

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL013-230</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>04/30/2025</b>
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**TREAT LIKE FAMILY**

**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	<b>INITIAL COMMENTS</b>  An annual survey was completed on 4-30-25. A deficiency was cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.  This facility is licensed for 3 and has a current census of 1. The survey sample consisted of audits of 1 current client.	V 000	<b>RECEIVED</b> <b>MAY 13 2025</b> <b>DHSR-MH Licensure Sect</b>	
V 752	<b>27G .0304(b)(4) Hot Water Temperatures</b>  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 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:  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.	V 752	In an effort to ensure the areas of the home where clients are exposed to hot water, that the temperature of the water shall be maintained between 100-116 degrees Fahrenheit, the agency has implemented weekly water temp logs for the A/C staff to check water three weekly, check monthly when conducting	

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

6899

7HJP11

TITLE

(X6) DATE

If continuation sheet 1 of 3

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL013-230</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>04/30/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>TREAT LIKE FAMILY</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>11833 GLENWOOD DRIVE LOCUST, NC 28097</b>		
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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	<p><i>This policy and procedure will be completed on or before 5-23-2025.</i></p> <p><i>Please find attached temperature logs completed weekly since May 3-2025.</i></p>		

## HOT WATER TEMPERATURE LOG

Month: May Year: 2025 Site: Treat Like Family

Instructions:

- Y Water temperature should be within 110-116 degrees.
- Y Water temperature is to be checked 2 times per week.
- Y Copy of the weekly water temperature is to be submitted to QP weekly.
- Y Water temperature should be checked in the sink and the bathtub.

[illegible]

If the water temperature is below 110-degrees please adjust the water temperature to be above 116 degrees.

## HOT WATER TEMPERATURE LOG

Month: May Year: 2025 Site: Treat Like Family

Year: 2025

Site: Treat Like Family

**Instructions:**

- Water temperature should be withing 110-116 degrees.
- Water temperature is to be checked 2 times per week.
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- Water temperature should be checked in the sink and the bathtub.

[illegible]

## HOT WATER TEMPERATURE LOG

Month: \_\_\_\_\_ Year: \_\_\_\_\_ Site: Treat Like Family

Instructions:

- Water temperature should be within 110-116 degrees.
- Water temperature is to be checked 2 times per week.
- Copy of the weekly water temperature is to be submitted to QP weekly.
- Water temperature should be checked in the sink and the bathtub.

[illegible]

\*If the water temperature is below 110-please adjust the water temperature to be no higher than 116 degrees.

\* If the water temperature is above 116-pease adjust the water temperature to be no lower than 110 degrees.