

Appendix 1-B: Plan of Correction Form

Plan of Correction

Please complete all requested information and email completed Plan of Correction form to:

Plans.Of.Correction@dhhs.nc.gov

Provider Name:	Serenity Therapeutic Services, Inc.	Phone:	910-904-7147
Provider Contact Person for follow-up:	Darrin McNeill/ Administrator	Fax:	910-248-6116
		Email:	ceo@serenityts.com
Address:	2299 Dockwood Ct, Fayetteville, NC 28306		Provider #: MHL-026-892

Finding	Corrective Action Steps	Responsible Party	Timeline
<p>V118 27G .0209 (C) Medication Requirements 1. 12 hour Nasal Spray 0.05% and Fluticasone Spray 50 mcg were not available onsite for review</p>	<p>1. The home manager contacted the pharmacy about the missing medication and the medication was delivered the same day and is in the facility ready to be administered. The home manager will ensure that all medications are in the home and ready to be administered at the designated time according to the physician orders. Also, the medical records specialist in conjunction with the home manager will ensure that the MARS are accurate and that all medications are being administered as ordered by the physician(s). These steps will be reviewed daily to ensure the accuracy of medications being administered.</p>	<p>Darrin McNeill</p>	<p>Implementation Date: March 22, 2024</p> <p>Projected Completion Date: March 22, 2024</p>
<p>V736 27G .0303(c) Facility and Grounds Maintenance 1. Client #2's bedroom had a hole approximately 6 inches in diameter behind his bedroom door. 2.The bathroom tub 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.</p>	<p>1. The Home Manager will complete a work order stating the issue and turn it into the corporate office for the maintenance specialist review and completion of the order. The home manager and staff will monitor daily for any potential repairs and to ensure that walls are free of any holes or damage. Staff will report any immediate findings by completing a work order for submission to the maintenance specialist. The hole in client #2 bedroom has been repaired.</p> <p>2. The Home Manager will complete a work order stating the issue and turn it into the corporate office for the maintenance specialist review and completion of the order. The Home manager and staff will monitor all bathrooms daily to ensure there is no need for repairs and that the structure is in working condition. Staff will report any immediate findings by completing a work order for submission to the maintenance specialist. The tiling in the bathroom has been repaired.</p>	<p>Darrin McNeil</p>	<p>Implementation Date: March 25, 2024</p> <p>Projected Completion date: April 12, 2024 April 12, 2024</p>

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<p>V752 27G .0304(b)(4) Hot Water Temperature</p> <p>1. Hot water at the kitchen sink was 146 degrees Fahrenheit.</p> <p>2. Hot water at the hallway bathroom sink was 142 degrees Fahrenheit.</p> <p>3. Hot water at the hallway bathroom tub was 148 degrees Fahrenheit.</p>	<p>1. The Home Manager contacted the local plumber immediately to come out to the facility to adjust the water heater temperature to the correct levels to ensure the water temperatures are within compliance. The Home manager and staff will conduct daily water temperature checks on all 3 shifts to ensure the temperatures are correct and safe for the members to use. The water temperature has been adjusted and is now back in compliance.</p> <p>2. The Home Manager contacted the local plumber immediately to come out to the facility to adjust the water heater temperature to the correct levels to ensure the water temperatures are within compliance. The Home manager and staff will conduct daily water temperature checks on all 3 shifts to ensure the temperatures are correct and safe for the members to use. The water temperature has been adjusted and is now back in compliance.</p> <p>3. The Home Manager contacted the local plumber immediately to come out to the facility to adjust the water heater temperature to the correct levels to ensure the water temperatures are within compliance. The Home manager and staff will conduct daily water temperature checks on all 3 shifts to ensure the temperatures are correct and safe for the members to use. The water temperature has been adjusted and is now back in compliance.</p>	<p>Darrin McNeill</p>	<p>Implementation Date: March 22, 2024</p> <p>Projected Completion date: March 22, 2024</p>
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