

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-751	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/10/2025
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NAME OF PROVIDER OR SUPPLIER ACCESS HEALTH SYSTEM 1	STREET ADDRESS, CITY, STATE, ZIP CODE 5132 DICE DRIVE RALEIGH, NC 27616
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 12/10/25. The complaint was substantiated (intake #NC00234374). Deficiencies were 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 5. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes.</p> <p>(b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies.</p> <p>(d) Each facility shall have a first aid kit accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review, observation, and interview, the facility failed to ensure fire and</p>	V 114		

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

TITLE

(X6) DATE

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V 114	<p>Continued From page 1</p> <p>disaster drills were completed at least quarterly and repeated for each shift. The findings are:</p> <p>Review on 12/10/25 of the fire and disaster drills from 12/12/24 to 11/17/25 revealed:</p> <ul style="list-style-type: none"> - Disaster drills documented as completed March, April, May, June, July, September, October, and November 2025 - No fire or disaster drills documented as having been completed by staff #2 during his 2-week shift <p>Interview and observation on 12/9/25 at approximately 12:35PM client #1 reported:</p> <ul style="list-style-type: none"> - Had been at the facility for 2 years - Had never completed a disaster drill at the facility - "In grammar school we used to do like that (putting hands on neck and leaning forward) and get away from the window" for a tornado - Staff "point to the doors" for the fire drills but "it's not hard to get out of here (facility)" <p>Interview on 12/9/25 client #4 reported:</p> <ul style="list-style-type: none"> - Had been at the facility "4 years now" - Disaster drills had not been completed at the facility - Would "be away from it (tornado)" if there was a tornado - "We (clients) go - I don't know - stand by the trees" for a fire drill <p>Interview on 12/9/25 client #5 reported:</p> <ul style="list-style-type: none"> - Arrived at the facility in July 2025 - Had not completed a disaster drill at the facility and "they (staff) just told us that if one comes to lay on the floor ...or get under the bed" - "We go outside and go to the curb" for fire drills 	V 114		

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V 114	<p>Continued From page 2</p> <p>Interview and observation on 12/10/25 at approximately 2:04PM staff #1 reported:</p> <ul style="list-style-type: none"> - Worked at the facility for 2 months - Completed disaster drills once a month and "basically we (him and clients) just get away from the windows, in a safe space...we go downstairs in the safe space" in the hallway - Differentiated between a tornado or hurricane drill by "it just depends on if they standing up or getting down" - Completed fire drills once a month and "typically we just go out there to the edge of the mailbox, I wait approximately 5-7 minutes" and "I explain everything as far as why we are out here" - While looking at the facility drill logs: he documented drills "in the folder" for the drill logs and the signatures on the all of logs since he started at the facility "are all me" - Shifts at the facility were "2 weeks on, 2 weeks off" rotating between him and staff #2 <p>Interview on 12/10/25 staff #2 reported:</p> <ul style="list-style-type: none"> - Had worked at the facility since 4/21/25 - "We go upstairs for flood, and we go downstairs for hurricane" - Had "practiced a couple of times" when "I look at the weather to" and if a disaster was forecasted "we (he and clients) would talk about it (disaster) before the fact and we would do it (drill) if it (disaster) came to pass" - "We line up, do a headcount and go out the front door or go downstairs and go out the backdoor" for a fire drill - Completed fire drills "every other time I'm there" - He submitted documentation for drills to the Licensee and did not know about the fire and disaster drills log - Shifts were "2 weeks on, 2 weeks off" 	V 114		

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V 114	<p>Continued From page 3</p> <p>Interview on 12/10/25 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - Had been the QP for the facility "3 to 4 years" - Staff and the Licensee were responsible for ensuring fire and disaster drills were completed at the facility <p>Interview on 12/10/25 the Licensee reported:</p> <ul style="list-style-type: none"> - Was responsible for ensuring fire and disaster drills were completed at the facility - Had reviewed the drill logs in November 2025 and "told the staff that they need to do another one in December" - Had never noticed any issues with the fire and disaster drill logs - Clients went to the hallway for a tornado drill and "the mailbox in front of the house" for a fire drill - Had talked to the clients about fire and disaster drills "just to make sure they know what to do" and no client had stated that they had not completed drills at the facility <p>This deficiency has been cited 3 times since the original cite on 10/19/23 and must be corrected within 30 days.</p>	V 114		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</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 safe, clean, attractive,</p>	V 736		

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V 736	<p>Continued From page 4</p> <p>and orderly manner. The findings are:</p> <p>Observation on 12/9/25 at approximately 11:41AM revealed:</p> <ul style="list-style-type: none"> - Upstairs bathroom: <ul style="list-style-type: none"> - Sink was slow to drain when water was running - Ceiling vent was covered with gray dust - Upstairs hallway air vent was covered with brown residue on the top 25% of the vent and was bent with a 1/2 inch gap on the right side - Downstairs bathroom: <ul style="list-style-type: none"> - Door had paint missing in two locations on the interior of the door: next to the door handle approximately 1 inch wide by 4 inches long by approximately 5 inches below the door handle approximately 1 inch wide by 3 inches long - Dark brown residue in the shower that covered approximately 80% of the grout and the bottom half of the shower control knob - Two white patches on the wall: one an upside-down heart-shape approximately 4 inches wide by 4 inches high and a circular shape approximately 3 inches in diameter - Downstairs hallway floor had light yellow paint stains with 3 large stains covering approximately 45% of an area approximately 8 inches wide by 6 inches long - Client #2's bedroom: <ul style="list-style-type: none"> - Oval-shaped crack and indentation in the wall by the door approximately 6 inches long by 3 inches high - Client #3's bedroom: <ul style="list-style-type: none"> - 48 circular white patches approximately 1 inch in diameter and 2 inches apart in 4 rows of 8 were on the wall - Dresser had chipped paint on the top drawer approximately 3 inches long by 1 inch tall - Client #4's bedroom: <ul style="list-style-type: none"> - Doorknob on entry door was loose 	V 736		

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V 736	<p>Continued From page 5</p> <ul style="list-style-type: none"> - Door was missing paint between the doorknob and latch approximately 2 feet in length - Client #5's bedroom: <ul style="list-style-type: none"> - Bedroom door had a rounded square white patch approximately 6 inches in diameter - Bedroom door had brown residue above the outer doorknob approximately 2 inches high by 4 inches long and on the lock stile below the latch approximately 7 inches in length - Second bedroom door had light brown residue around the doorknob and latch covering about 2 inches wide along the front and along the lock stile about 2 feet in length - Closet folding doors had a crack approximately 3 inches in length about halfway up the left panel of the left door - Ceiling had a linear brown stain approximately 2.5 feet in length and 2 circular brown stains each approximately 6 inches in diameter - Dining room: <ul style="list-style-type: none"> - Floor had multiple tears in the vinyl flooring near the dining room table: the largest areas were a blotchy shape approximately 6 inches by 6 inches and another shape approximately 3 inches high by 2 inches with a gray residue where the flooring used to be - Division Health Service Regulation Mental Health Licensure and Certification Section Surveyor attempted to sit on 1 of the 3 dining room table chairs and it was too wobbly to safely be sat on - One dining room chair was on the back porch with one-sixth of the seat missing on the left side - Back porch stairs were missing the third step from the top with 9 steps below the missing step <p>Interview on 12/11/25 staff #1 reported:</p> <ul style="list-style-type: none"> - Worked at the facility for 2 months - "I will take responsibility for the upkeep 	V 736		

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V 736	<p>Continued From page 6</p> <p>(cleaning) but "as far as living quarters, the clients keep their own"</p> <ul style="list-style-type: none"> - Was not responsible for repairs and "I'll let [Administrator/Director (A/D) know" if noticed a repair was needed at the facility <p>Interview on 12/11/25 staff #2 reported:</p> <ul style="list-style-type: none"> - Had worked at the facility since 4/21/25 - Clients and staff were responsible for cleaning the facility - When something needed repaired, "we would inform [A/D] or [Licensee], and they would come and have someone fix it" <p>Interview on 12/11/25 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - Was not responsible for the cleaning and maintenance of the facility - The A/D and Licensee were responsible for the facility - "I always notify [Licensee]" when she noticed something that needed to be repaired - Was last at the facility on 11/18/25 and had not noticed any repairs that were needed - When she was at the facility on 11/18/25, all 4 dining room chairs were at the dining room table and steady to sit in <p>Interview on 12/11/25 the Licensee reported:</p> <ul style="list-style-type: none"> - Visited the facility "every week, sometimes twice a week" - She and the A/D were responsible for the maintenance of the facility, and the A/D was responsible for ensuring repairs were completed - Checked the facility for issues "maybe once a month" and would let the A/D know if repairs were needed - Knew the back step needed repaired and the A/D was working on getting it repaired - The back stairs had needed repaired for 	V 736		

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V 736	Continued From page 7 "several weeks" Surveyors attempted to contact the A/D on 12/10/25 at 3:42PM and 3:55PM by telephone call and were unsuccessful This deficiency has been cited 8 times since the original cite on 3/5/18 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, record review, and interview, the facility failed to ensure the temperature of the hot water was maintained between 100-116 degrees Fahrenheit (°F). The findings are: Observation on 12/9/25 at approximately 11:41AM of the facility's hot water temperatures revealed: - Kitchen sink was 124°F - Upstairs bathroom sink was 126°F - Upstairs bathroom tub was 128°F - Downstairs bathroom sink was 131°F - Downstairs bathroom tub was 129°F	V 752		

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V 752	<p>Continued From page 8</p> <p>Review on 12/9/25 of the facility's hot water temperature readings from 12/12/2024 through 11/17/25 revealed:</p> <ul style="list-style-type: none"> - Hot water temperatures were documented approximately once a month on the "Fire Alarm Activation Report" form signed and dated at the bottom by the staff on shift and ranged from 109°F to 110°F <p>Interview on 12/9/25 client #1 reported:</p> <ul style="list-style-type: none"> - Been at the facility for 2 years - Adjusted water temperatures "on my own" - The water had never felt too hot, and he had never felt burned by the water <p>Interview on 12/9/25 client #4 reported:</p> <ul style="list-style-type: none"> - Admitted to the facility 4 years ago - Adjusted his own water temperatures - "Turned it to cool" if the water felt too hot and had never been burned <p>Interview on 12/9/25 client #5 reported:</p> <ul style="list-style-type: none"> - Been at the facility since July 2025 - Adjusted water temperatures for himself - Had never been burned by the water at the facility and if the water felt too hot, he "turned it down" <p>Observation on 12/9/25 at 2:01PM revealed:</p> <ul style="list-style-type: none"> - Glass, liquid fridge/freezer thermometer was in the freezer at the facility <p>Interviews on 12/9/25 and 12/10/25 staff #1 reported:</p> <ul style="list-style-type: none"> - Had worked at the facility for 2 months - "Thought the water was a little hot last night (12/8/25) when I cooked" but he "didn't think of turning the water down" - About 2-3 weeks ago the kitchen sink water 	V 752		

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V 752	<p>Continued From page 9</p> <p>"seemed a little cooler than usual" and one of the clients "said their shower was cold" so staff #1 called the Licensee and the Administrator/Director (A/D) and the next day "a guy" came out to fix the water temperatures</p> <ul style="list-style-type: none"> - Checked the hot water temperatures at the facility when fire drills were completed - Used the thermometer in the freezer to check hot water temperatures and documented the temperature on the fire drill forms <p>Interview on 12/10/25 staff #2 reported:</p> <ul style="list-style-type: none"> - Had worked at the facility since 4/21/25 - No clients complained the water was too hot and no clients had been burned - "Every time I'm there I check it (hot water temperatures)" and "it's usually 94 or 96" - Checked the water temperature "last month" and it was "92-3, something in that neighborhood" - Did not document water temperatures but called the Licensee and A/D when he checked the water temperatures - The thermometer was "in the medicine cabinet in the master (staff) bedroom" <p>Interviews on 12/9/25 and 12/10/25 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - Had been the QP at the facility for "3 to 4 years" - Did not check water temperature at the facility and did not review the water temperature logs - The Licensee and A/D were responsible for the water temperatures at the facility - No clients complained about the temperature of the water at the facility <p>Interviews on 12/9/25 and 12/10/25 the Licensee reported:</p> <ul style="list-style-type: none"> - Staff were supposed to check the water 	V 752		

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V 752	<p>Continued From page 10</p> <p>temperatures monthly when they completed the fire drills and document the temperature on the fire drill form</p> <ul style="list-style-type: none"> - The thermometer was kept in a box in the medicine cabinet - Was unable to find the thermometer so on 12/9/25 had given staff the one she kept in her car - 2 weeks ago, she came to the facility, and the water temperature was a "little too hot" when "I turned it on and put my hand in to check it" so she turned down the temperature on the water heater - Staff #1 called her and told her the water temperature was too low, so the A/D called a "maintenance guy" that came out and turned the water temperature up - Denied telling staff to use the thermometer in the freezer to check the facility's hot water temperatures <p>Interview on 12/9/25 the A/D reported:</p> <ul style="list-style-type: none"> - Was responsible for the water temperatures at the facility - Staff were required to check the water temperature weekly but did not have to document it - "We put it (thermometer) in the fridge...in the drawer" but the thermometer was lost and staff was unable to locate it <p>Review on 12/9/25 of the Plan of Protection signed by the QP and dated 12/9/25 revealed: "What immediate action will the facility take to ensure the safety of the consumers in your care?"</p> <ul style="list-style-type: none"> - Effective immediately: The Administrator/Director adjusted the water temperature on the hot water tank. From 4:00pm to 10pm tonight the staff will check water temperature & report to QP. When its above 116° 	V 752		

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V 752	<p>Continued From page 11</p> <p>the QP will contact the director.</p> <p>Describe your plans to make sure the above happens.</p> <p>- The staff will check the hot water temperature every hr (hour) between 4pm and 10pm today. Once the temperature is safely below 116° (F) then the staff will check the temperature once daily for the next 30 days. If temperature is consistently above 116° (F) the Administrator/Director will have maintenance to adjust the tank. After 30 days and the temperature is below 116° (F) then the staff will check the temperature once weekly for the next 30 days. Staff will then check temperature of water once monthly during fire drills."</p> <p>The facility served clients with diagnoses of Schizoaffective Disorder, Hypothyroidism, Schizophrenia, Personality Disorder, Unspecified, Borderline Intellectual Functioning, Hypertension, Myotonic Dystrophy Type 2, and Depression. The hot water temperatures on 12/9/25 ranged from 122 degrees Fahrenheit to 131 degrees Fahrenheit at water sources in the bathrooms and kitchen utilized by clients. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days.</p>	V 752		