

PRINTED: 02/06/2024
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-136	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/24/2024
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NAME OF PROVIDER OR SUPPLIER PARADIGM, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 4001 OLD PACTOLUS ROAD GREENVILLE, NC 27834
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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>An annual and complaint survey was completed January 24, 2024. Two complaints were unsubstantiated. (intake #'s NC00212083 and NC00212827) Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 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</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 interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 1/24/24 at approximately 12:11pm revealed:</p> <ul style="list-style-type: none"> -The hall light on the right side of the facility was out. -Client #3 and #4's bathroom tub had black/brown stains in the crevices; the shoe molding was discolored behind the toilet and detached from the side on the sink; Client #3's wooden bedframe had a side rail that was cracked and 2 under carriage drawers were missing knobs and 1 drawer was missing. 	V 736	<p>Paradigm, Inc. utilizes environmental safety checklists that are completed monthly by the house manager or designated staff. The checklist will be revised to reflect checking to see that all bulbs in and outside of the home are working properly. This home will also maintain a supply of bulbs so that they can be changed immediately when they are blown out. QP will complete inservice with house manager and discuss each section of the form and what needs to be looked for when completing form and who to notify when issues need to be resolved.</p> <p>The shoe molding behind the toilet will be removed and redone by maintenance to ensure that it is connected to the sink.</p> <p>A new bed frame/platform will be purchased to replace the bed that is damaged.</p> <p>A new dresser will be purchased to replace the one that is damaged.</p>	2/29/2024

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

TITLE

(X6) DATE

STATE FORM

Jeannette M. Barnett, Programs Director 2/19/24

6899

XQW811

If continuation sheet 1 of 3

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V 736	Continued From page 1 -Client #5 had a 5 drawer chest and the 5th drawer was broken. -Client #2 and #6 had a 3 light fixture above the sink in the bathroom with 1 bulb not working. -Hall bath on the left of the facility had a 3 light fixture with 1 bulb not working; brown stains around the bathtub. Interview on 1/24/23 the Qualified Professional stated she understood the facility was to be maintained in a safe, clean, attractive and orderly manner.	V 736		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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. This Rule is not met as evidenced by: Based on observation and interview, the facility water temperatures were not maintained between 100-116 degrees Fahrenheit in areas where clients were exposed to hot water. The findings are: Observation on 1/24/24 between 12:11pm and 12:35pm revealed: -The hot water at the sink in the kitchen was 90 degrees Fahrenheit.	V 752	Paradigm, Inc. understands that the water temps within the home should be between 100 and 116 degrees at all times to ensure the safety of the residents. The house manager will receive an inservice by the QP to ensure that environmental checklists are completed at least monthly, with the house manager checking water temps on a weekly basis for best practice. This will ensure that all water sources are at the appropriate temperature setting and adjustments can be made if needed. Checksheets are reviewed by the QA/QI director and designated staff should report any issues or concerns to the program director or CEO. The water temp will be adjusted.	2/29/2024

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V 752	<p>Continued From page 2</p> <p>-The hall bath on the right side of the facility had a water temperature of 92 degrees Fahrenheit</p> <p>-Client #3 and #4's bathroom sink had a water temperature that was 92 degrees Fahrenheit</p> <p>-Client #2 and #6's bathroom sink temperature was 90 degrees Fahrenheit.</p> <p>-Hall bath on the left side of the facility had a water temperature of 89 degrees Fahrenheit at the sink.</p> <p>Interview on 1/24/24 client #2 stated the water was always warm when he showered.</p> <p>Interview on 1/24/24 client #3 stated the water was always hot and he was always able to take a warm shower.</p> <p>Interview on 1/24/24 the House Manager stated client's had not complained about the water temperature.</p> <p>Interview on 1/24/24 the Qualified Professional stated she understood the facility water temperature was required to be maintained between 100-116 degrees Fahrenheit in areas where clients were exposed to hot water.</p>	V 752		
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