

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034047	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R-C 01/30/2025
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NAME OF PROVIDER OR SUPPLIER THE ENRICHMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1006 SOUTH MARSHALL STREET WINSTON SALEM, NC 27101
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow-up survey was completed on January 30, 2025. The complaint was unsubstantiated (intake #NC00225194). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .5100 Community Respite Services for Individuals of All Disability Groups and 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups.</p> <p>This facility is licensed for 0 and has a current census of 90. The .5100 Community Respite Services has a current census of 0 and the .5400 Day Activity Program has a current census of 90. The survey sample consisted of audits of 9 current clients and 2 former clients in the .5400 Day Activity Program.</p>	V 000	<p>RECEIVED FEB 24 2025 DHSR-MH Licensure Sect</p> <p>V750 - Plumber will be brought in to replace all faulty faucets to ensure that participants have access to a dependable running water source in the restrooms so they are able to wash their hands. (all restrooms had at least one running sink)</p>	
V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., & Water Systems</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>(3) Electrical, mechanical and water systems shall be maintained in operating condition.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to maintain the water system in operating condition. The findings are:</p>	V 750	<p>- Designated Staff will check systems to ensure that maintenance is not needed sign off weekly.</p> <p>- Any report of a faucet not working will be followed up on within one working day by a member of the Safety Committee (or designee).</p> <p>- Safety committee will check documentation of checks monthly to maintain accuracy and accountability.</p>	2/28/2025

Division of Health Service Regulation

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

TITLE

(X6) DATE

STATE FORM

6899

M9B211

If continuation sheet 1 of 5

Division of Health Service Regulation

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V 750	<p>Continued From page 1</p> <p>Observation of the facility on 1/28/25 beginning at 11:10 am revealed:</p> <ul style="list-style-type: none"> -In the women's restroom located in the purple hallway, the sink closest to a side wall did not operate with running water although Staff #2 continuously waved her hand in front of the motion sensor used to turn on the sink water. -In the men's restroom located in the purple hallway, the first sink closest to the exit/entry door had drips of water coming from the faucet. The middle sink did not operate with water although Staff #2 continuously waved her hand in front of the motion sensor. <p>Interview on 1/29/25 with Client #1 revealed: "Some (sinks) are broken. They don't work ...have been that way forever."</p> <p>Interview on 1/29/25 with Client #2 revealed: -"One of the sinks in the Green Pod men's restroom is on the fritz. It's the middle sink. The sink is not coming on with water."</p> <p>Interview on 1/29/25 with Client #6 revealed: -"Sometimes they (sinks) work. Sometimes they don't. I put soap on my hands and no water. I go to (the) next sink."</p> <p>Interview on 1/29/25 with Client #7 revealed: -"It's sometimes hard to wash my hands off in the sinks because of low water pressure. I told the maintenance man (staff) about it but he's been out sick." -"I did not tell [Director of Innovations Services] about this but I should have."</p> <p>Interview on 1/30/25 with Client #8 revealed: -"I noticed some sinks had no water."</p>	V 750			

Division of Health Service Regulation

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V 750	Continued From page 2 Interview on 1/28/25 with Staff #2 revealed: -The batteries to the sinks with motion-sensors needed to be replaced the reason there was little to no water coming from the sinks. -The frequency of some restroom sinks being used (1 sink over another sink) by individual clients might have contributed to less battery power. -She or the janitor could replace the sink batteries. -The sinks were checked every day by the janitor to ensure they (the sinks) were working but the janitor was out of work yesterday and today. Interview on 1/28/25 with the Director of Innovation Services revealed: -She would follow up to determine if the batteries needed to replace on the sinks' motion sensors. -She would inform the Facility Director of this issue.	V 750		
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 failed to maintain the hot water temperature between 100-116 degrees Fahrenheit in areas	V 752		

Division of Health Service Regulation

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V 752	<p>Continued From page 3</p> <p>where clients are exposed to hot water. The findings are:</p> <p>Observation of the facility on 1/28/25 beginning at 11:10 am revealed:</p> <ul style="list-style-type: none"> -In the women's restroom located in the hallway beside the Peach Pod classroom with 2 sinks had hot water temperature of 82 degrees Fahrenheit (F) in the first sink and 83 degrees F in the second sink. -In the men's restroom located in the hallway beside the Peach Pod classroom with 2 sinks had hot water temperature of 86 degrees F in both sinks. -The restroom inside the Peach Pod classroom with 1 sink had hot water temperature of 86 degrees F. -A sink closest to the entry door in the Green Pod had hot water temperature of 126 degrees F. -The women's restroom located in the purple-colored hallway with 3 sinks had 2 of 3 sinks with a hot water temperature of 86 degrees F. One sink was in the middle of the 3 sinks and one sink was located closest to the personal care room. -The men's restroom located in the purple-colored hallway with 3 sinks had the middle sink with a temperature of 86 degrees F. The sink closest to the wall which separated the sink and a urinal had a water temperature of 120 degrees F. <p>Interview on 1/28/25 with Client #4 revealed:</p> <ul style="list-style-type: none"> -"(The) water in (the) sink in the men's room has cold water. It's disgusting." -He did not identify the location of the men's restroom which with the cold-water temperature. <p>Interview on 1/30/25 with Client #8 revealed:</p> <ul style="list-style-type: none"> -"All (facility) sinks are working but sometimes it's 	V 752	<p>V 752 - Continued consultation with plumbers to ensure that water temperatures reach and remain within the safe range of 100-116 degrees F.</p> <ul style="list-style-type: none"> - Staff will be assigned to check sinks with a thermometer to ensure adjustments are not needed and sign off weekly. - Any weekly check that does not fall between 100-116 degrees F. will be reported to the Safety Committee (or designee) for immediate follow-up. - Safety committee will review sign-off sheets monthly to ensure accuracy and accountability. 	2/28/2025

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V 752	<p>Continued From page 4</p> <p>cold water."</p> <p>Interview on 1/30/25 with the Facility Director revealed:</p> <ul style="list-style-type: none"> -She has had plumbing companies coming out to correct the facility water temperatures since October 2024. -Two water heaters had been installed and the temperatures have reached between 100-116 degrees F. -4 written invoices from a plumbing company from 10/31/24-1/7/25 revealed efforts made to correct and maintain the water temperatures. -She called a plumbing company today to send out a different plumber to get this problem addressed. -"I don't know what's happening." <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 752			