

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL013-230	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/30/2025
NAME OF PROVIDER OR SUPPLIER TREAT LIKE FAMILY		STREET ADDRESS, CITY, STATE, ZIP CODE 11833 GLENWOOD DRIVE LOCUST, NC 28097		
(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 4-30-25. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for 3 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 observation, interviews, and record reviews, the facility failed to maintain the hot water in areas that the clients had access to between 100 and 116 degrees Fahrenheit (F). The findings are:</p> <p>Review on 4-30-25 of Client #1's record revealed: -Admitted 10-31-18. -Diagnoses include: Moderate Intellectual Developmental Disability, Intermittent Explosive Disorder, Generalized Anxiety Disorder, Scoliosis, Hypertension, Strabismus, Microcephaly,</p>	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>Dysphasia, Depression, and Stroke. -Person Centered Plan dated 11-1-24 revealed: had a stroke in 2017 that effected left side, he has seizures since the stroke and wears a leg and arm brace.</p> <p>Observation on 4-30-25 at approximately 4:30 pm of the hot water temperature revealed: -Client #1's bathroom's left sink was 139 degrees b(F), the right sink was 139 degrees (F). -Client's bathtub was 139 degrees (F). -Kitchen sink was 128 degrees (F).</p> <p>Interview on 4-30-25 with Client #1 revealed: -He said "no" when asked if the water was too hot.</p> <p>Interview on 4-30-25 with the AFL (Alternative Family Living) provider revealed: -Client #1 only used the bathroom in his room. -Client #1 could not go up the stairs because of his difficulty walking. -Client #1 needed assistance walking since his stroke in 2017. -Client #1 did not turn on the water and required complete assistance to bathe. -Knew the hot water was not supposed to be above 116 degrees. - Doesn't know how the water got so hot without her noticing it. - Had a new water heater that was "tricky." -There had been no incidents with Client #1 getting burned. -She would adjust the hot water immediately.</p> <p>Review on 4-30-25 of the Plan of Protection signed and dated by the Qualified Professional on 4-30-25 revealed:</p>	V 752		

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V 752	<p>Continued From page 2</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care? -On 4/30/2025 the water temperature was adjusted to meet the temperature regulations of 110 and 116 degrees (F) registering at 110.2 degrees. The AFL (provider) turned the hot water temperature down on the hot water heater. Will do weekly checks and the AFL provider provide weekly reports of the water temperature for AM and PM. The water temperature was also recheck by [Division of Health Service Regulation surveyor] before leaving the home (facility).</p> <p>Describe your plans to make sure the above happens. -The QP (Qualified Professional) will conduct quarterly water temperature checks and have the AFL provide submit weekly water checks and also ensure monthly during fire drills that water temp (temperature) is check and noted on fire drill report."</p> <p>The facility is currently serving 1 client who has diagnoses including Moderate Intellectual Developmental Disability. On 4-30-25 the hot water in Client #1's bathroom was 139 degrees (F) in both sinks and his bathtub. The kitchen sink was 128 degrees (F). This deficiency constitutes a Type A2 rule violation for substantial risk of harm and must be corrected within 23 days.</p>	V 752		