

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601078	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 05/15/2024
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NAME OF PROVIDER OR SUPPLIER THE NORLAND HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1019 NORLAND ROAD CHARLOTTE, NC 28212
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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
V 000	<p>INITIAL COMMENTS</p> <p>A follow-up and complaint survey was completed on 5/15/24. The complaint was unsubstantiated (Intake #NC00216671). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children and Adolescents.</p> <p>The facility is licensed for 4 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
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 observations and interviews the facility and its grounds was not maintained in a safe, attractive, and orderly manner. The findings are:</p> <p>Observation on 5/13/24 at approximately 2:39pm revealed the following:</p> <ul style="list-style-type: none"> -Living Room <ul style="list-style-type: none"> -Peeled paint on left side of door around door handle approximately 2 feet long and 5 inches in width; -Kitchen <ul style="list-style-type: none"> -The entire surface and underside of the range hood over stove was rusted. -Bedroom #2 <ul style="list-style-type: none"> -Door remained cracked midway across approximately 8 inches long; 	V 736		

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

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V 736	<p>Continued From page 1</p> <p>Bedroom #3 -Door with 2 cracks, left side was about 14 inches long and right side above handle about 6 inches long and 3 inches wide.</p> <p>Observation on 5/13/24 at approximately 2:45pm of the exterior of the facility revealed the following: -Various sized tree limbs and branches, small to medium (approximately 1 foot- 3 feet long, 1-7 inches in diameter), were scattered throughout the front yard; -Pile of tree limbs and branches (approximately 1-2 inches long and 1-2 feet in diameter) on the back right corner on the ground; -A large pile of land-clearing debris consisting of tree roots, limbs, branches and cut wood was on the lower back of the property; -Vines growing along the right side of the house and left corner of the house near the deck; -Lower first step of deck was broken with part of the wooden step pushed towards the ground and overgrown with weeds.</p> <p>Interview on 5/13/24 with the Program Manager revealed: -Maintenance had come out to do some repairs but didn't complete repairs; -Bedroom #3 door was damaged on 4/27/24 by Client #1; -He had not gotten the inspection tag for the fire extinguisher, "that's on me"; -"The city will only take a certain amount (of limbs and yard waste) at the time."</p> <p>Interview on 5/15/24 with the Clinical Supervisor revealed: -Responsible for maintenance repairs along with the Program Manager; -Program Manager was supposed to report</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>needed repairs to the Clinical Supervisor; -Program Manager was responsible for contacting maintenance person for repairs; -Deck was in the process of being repaired; -Would inform maintenance person that the identified repairs needed to be fixed as soon as possible; -Telephone contact on 5/15/24 with the Program Manager indicated that he requested repairs and the maintenance person didn't follow up; -Maintenance knew what needed to be fixed but provided no timeline for when the repairs would be completed; -" ...we need to hire a new maintenance person."</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		