

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                           |  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>MHL091-109</b>              | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   | (X3) DATE SURVEY<br>COMPLETED<br><br><b>R</b><br><b>06/02/2025</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>ALPHA RESIDENTIAL SERVICES-OAKLAND</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>2103 OAKLAND AVENUE<br/>HENDERSON, NC 27537</b> |  |  |
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| V 000   | <p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on 6/2/25. The complaint was unsubstantiated (intake #NC00230852). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This facility is licensed for 6 and has a current census of 6. The survey sample consisted of audits of 3 current clients.</p>  | V 000   |  |  |
| V 736   | <p><b>27G .0303(c) Facility and Grounds Maintenance</b></p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS<br/>(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.</p> <p>This Rule is not met as evidenced by:<br/>Based on observation and interview, the facility was not maintained in a clean, attractive and orderly manner. The findings are:</p> <p>Observation on 5/29/25 at 1:13pm revealed:</p> <ul style="list-style-type: none"> <li>- Area on dining room wall approximately 12 inches by 24 inches that had been patched but not painted</li> <li>- Area behind the oven in the kitchen below the oven range approximately 24 inches by 8 inches that was unpainted</li> <li>- Bathroom for clients #4 and #5: <ul style="list-style-type: none"> <li>- 1 light fixture above the mirror with 1 of 3 light bulbs burned out</li> <li>- a spot on the wall above the toilet approximately the size of a basketball that was</li> </ul> </li> </ul> | V 736   |  |  |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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| V 736   | Continued From page 1<br><br>smudged with a brown substance<br>- Window sill in the bedroom for clients #4 and #5 had paint that was peeling in spots across the entire surface<br>- Dormer crawl space door in the bedroom for clients #1 and #6 had duct tape around the frame on the bottom and the right side<br>- 4 drawer dresser for client #6 had 2 drawers that were misaligned and unable to close fully<br>- Dormer crawl space door in the bedroom for clients #2 and #3 had duct tape around the frame on the top and the right side<br>- Mattress for client #3 was sunken in the middle<br>- Upstairs bathroom had a black substance on the ceiling above the shower and extending out from the shower area approximately 24 inches in both directions<br>- Upstairs bathroom had a piece of plywood approximately 48 inches by 24 inches that was unpainted and nailed to the wall beside the toilet<br>- Upstairs outside emergency exit staircase had a handrail that was split down the middle and splintering in an area about 6 inches long<br>- Handrail for the stairs between the first and second floor of the interior of the home was loose<br>- Inside of the front storm door had peeling paint and was smudged with brown substance in various size spots across the entire surface<br>- Inside of the interior front door frame was smudged with a brown substance in an area approximately 48 inches long<br>- Light switch cover by the front door was cracked along the length of the right side<br>- Inside of the back door had an area around the door knob approximately 10 inches long that was smudged with a brown substance<br>- Handrails for the steps leading to the front porch had 4 pickets broken loose and 1 missing<br>- Full length of the gutters on the front and | V 736   |  |  |

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| V 736   | <p>Continued From page 2</p> <p>back of the facility had pine needles coming over the edges and there were tree saplings growing out of the gutters in multiple places</p> <p>Interview on 5/29/25 staff #1 reported:</p> <ul style="list-style-type: none"> <li>- She did not typically work at this facility but did fill-in when needed</li> <li>- She did not know why the dormer crawl space doors in the client bedrooms had duct tape around the frames</li> <li>- Client #3's mattress was sunken in the middle and she thought he needed a new one</li> </ul> <p>Interview on 6/2/25 the Qualified Professional reported:</p> <ul style="list-style-type: none"> <li>- The House Manager would call him for any repairs that were needed at the facility</li> <li>- The dormer crawl space doors were duct taped to prevent clients from going into that space</li> <li>- The facility had replaced some client mattresses</li> <li>- If client #3 "requests a new one (mattress), we'll get him a new one"</li> <li>- There was a yard crew that was responsible for tasks such as cleaning out the gutters</li> <li>- The yard crew came out regularly to mow the grass but they did not do additional things requested of them quickly</li> <li>- He was not certain who owned the house</li> </ul> <p>Interview on 6/2/25 the Licensee reported:</p> <ul style="list-style-type: none"> <li>- The house was rented and the landlord was notified when repairs were needed</li> <li>- The landlord was not diligent about making repairs, so the facility had someone they called to complete repairs when needed</li> <li>- The dormer crawl space doors were duct taped because there had been bats in those attic spaces a while ago but she could not recall when</li> </ul> | V 736   |  |  |

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| V 736   | <p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- A company came to the facility, sealed everything and removed the bats</li> <li>- The dormer doors had been duct taped since the bats were removed as an additional measure</li> <li>- She will have client #3's mattress looked at and replaced</li> </ul> <p>This deficiency has been cited 3 times since the original cite on 7/28/22 and must be corrected within 30 days</p> | V 736  |  |                          |  |