

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-276	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/07/2025
NAME OF PROVIDER OR SUPPLIER TANGLEWOOD ARBOR		STREET ADDRESS, CITY, STATE, ZIP CODE 207 WEST 29TH STREET LUMBERTON, NC 28358		
(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 May 7, 2025. A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3100 Non-hospital Medical Detoxification-Individuals who are Substance Abusers and 10A 27G .5000 Facility Based Crisis Service for Individuals of all Disability Groups.</p> <p>This facility has a current census of 15. The .3100 Non-hospital Medical Detoxification-Individuals who are Substance Abusers has a current census of 6 and the .4400 .5000 Facility Based Crisis Service for Individuals of all Disability Groups has a current census of 9. The survey sample consisted of audits of 2 current clients in the Facility Based Crisis Service for Individuals of all Disability Groups and 1 current client in the Non-hospital Medical Detoxification-Individuals who are Substance Abusers.</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 and interviews the facility</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>failed to maintain the water temperature between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 5/7/25 at appropriately 10:05 am a tour of the facility revealed:</p> <ul style="list-style-type: none"> -Hot water temperature in the C hall at the shower was 88 degrees Fahrenheit. <p>Interview on 5/7/25 client #15 stated:</p> <ul style="list-style-type: none"> -She could not get the water warm enough on C hall. <p>Interview on 5/7/25 Direct Care Staff #1 stated:</p> <ul style="list-style-type: none"> -Clients complain "every once in a while" about the water on C hall being too cold. - "A guy reported today water on C hall wasn't hot." <p>Interview on 5/7/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - "The water is too cold." -Clients had complained for months about the water temperature on C hall. -There were monthly water temperature inspections done. -She had not reported any concerns about the water temperature to the Director of Operations. <p>Interview on 5/7/25 the Director of Operations stated:</p> <ul style="list-style-type: none"> -No clients had complained about the water being too cold. - "Clients have said they have a preference to use certain hall bathrooms because the water is warmer." -Water temperature checks were done monthly on all water in the facility. -The temperature readings were between 100-113 degrees Fahrenheit. -She would have maintenance to check the 	V 752		

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V 752	Continued From page 2 temperature and make adjustments.	V 752			