

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION  |  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>MHL0601067</b>              | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   | (X3) DATE SURVEY<br>COMPLETED<br><br><b>03/11/2025</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>ECHELON 5</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1535 PEACHTREE ROAD<br/>CHARLOTTE, NC 28216</b> |  |  |
| (X4) ID<br>PREFIX<br>TAG                             | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG   | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) | (X5)<br>COMPLETE<br>DATE                               |
| V 000  | <p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 3-11-25. The complaints were unsubstantiated (#NC00226469 and #NC00227389). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 4 and currently has a census of 3. 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<br/>(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:<br/>Based on observation and interviews the facility failed to be maintained in a clean, safe, attractive manner. The findings are:</p> <p>Observation on 3-11-25 at approximately 1:30pm revealed:</p> <ul style="list-style-type: none"> <li>-Smoke detector beeping in the office area, the back dining area, and Client #1's bedroom.</li> <li>-Back Dining area: linoleum torn around a bent and rusted heating vent, linoleum patched with torn edges in area approximately 3 feet by 2 feet.</li> <li>-Kitchen: corners and edges of the floor have a dark substances pack in the edges.,</li> </ul> | V 736   |  |  |

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

TITLE

(X6) DATE

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| V 736  | <p>Continued From page 1</p> <p>Dishwasher dented on the bottom, kitchen cupboards beside the dishwasher and drawers by the stove unable to stay closed, paint chipped on the wall beside the trash can, cupboard above the trash can has the door hanging by the hinges.</p> <ul style="list-style-type: none"> <li>-Front door has dark areas around the handle and lock.</li> <li>-Therapy room has three windows with no curtains.</li> <li>-Bedroom #1: has no globe on the overhead light, writing on the wall next to the closet, bent heating vent.</li> <li>-Hall bathroom: dark matter pushed into the corners of the floor and behind the toilet, broken toilet paper holder.</li> <li>-Bedroom #3: large stains on the carpet approximately 12 inches long and 3 inches wide, no curtain on the window and the frosted glass has been scrapped away in several areas, Outlet uncovered on the left wall, loose outlet covering and long crack in the wall on the right wall, yellowish substance around the door approximately 6 inches by 3 inches</li> <li>-Back bathroom: outlet covering removed, outlet removed, exposed wires hanging out, area approximately 6 inches by 6 inches of paint and drywall torn from the wall around the outlet.</li> <li>-Hallway rug ripped and stained throughout.</li> </ul> <p>Interview on 3-10-25 with Client #1 revealed:</p> <ul style="list-style-type: none"> <li>-The smoke detectors have been beeping since the last time the power went out.</li> <li>-He could not say when that was.</li> </ul> <p>Interview on 3-10-25 with Client #3 revealed:</p> <ul style="list-style-type: none"> <li>-"They (the smoke detectors) beep a lot. I can't tell you how long, but they beep a lot."</li> </ul> <p>Interview on 3-10-25 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-The smoke detectors have been beeping</li> </ul> | V 736   |  |  |

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| V 736  | Continued From page 2<br><br>since the last time the power went out.<br><br>Interview on 3-10-25 with Staff #2 revealed:<br>-He didn't know how long the smoke<br>detectors had been beeping, but it hadn't been<br>long.<br><br>Interview on 3-11-25 with the Associate<br>Professional revealed:<br>-He had just changed the batteries in the<br>smoke detector, so he didn't know why it was still<br>beeping.<br>-He would make sure to talk with staff about<br>the cleaning.<br>-He would get the other issues corrected as<br>soon as possible.   | V 736   |  |  |
| V 752  | 27G .0304(b)(4) Hot Water Temperatures<br><br>10A NCAC 27G .0304 FACILITY DESIGN AND<br>EQUIPMENT<br>(b) Safety: Each facility shall be designed,<br>constructed and equipped in a manner that<br>ensures the physical safety of clients, staff and<br>visitors.<br>(4) In areas of the facility where clients are<br>exposed to hot water, the temperature of the<br>water shall be maintained between 100-116<br>degrees Fahrenheit.<br><br>This Rule is not met as evidenced by:<br>Based on observations and interviews the facility<br>failed to maintain the hot water between 100<br>degrees and 116 degrees. The findings are:<br><br>Observation on 3-11-25 at approximately 1:30pm<br>revealed:<br>-Kitchen sink water was 97 degrees. | V 752   |  |  |

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| V 752  | <p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-Hall bathroom sink was 95 degrees.</li> <li>-Hall bathroom bathtub was 90 degrees.</li> <li>-Back bathroom sink was 93 degrees.</li> </ul> <p>Interview on 3-10-25 with Client #1 revealed:</p> <ul style="list-style-type: none"> <li>-There were no issues with the facility that he knew about.</li> <li>-There was always plenty of hot water.</li> </ul> <p>Interview on 3-10-25 with Client #2 revealed:</p> <ul style="list-style-type: none"> <li>-There was always plenty of hot water at the facility.</li> </ul> <p>Interview on 3-10-25 with Client #3 revealed:</p> <ul style="list-style-type: none"> <li>-There were no issues with the house.</li> </ul> <p>Interview on 3-11-25 with the Associate Professional revealed:</p> <ul style="list-style-type: none"> <li>-He would turn the hot water up a little bit.</li> <li>-He didn't know that the water temperature was that low.</li> </ul> | V 752   |  |  |