

Redacted

Appendix 1-B: Plan of Correction Form

Plan of Correction

Please complete all requested information and email completed Plan of Correction form to:

Plans.Of.Correction@dhhs.nc.gov

Provider Name: Inreach
Provider Contact
Person for follow-up:

ext 425

Phone:

Fax:

Email:

Address: 712 Falls Church Rd, Charlotte NC, 28270
MHL060-1601285

Provider

Finding

INITIAL COMMENTS

An annual survey was completed on 2/26/25. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised

Living for Adults with Developmental Disability. This facility is licensed for 2 and has a current census of 1. The survey sample consisted of audits of 1 current client.

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 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:

Corrective Action Steps

Indicate what measures will be put into place to correct the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).

- Staff will be trained to hold the thermostat under the hot water for 2 minutes to ensure accurate readings are obtained.

Indicate what measures will be put in place to prevent the problem from occurring again.

- The temperature gauge was readjusted 02/26/25.
- On 03-04-25 the plumber recommended installing a new hot water heater and that is being coordinated for as soon as possible.

Indicate who will monitor the situation to ensure it will not occur again.

- The Residential Manager, Program Manager and Operations Managers

Indicate how often the monitoring will take place.

- The temperature will be monitored daily until May 1, 2025, by the Residential Manager and other relief staff to ensure there are no fluctuations.
- After May 1st the Residential Manager will monitor the temperature monthly.
- The Program Manager will monitor the house monthly to review the log and also test the temperature.
- The Operations Manager will continue to monitor the temperature on a quarterly basis.

Signature:

Date: 03-05-25

Responsible Party

Residential
Church

Program
Manager of Group Homes

Time Line

Implementation Date:
N/A

Projected Completion Date:
03-04-25 plumber
recommended installing a
new hot water heater which
will occur as soon as possible
pending equipment
availability.

RECEIVED

MAR 10 2025

DHSR-MH Licensure Sect

Observation on 2/25/25 in the facility at 1:15pm revealed:
-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.

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.
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.

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.

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.