

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601067	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 03/11/2025
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

ECHELON 5

**1535 PEACHTREE ROAD
CHARLOTTE, NC 28216**

(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	INITIAL COMMENTS An annual and complaint survey was completed on 3-11-25. The complaints were unsubstantiated (#NC00226469 and #NC00227389). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents. This facility is licensed for 4 and currently has a census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 736	27G .0303(c) Facility and Grounds Maintenance 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. This Rule is not met as evidenced by: Based on observation and interviews the facility failed to be maintained in a clean, safe, attractive manner. The findings are: Observation on 3-11-25 at approximately 1:30pm revealed: -Smoke detector beeping in the office area, the back dining area, and Client #1's bedroom. -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. -Kitchen: corners and edges of the floor have a dark substances pack in the edges.,	V 736	<i>Echelon Care's Admin. Team will follow-up w/ the Facility AP to ensure that all smoke detectors are working properly in the facility and will retest the protocols for submitting Work Orders, appropriately.</i> <i>The Admin Team will ensure that the maintenance team will be able to get items that need repairing completed in order of priority, as it relates to health & safety. This process will be addressed across the board, in all areas of the facility, prioritizing any health/safety issues, especially</i>	<i>4/11/2025 & ongoing</i>

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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"> -Front door has dark areas around the handle and lock. -Therapy room has three windows with no curtains. -Bedroom #1: has no globe on the overhead light, writing on the wall next to the closet, bent heating vent. -Hall bathroom: dark matter pushed into the corners of the floor and behind the toilet, broken toilet paper holder. -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 -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. -Hallway rug ripped and stained throughout. <p>Interview on 3-10-25 with Client #1 revealed:</p> <ul style="list-style-type: none"> -The smoke detectors have been beeping since the last time the power went out. -He could not say when that was. <p>Interview on 3-10-25 with Client #3 revealed:</p> <ul style="list-style-type: none"> -"They (the smoke detectors) beep a lot. I can't tell you how long, but they beep a lot." <p>Interview on 3-10-25 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -The smoke detectors have been beeping 	V 736	<p>in consumer's bedrooms or kitchen area. The health and safety areas to include: exposed outlets, light fixture globes, smoke detectors and any exposed wires will be addressed first by the Maintenance Team and then the other items related to cosmetics will be addressed as appropriate.</p>	4/11/2025 & ongoing

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V 736	Continued From page 2 since the last time the power went out. Interview on 3-10-25 with Staff #2 revealed: -He didn't know how long the smoke detectors had been beeping, but it hadn't been long. Interview on 3-11-25 with the Associate Professional revealed: -He had just changed the batteries in the smoke detector, so he didn't know why it was still beeping. -He would make sure to talk with staff about the cleaning. -He would get the other issues corrected as soon as possible.	V 736	The Hot Water was immediately addressed by the Facility AP, who had previously addressed adjusted the water temp due to improperly working thermometer at the facility.	4/11/2025 ongoing	
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 the hot water between 100 degrees and 116 degrees. The findings are: Observation on 3-11-25 at approximately 1:30pm revealed: -Kitchen sink water was 97 degrees.	V 752	The AP has secured a new thermometer for him and direct-care staff and the water temp Logs will continue to be completed and monitored by the Facility QP/Admin Team.		

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