of the den area. Hobb's flooring was contacted and was scheduled for repair. President decided to have the whole vinyl kitchen floor replaced instead of patch and age of vinyl. Replacement is scheduled for April 26, 2024. PLAN: Program Manager will put in a work order at any time there is a small tear or rip in flooring to keep from turning into a hazard or safety concern in the long run.
- The den had a small hole in the carpet. Hobb's flooring was contacted and was scheduled for repair. Hobb's Flooring indicated the hole was very small enough be patch but President decided to have the whole den recarpeted instead of patching and age of carpe. Replacement is scheduled for April 26, 2024. Plan: Program Manager will put in a work order at any time there is a small tear or rip in flooring to keep from turning into a hazard or safety concern.

V 736 27G .0303(c) Facility and Grounds Maintenance

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.

This Rule is not met as evidenced by:
Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:

Observation on 03/27/24 at approximately 10:14am and 2:00pm revealed:

- The kitchen linoleum floor had torn areas near the threshold of the den area.
- The den area had a hole in the carpet.
- One of the windows in client #2's bedroom would not stay open when lifted.
- Client #2's tile shower had dark areas of grout.
- Client #1's bedroom had a softball sized white unpainted patch on the wall. The corner behind the chair in the room had a large white unpainted area. The ceiling fan had 1 of 4 light bulbs that

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

Leanne Wilson, President

TITLE
President

(X6) DATE
4/23/2024

Division of Health Service Regulation

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V 774	<p>Continued From page 2</p> <p>bedding and pillow.</p> <p>Interview on 03/27/24 the Program Manager stated:</p> <ul style="list-style-type: none"> - The facility had 2 vacant rooms. - One of the previous clients took their personal bed with them at discharge. <p>Interview on 03/27/24 the Qualified Professional stated she was not aware vacant licensed client rooms were required to be furnished.</p>	V 774	<p>f. The items in two vacant rooms have been removed and furnished as/for bedrooms. Explanation: CRS has always wanted clients to have their choice furnishings. We had always wanted to let clients choose their own furnishings for their personal space. Clients have always toured the facility before moving in. If clients did not have furnishings before moving in, CRS shopped with them prior to them moving in & they chose what they liked and we would have everything prepared for them upon arrival. Plan: Corrected. Rooms have been furnished. QP purchased furniture for both rooms 4/17/2024. Rooms will always remain furnished by Admin and QP's.</p> <p>V 744 Facility Design & Equipment One client had just recently moved and had taken belonging with them. The two vacant rooms have been furnished with all requirements as stated in the rules. Explanation as stated above (f) for the reason. All rooms will always remain furnished. Plan: At any time, a client moves out and chooses to take the furnishings with them, CRS will purchase new furnishings within 30 days in case the client does not return to the facility. QP purchased furniture for both rooms on 4/17/2024. Rooms will always remain furnished by QP and Admin. QP will monitor house checks monthly with Program Manager</p>	
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V 736	Continued From page 1 did not work. - The 2 vacant client bedrooms held storage items Interview on 03/27/24 the Qualified Professional stated she had no additional questions regarding the items identified for maintenance.	V 736	c. Client # 2 bedroom window would not stay lifted. President contacted [REDACTED] Contractor, on 4/16/2024. [REDACTED] came and inspected the window on 4/23/2024. On 4/24/2024 a window was ordered for replacement. [REDACTED]	
V 774	27G .0304(d)(7) Minimum Furnishings 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (d) Indoor space requirements: Facilities licensed prior to October 1, 1988 shall satisfy the minimum square footage requirements in effect at that time. Unless otherwise provided in these Rules, residential facilities licensed after October 1, 1988 shall meet the following indoor space requirements: (7) Minimum furnishings for client bedrooms shall include a separate bed, bedding, pillow, bedside table, and storage for personal belongings for each client. This Rule is not met as evidenced by: Based on observation and interview the facility failed to have minimum furnishings for a client bedroom which included a separate bed, bedding, pillow and bedside table. The findings are: Observation on 03/27/24 at approximately 10:14am of 2 vacant client rooms revealed: - Various items for storage. - No minimum furnishings to include a bed,	V 774	[REDACTED] indicated depending on shipment, the window should be received and replaced by May 10 th , 2024. Plan: Program will check windows in clients rooms during monthly house checks for safety & notify admin if needed. d. Client # 2 bathroom shower stall grout discolored. There is no mold or bacteria and is just aged over time. We tried all types of cleaners and there was no change. President chose to just pay someone to come in and put a recoat of top grout over the old grout. This is scheduled for 4/27/2024 by maintenance man. Plan: Program Manager will continue to inform landlord of complaint. e. Client 1 bedroom paint areas are scheduled to be painted maintenance man on 4/27/2024. Plan: At any time, repairs (holes, scrapes, etc.) are done on a wall, Program Manager will assure painting of the wall is completed as well and if assistance is needed contact admin. One Light bulb replaced in ceiling fan and Program Manager will ensure all bulbs are up and always working.	