

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL079-110</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/03/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BRENTWOOD MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>185 BRENTWOOD DRIVE REIDSVILLE, NC 27320</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
V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on July 3, 2024. A deficiency was 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>This facility is licensed for 6 and has a current census of 5. 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, record review and interview, the facility failed to be maintained in a safe, clean and attractive manner. The findings are:</p> <p>Observation of the facility on 7/3/24 beginning at 1:08 pm revealed:</p> <ul style="list-style-type: none"> <li>-The doorbell cover at the front door was cracked.</li> <li>-The toilet in the 1st and 2nd client bathrooms were missing toilet tank tops.</li> <li>-The wall at the edge of the shelves above the toilets in the 1st and 2nd client bathrooms had peeled paint.</li> <li>-Client #2's bedroom had 3 plastered and unpainted areas on the wall below the red, green, and purple squares attached to his wall.</li> <li>-In the corner of the hallway beside a closet that</li> </ul>	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>stored adult incontinence pullups had an area approximately 5"x 5" that was plastered and unpainted.</p> <p>-Client #5's window in his bedroom had an unfolded paper cardboard box that covered the bottom part of his window.</p> <p>-Client #5 had a plastered and unpainted area on his wall beside a hand sanitizer poster. The plastered and unpainted area was approximately 8"x 13" in size with an exposed semi-circular crack in the middle of this area.</p> <p>-A square-shaped piece of wainscoting was missing on one of Client #5's walls in his bedroom.</p> <p>-There was a separation between Client #5's door frame and the hallway wall.</p> <p>-The shower floor in the 2nd client bathroom, which was a standup shower, had at least 3 broken floor pieces around the water drain with a brown and black colored substance around the edges of the shower floor with at least 75-100 pieces of various size debris at the front of the shower floor.</p> <p>-A bottom white right corner shelf of the shower in the 2nd client bathroom was cracked in a semi-circular pattern and had brown and black substance in the crack and a brown substance that made streaks down the shower surround.</p> <p>Review on 7/2/24 of facility incident reports from 4/1/24 to 7/2/24 revealed:</p> <p>-Client #5 became upset after a staff informed him he had one hour to wait for dinner. Client #5 went to his room, staff asked him to calm down, and Client #5 continued to hit his bedroom window until the window broke, which led to bleeding of Client #5's left wrist. Client was taken to a medical facility for treatment of his wrist. A Level II incident report about this incident was submitted to the North Carolina Incident</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>Response and Improvement System (IRIS).</p> <p>Review on 7/3/24 of documents entitled "Monthly Preventive Maintenance Reports" from January 2024 through July 2024 revealed:</p> <ul style="list-style-type: none"> <li>-The reports were completed and signed by the House Manager.</li> <li>-January 2024, "shower floor peeling. Rusty holes in shower wall."</li> <li>-May 2024, "shower in handicap bathroom has hole in wall. Water is staying in hole floor, peeling in shower.</li> <li>-July 2024, shower wall has a hole in it and is peeling."</li> </ul> <p>Interviews on 7/2/24 with Clients #1, #2 and #3 revealed:</p> <ul style="list-style-type: none"> <li>-Non-verbal and unable to answer questions regarding repair needs in the facility.</li> </ul> <p>Interviews on 7/2/24 and 7/3/24 with the House Manager revealed:</p> <ul style="list-style-type: none"> <li>-She was aware that the doorbell cover at the front door remained cracked.</li> <li>-The toilet tank covers were removed because clients such as Client #2, #4 and #5 had a tendency to pick up the tank covers and shatter them and the landlord had kept replacing them only to have the tank covers broken again.</li> <li>-The paint was peeling away from the wall above the bathroom shelves in both client bathrooms and needed repainting.</li> <li>-On 6/3/24, Client #5 broke his bedroom window by hitting the window with his fist. Client #5's parents were getting cost quotes to pay and have the window replaced. The Licensee gave her this update about 2 days ago.</li> <li>-Client #5 punched holes in his bedroom wall and caused his bedroom door frame to separate from the wall. Client #5's parents were paying for the</li> </ul>	V 736		

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V 736	<p>Continued From page 3</p> <p>facility property destruction he had caused.</p> <p>-She had been concerned about the conditions in the clients' 2nd bathroom shower.</p> <p>-All the clients who lived there preferred to use that 2nd bathroom shower because it was a walk-in shower. No client had been harmed yet because of the broken shower floor but potential existed for harm to occur to their feet and the mold buildup around the shower's floor areas.</p> <p>-The inspector for the landlord saw the conditions of the 2nd bathroom shower on the previous day (7/2/24) but she did not know if anything was going to be done to repair the shower.</p> <p>-She submitted her monthly maintenance report to the Licensee and the landlord, so both were made aware of the condition of the shower.</p> <p>Interview on 7/3/24 with the landlord's inspector revealed:</p> <p>-"We are aware of it (the shower in the 2nd client bathroom) and we are going to fix it."</p> <p>-He did not know a timeframe for when the repair would be started on the shower.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		