

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601066	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 10/25/2024
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

ECHELON 4

**6135 ELGYWOOD LANE
CHARLOTTE, NC 28213**

(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	INITIAL COMMENTS An annual survey was completed on 10/25/24. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents. This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.	V 000		
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 clean, attractive and odor free manner. The findings are: Observation on 10/23/24 at approximately 5:08pm of the facility revealed: - Kitchen: - Missing laminate flooring approximately 10 inches long and 5.5 inches wide, which exited the kitchen towards the hallway; - Various shades of brown substance on the entire right side of the refrigerator; - Client #1 and Client #3's Bedroom: - Hole in the wall on the left side of the room approximately 2.5 inches long and 2.5 inches wide; - Hole in the wall on the left side of the	V 736	Agency Administration has received Repair orders for damages that have occurred since the last completed repairs. The Agency's Maintenance Team will be scheduled to complete all significant issues first and will work its way through the minor repairs. The agency Administration has met with facility staff individually to remind them of the expectations for timely reporting of repairs. The Facility QP has completed an In-Service with the AP and reiterated the expectations of being more aware of →	12/15/24 2 ongoing

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

6899

1R0411

TITLE

(X6) DATE

Operations Director

11/25/2024

If continuation sheet 1 of 3

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V 736	<p>Continued From page 1</p> <p>room approximately .5 inches long and .5 inches wide with peeled paint under the hole 1.5 inches long;</p> <ul style="list-style-type: none"> - Over 10 spots of peeled paint on the wall on the left side of the room ranging in size from approximately the size of a dime to 3.5 inches long and .5 inches wide. - Client #4's Bedroom: <ul style="list-style-type: none"> - Hole in the wall on the right side when entered the room was approximately 1.5 inches long and 1 inch wide; - Five dented holes in the wall approximately the size of a dime to the size of a quarter; - Missing ceiling air vent cover; - Hole in the popcorn ceiling approximately .5 inches long and .5 inches wide with a light brown stain around the hole approximately 6 inches long and 5 inches wide; - Upstairs Bathroom: <ul style="list-style-type: none"> - Missing laminate flooring approximately 3.5 inches long and 1 inch wide; - Torn laminate approximately 7 inches long; - Laminate flooring had black stains covering approximately 80% of the bathroom floor; - Light fixture missing 3 bulbs; - Knob missing on sink cabinet. <p>Interview on 10/23/24 with Client #3 revealed:</p> <ul style="list-style-type: none"> - Client #1 put the holes in the wall on the left side of the bedroom they shared together; - Unable to remember when Client #1 put the holes in the wall. <p>Interview on 10/23/24 with Client #4 revealed:</p> <ul style="list-style-type: none"> - Denied putting the holes in the wall on the right side upon entrance in his bedroom; - "I came in my room one day and seen the holes 	V 736	<p>issues and repairs that are needed, given that he is in the facility facility every week FTE. The Facility QP has provided up updated Checklist, specific to the AP, to complete on a routine basis, in addition to his weekly checks behind direct-care staff. All repair issues are expected to be reported to agency Administration within 72 hours, so that Repair Work Orders can be submitted to the Maintenance Dept.</p>		

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V 736	Continued From page 2 in my wall." Interview on 10/25/24 with the Associate Professional (AP) revealed: - "We have put in work orders, already to get things fixed around here (facility);" - Client #4 put the holes in the wall in his room. Interview on 10/25/24 with the Qualified Professional revealed: - Maintenance had completed a work order in "August or September;" - Was not aware of the holes in the wall or the various items that needed fixing in the home; - Staff was responsible for informing the AP of a repair that needed to be completed in the home.	V 736			