

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041-617</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>06/12/2025</b>
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NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE

**LAKE BRANDT GROUP HOME**

**6184 LAKE BRANDT ROAD  
GREENSBORO, NC 27455**

(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><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on 6/12/25, Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>The 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	<p><b>RECEIVED</b> <b>JUN 30 2025</b> <b>DHSR-MH Licensure Sect</b></p>	
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a clean and attractive manner. The findings are:</p> <p>Observation on 6/12/25 of the facility between 11:30 am and 1:30 pm revealed:</p> <p>Client #1's bedroom: - The window blinds in client #1's bedroom had broken slats</p> <p>Bathrooms #1 and #2: - The hose used to connect the water supply to toilet was covered in rust in each bathroom - Discoloration along the bottom of the mirrors above each sink in each bathroom - Blue stains around the drain in each sink - Blue staining on the floor near the drain in the</p>	V 736	<p>V 736- QP has cleaned blue stains from sinks and bathtubs. The water supply hose to the toilets has been replaced with new hoses. Maintenance has contacted and received a quote to change the type of filter for the water system as well as a new well tank. This will be changed as soon as the company is available to complete the work.</p> <p>The maintenance personnel is also working with the city of Greensboro to determine if the home is eligible to connect to city water.</p> <p>The team will meet to determine a new type of curtain to meet Client #1's desires to see out of the window while also providing privacy.</p> <p>In the future, the team will ensure the bathrooms are free of water stains. This will be monitored through checks by the clinical team weekly for three months then on a routine basis thereafter.</p>	7/11/25

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

*Cynthia Hargrave*

TITLE

*VP of Operations*

(X6) DATE

*6/25/25*

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V 736	<p>Continued From page 1</p> <p>shower</p> <ul style="list-style-type: none"> <li>- Blue staining on the floor near the drain in the tub</li> </ul> <p>Interview on 6/12/25 with the House Manager revealed:</p> <ul style="list-style-type: none"> <li>- The facility's water supply was from a well</li> <li>- The well water was the cause of the blue stains in the sinks and the tub and shower</li> <li>- The Qualified Professional (QP) had purchased a cleaning agent from a hardware store which had helped remove some of the staining</li> </ul> <p>Interview on 6/12/25 with the QP and the Regional Administrator (RA) revealed:</p> <ul style="list-style-type: none"> <li>- Client #1's blinds had just recently been replaced; however, he liked to look out of his window and this may have caused his slats to become broken</li> <li>- The blue stains in the sinks, shower, and tub were due to the well water</li> <li>- The QP had purchased a cleaning product from a hardware store which he used at least twice a month in an attempt to remove the stains from the sinks, shower and the tub</li> <li>- Although the QP was attempting to keep the staining to a minimum, if the clients left the water dripping, that caused the staining to appear even worse</li> <li>- The well system had been "looked at" and it "would cost thousands" to have it fixed</li> <li>- The facility was Housing and Urban Development (HUD) home and their agency was limited in what repairs could be made</li> <li>- "We're at a loss at what to do."</li> <li>- A request to have the bathrooms remodeled had been submitted to HUD but it had not been approved as of this date</li> </ul>	V 736		

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V 736	Continued From page 2  This deficiency is a re-cited deficiency and must be corrected within 30 days.	V 736		
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 observation and interview, the facility failed to ensure that in areas where clients were exposed to hot water, the temperature of the water was maintained between 100-116. The findings are:  Observation of the water temperatures between 11:29 am and 11:55 am on 6/12/25 revealed:  Bathrooms #1 and #2: - The temperature of the water at the bathroom sink #1 was 122 degrees at 11:29 am - The temperature of the water at bathroom sink #2 was 122 degrees at 11:31 am - The temperature of the water at the shower was 120 degrees at 11:34 am - The temperature of the water at the tub was 122 degrees at 11:43 am  Kitchen Sink: - The temperature of the water at the kitchen	V 752	V 752-The water temperature will be set to an appropriate temperature. A lock will be placed on the door to the water heater to prevent tampering with the temperature settings. Staff will be in-serviced and People Supported will be informed what the acceptable range is and the reasons for it as well as instructed not to adjust the setting.  In the future, the clinical team will ensure the water temperature falls within appropriate ranges at all times. This will be monitored through weekly water temperatures taken for a period of three months, then on a routine basis thereafter.	7/11/25

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V 752	<p>Continued From page 3</p> <p>sink was 124 degrees at 11:55 am</p> <p>Interview on 6/12/25 with the Qualified Professional and the Regional Administrator revealed:</p> <ul style="list-style-type: none"> <li>- They were surprised that the water temperature was higher than what it should be</li> <li>- Not aware of any complaints about the temperature of the water from the staff and/or the clients</li> <li>- None of the clients were at risk of being burned, because each client could adjust the temperature of the water in the bathroom or at the kitchen sink or tell staff</li> <li>- Would have their maintenance personnel check the temperature the water as soon as possible</li> <li>- "Not sure what is happening."</li> </ul> <p>This deficiency is a re-cited deficiency and must be corrected within 30 days.</p>	V 752		