

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601285	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 02/26/2025
NAME OF PROVIDER OR SUPPLIER INREACH - FALLS CHURCH ROAD		STREET ADDRESS, CITY, STATE, ZIP CODE 712 FALLS CHURCH ROAD CHARLOTTE, NC 28270		
(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 survey was completed on 2/26/25. 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 2 and has a current census of 1. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain water temperatures of 100-116 degrees Fahrenheit in areas where clients were exposed to hot water. The findings are:</p> <p>Observation on 2/25/25 in the facility at 1:15pm revealed:</p> <ul style="list-style-type: none"> -Water temperature in the kitchen sink was 132 degrees. -Water temperature in the hall bathroom sink and tub was 120 degrees. -Water temperature in the master bathroom sink was 120 degrees. 	V 752		

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

TITLE

(X6) DATE

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V 752	<p>Continued From page 1</p> <p>Observation on 2/25/25 in the facility at 2:05pm revealed: -The Program Manager/Qualified Professional (QP) checked the water temperature in the kitchen sink and turned down the hot water heater.</p> <p>Attempted interview on 2/25/25 with client #1 was unsuccessful due to her limited communication skills and inability to answer questions related to hot water.</p> <p>Interview on 2/25/25 with the Group Home Manager revealed: -"I control the water for [client #1]. I only turn it (hot water) halfway up." -Denied problems with injuries or burns. -Kept a water temperature log and checked the temperature monthly. -Had not noted that the water temperature was above 116 degrees.</p> <p>Interview on 2/25/25 with the Program Manager/QP revealed: -"We have had problems with regulating this water heater." -There had been no injuries or burns associated with the hot water temperature. -"It (water temperature) should not be that high (132 degrees)." -"Staff may not be running the water long enough when doing the temperature checks." -Had adjusted water temperature and would continue to monitor closely and call a plumber if unable to regulate water temperature within the required range.</p>	V 752		