

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-964	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/19/2024
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NAME OF PROVIDER OR SUPPLIER COLLEGE LAKES	STREET ADDRESS, CITY, STATE, ZIP CODE 5104 FLATROCK DRIVE FAYETTEVILLE, NC 28311
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on December 19, 2024. The complaints were substantiated (intake #NC00224081 & NC00224089). A deficiency was cited.</p> <p>This facility is licensed for the following services categories: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 4 and currently has a census of 4. 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 (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 interviews, the facility was not maintained in a clean, attractive, and orderly manner. The findings are:</p> <p>Observation of the facility on 12-17-24 from approximately 10:35 am to 11:08 am revealed: -In the living room there was a 2 feet area of white plaster on the gray wall, a half foot vertical hole in wall above the television, gray marks on the ceiling of various sizes, three areas in carpet that were ripped sizes of approximately 1.5 feet, 4 feet and 7 feet in length and a dark round stains approximately a foot in diameter in the ceiling above bulletin board. -In the kitchen there was a white plastered area on a gray wall to the left of the entrance,</p>	V 736		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *[Signature]* TITLE: Director of Services (X6) DATE: 1/14/25

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V 736	<p>Continued From page 1</p> <p>approximately one foot white plastered area on a yellow wall near the paper towel holder and approximately one foot white plastered area on a yellow wall near the trash can, the cabinet by the microwave was missing a knob, the cabinet under the dishrag was missing a door, the stove hood was rusted on the top and heavily stained with residue underneath and the kitchen floor surface had a sticky residue throughout.</p> <p>-Client #1 bedroom blind at the left window had one broken slat and several others were tangled together, gray caret had beige colored stained various shapes and sizes throughout the room, the closet doors were located inside of the closet and the white door had various sized dark marks on it.</p> <p>-Client #2 bedroom had about three areas on the right side of the room with white plaster on the purple wall approximately one foot in diameter, 5 areas on the left side of the room with white plaster on the purple wall approximately 4 feet, 1.5 feet, 1 foot, 2 inches and 3 inches, two broken blind slates and blue writing on the walls throughout the bedroom.</p> <p>-Client #2 bathroom was missing the toilet seat, several areas above the toilet and had white plaster on a gray wall, 2 out of the 3 lightbulbs in the fixture was working, the bathtub/shower combination had dark residue around the top of the tub and in between the tile and rusted floor vent.</p> <p>-Client #3 bedroom wall had an approximately 4 foot area in diameter of white plaster above clothes hamper, one foot area of white plaster beside light switch, brown areas approximately 6 inches near baseboard vent and approximately 1 inch hole in wall behind door.</p> <p>-Client #4 bedroom had black wall padding near light switch detached from wall from ceiling to the floor and the closet had no doors.</p>	V 736		

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V 736	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Hallway by bedrooms on the left side had 2 foot white plastered areas with a grapefruit size hole and on right side of the wall an approximately three foot white plastered area. <p>Interview on 12-17-24 with staff #1 stated:</p> <ul style="list-style-type: none"> -Client #3 had punched a hole in the wall near the bedrooms the prior weekend. -The areas that were plastered were being repaired. -Staff verbally reported maintenance issues to the House Manager. <p>Interview on 12-18-24 with the House Manager stated:</p> <ul style="list-style-type: none"> -Client #2 had taken the toilet seat off. -Everything was being fixed in the facility. -Staff called the office or she had called the Qualified Professional (QP) for any maintenance issues. <p>Interview on 12-18-24 with the QP stated:</p> <ul style="list-style-type: none"> -Maintenance had been patching up holes in the wall and painting. -The painting was expected to be completed by the end of the week. -There are plans to get the cabinet drawers replaced in the kitchen and replace carpet to laminate flooring throughout the facility. -Client #2 had broken his toilet a few days ago. -The toilet seat would be replaced today. -Client #1 took the television off the bracket hit in on the ceiling which caused a hole. -The hole above the television was on the list of things for maintenance to repair. <p>This deficiency has been cited seven times since the original cite on August 12, 2021 and must be corrected within 30 days.</p>	V 736		
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Findings	Corrective Measures	Preventive Measures	Responsible Party/ How often	Time Frame
10A NCAC 27G . 0303 Location and exterior requirements	Maintenance is in process of finalizing the property damage to the home	Meeting with staff to ensure that they understand the work order protocol. This will ensure that property damage is being corrected within a timely manner	House manager Admin Staff	30 days