

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL060088	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED 06/18/2015
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NAME OF PROVIDER OR SUPPLIER TRUE CARE REST HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 4410 ARGYLE DRIVE WEST CHARLOTTE, NC 28213
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C 000	Initial Comments Report by Suzanna Fay DHSR Construction Section conducted a Biennial Survey on June 18, 2015 from 10:06 AM to 11:45 AM at the above referenced facility. DHSR records indicate the home was first licensed on January 18, 1981. This facility is licensed for six (6) ambulatory residents (able to evacuate and respond without any physical or verbal assistance during a fire or other emergency) which indicates that the bed count was increased to six sometime after April 1, 1984. Based on this information we are requiring the home to maintain compliance with the following: the 1984 "Family Care Homes Minimum Standards and Regulations," applicable portions of the 2005 Rules 10A NCAC 13G for Family Care Homes and the 1978 (Revision 2) of the North Carolina State Building Code - Section 409.1 (g) - Residential Care Facilities. At the time of our visit, we cited deficiencies that require an acceptable plan of correction. They are as follows:	C 000	CONSTRUCTION SECTION JUN 27 2015 RECEIVED	
C 174	Building Equipment Maintained Safe, Operating SECTION .0300 - THE BUILDING 10A NCAC 13G .0317 BUILDING SERVICE EQUIPMENT (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in a family care home shall be maintained in a safe and operating condition. (j) This Rule shall apply to new and existing family care homes. This Rule is not met as evidenced by: 1. Observations revealed that the kitchen counter in front of the sink is broken. Have a qualified	C 174	sink and cabinets will be repaired in 60 days	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *[Signature]* TITLE: *Owner* (X6) DATE: *7/15/2015*



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C 174	<p>Continued From page 1</p> <p>technician replace the kitchen countertop. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>2. Observations revealed that the kitchen cabinets are in poor condition. Some of the doors are hanging and do not close. One of the drawers below the window is broken and the finish is wearing off. Interview with Staff revealed that the countertop had just recently broken and he has scheduled to replace all of the kitchen cabinets. Provide documentation of the completed repairs through photos or copies of work orders or receipts.</p> <p>3. At the time of this survey the kitchen outlets were tested. The tester indicated that the wiring is reversed at the outlet to the right of the kitchen sink. Have a qualified technician repair the kitchen outlet. Provide documentation of the repairs through copies of work orders or receipts.</p> <p>4. Observations revealed that the ceramic wall mounted toothbrush holder had broken off the wall in the right toilet leaving a rough, jagged edge. Have a qualified person repair the holder or wall. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>5. Observations revealed that the switch was broken in the hallway outside of Bedroom 1. Have a qualified technician replace the light switch. Provide documentation of the repairs through copies of work orders or receipts.</p> <p>6. Observations revealed that the caulking strip around the tub in the pink bathroom was deteriorated and broken. Have a qualified person repair the caulking around the tub. Provide</p>	C 174	<p>have Electricians to come out and resolve issue within by 8-1-2015</p> <p>have a Tile Installer to remedy the problem asap</p> <p>have Electricians to come out resolve by 8-1-2015</p> <p>have caulking replaced</p>	
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C 174	Continued From page 2 documentation of the repairs through photos or copies of work orders or receipts. 7. Observations revealed that the left hand rail on the front steps was loose. Have a qualified person secure the rail. Provide documentation of the repairs through copies of work orders or receipts. 8. Observations revealed several small holes in the exterior siding at the front gable. Have a qualified person repair the siding. Provide documentation of the repairs through photos or copies of work orders or receipts. 9. Observations revealed broken glass in the grass near the front curb. Have a qualified person remove the glass to prevent injury. Provide documentation of the repairs through photos. 10. Observations revealed that one of the crawl space vent covers was damaged leaving the opening exposed for pests to enter the crawl space. Have a qualified person repair or replace the vent cover. Provide documentation of the repairs through photos or copies of work orders or receipts. 11. Observations revealed that the last two boards on the front ramp were loose. Have a qualified person secure the boards. Provide documentation of the repairs through copies of work orders or receipts.	C 174	<p>→ as soon as possible by tile contractor</p> <p>→ have handrail replaced by contractor</p> <p>→ " siding "</p> <p>→ " "</p> <p>→ remove and cleanup debris by 7/18/2015</p> <p>→ have contractor replace vent</p> <p>→ have contractor check and make needed repair</p>	
C 101	Construction-Single Family IV. The Building B. General Construction and Maintenance	C 101		

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C 101	Continued From page 3 (10NCAC 42C .2102) 1. The home must meet the single family residential building code requirements of North Carolina Insurance Department. In addition, the following apply to facilities licensed after February 1, 1983, facilities which increase bed capacity, and facilities which change ownership. This Rule is not met as evidenced by: 1. Observations revealed that the bathroom on the left had mechanical ventilation. The exhaust fan is venting directly into the attic and is not ducted to an outside vent. Consult with the local building official for requirements for venting the bathroom fan and proceed with any measures they recommend. Provide documentation of the repairs through photos or copies of work orders or receipts.	C 101	<p>→ have electrician and contractor to install new ventilator by 8-15-2015</p>	
C 123	Outside Entrances/Exits IV. The Building C. Physical Environment 8. Outside Entrances/Exits (10 NCAC 42C .2209) a. All floor levels must have at least two exits. If there are only two, the exits must be as remote from each other as reasonably possible. b. At least one entrance/exit door must be a minimum clear width of three feet and another must be a minimum clear width of two feet and eight inches. c. At least two outside entrances/exits for the residents' floor level must be at ground level or accessible by ramp with a 1 inch rise for each 12 inches of length of the ramp. If there are only two entrances/exits, the entrances/exits must be as remote from each other as reasonably possible.	C 123		

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C 123	<p>Continued From page 4</p> <p>(The requirement for the ramp at exits not at ground level applies to homes which have at least one resident who needs personal assistance in getting up or down steps.)</p> <p>d. All exit door locks must be easily operable, by a single hand motion, from the inside at all times without keys.</p> <p>e. All entrances/exit must be free of all obstructions or impediments to allow for full instant use in case of fire or other emergency.</p> <p>f. All steps, porches, stoops and ramps must be provided with handrails and guardrails.</p> <p>This Rule is not met as evidenced by:</p> <p>1. Observations revealed that the available window for emergency egress in Bedroom 4 was blocked by heavy furniture. Staff moved the furniture on site. Therefore, no further response is required. Maintain all exits to be free of obstructions.</p> <p>2. Observations revealed that the back exit has four steps and no handrails on either side of the sides. Further observation revealed that one of the Residents used a wheelchair for mobility. Interview with Staff revealed that three of the Residents used wheelchairs, but were all ambulatory. However, these Residents would need assistance in getting up and down steps; so there is currently one exit available for their use. Have a qualified person install a ramp at the back exit. The ramp must meet the current building code and Family Care Home requirements which include a 3'x3' landing at the top and bottom, handrails at either side and a 1:12 slope. A clear, solid path must be maintained from the end of the ramp to a drive or safe area for rescue. Provide documentation of the repairs through photos or copies of work orders or receipts.</p>	C 123	<p>→ have a ramp installed by 9-15-2015</p>	

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C 125	Continued From page 5	C 125		
C 125	<p>Floors</p> <p>IV. The Building</p> <p>C. Physical Environment</p> <p>10. Floors (10 NCAC 42C .2211)</p> <p>a. All floors must be of smooth, non-skid material and so constructed as to be easily cleanable.</p> <p>b. Scatter or throw rugs are not to be used.</p> <p>c. All floors must be kept in good repair.</p> <p>This Rule is not met as evidenced by:</p> <p>1. Observations revealed a section of the carpet was worn down to the backing in the hallway outside of Bedroom 1. Have a qualified person repair or replace the carpet. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>2. Observations revealed a vinyl patch at the door to the bathroom on the left where the door was enlarged. The patch does not match any of the surrounding floor finishes and it is not secure to the floor. Have a qualified person properly patch or replace the flooring in this area. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>3. Observations revealed that the vinyl floor in the left bathroom had become loose and was curling at the seam behind the toilet. Have a qualified person repair the vinyl floor. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>4. Observations revealed that a vinyl floor base was applied over an existing wood base throughout the common areas in the facility. The vinyl adhesive has deteriorated and the vinyl base</p>	C 125	<p>→ have carpet replaced 9/05/2015</p> <p>→ have area repaired 9/05/2015</p> <p>— have floor repaired or replaced by 8/15/2015</p> <p>→ remove floor base by 7/31/2015</p>	

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C 125	<p>Continued From page 6</p> <p>is detaching from the wall. Have a qualified person remove or repair the vinyl base. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>5. Observations revealed a gap in the floor finishes at the door to the right bathroom. Have a qualified person patch or replace the floor for a continuous finish. Provide documentation of the repairs through photos or copies of work orders or receipts.</p> <p>6. Observations revealed that the bathroom floor in the right bathroom was not maintained in good condition. There is a gap between the edge of the vinyl floor and the perimeter wall. The gap has been infilled with a wide band of caulking. The caulking is not smooth and the finish, texture and width is inconsistent. The floor has stains which appear to have been caused by moisture seeping under the floor. Have a qualified technician replace the floor in the right bathroom. Provide documentation of the repairs through photos or copies of work orders or receipts.</p>	C 125	<p>→ have replaced by 9/15/2015</p> <p>→ have flooring repaired or replaced 9/15/2015</p>	
C 129	<p>Building Service Equipment--Hot Water</p> <p>IV. The Building</p> <p>D. Building Service Equipment (10 NCAC 42C .2214)</p> <p>3. The hot water tank must be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, and laundry. The hot water temperature at all fixtures used by residents must be maintained at a minimum of 100 degrees F (38 degrees C) and must not exceed 110 degrees F (43 degrees C).</p> <p>This Rule is not met as evidenced by:</p>	C 129		

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TRUE CARE REST HOME

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CHARLOTTE, NC 28213**

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C 129	Continued From page 7 1. At the time of this survey, the water temperature in the facility was 80 degrees Fahrenheit. Adjust the temperature on the hot water heater to be between 100 and 116 degrees. A Hot Water Temp Log was left at the facility to monitor the water temperature. The log was received at DHSR/Construction Section on June 22, 2015. Therefore, no further response is needed at this time.	C 129		
C 134	Fire Safety-Smoke. Heat Detectors IV. The Building E. Fire Safety Requirement (10 NCAC 42C .2213) 3. The home must provide automatic, single station U.L. listed smoke (ionization) detectors in locations as determined by the Division of Facility Services and U.L. listed heat detectors in the attic and basement. These detectors must be directly wired to the house current. This Rule is not met as evidenced by: 1. At the time of this survey, the smoke detector located in the hall to Bedroom 3 did not sound when sprayed with canned smoke. Have a qualified technician repair or replace the smoke detector. This smoke detector should be wired to the house current. Provide documentation of the repairs through copies of work orders or receipts. 2. Observations revealed that battery operated smoke detectors were added to Bedroom 2 and Bedroom 4. Neither of these sounded when sprayed with canned smoke. Replace the batteries and verify that the smoke detectors work or replace the smoke detectors. Provide	C 134	→ have smoke detector replaced → remove smoke detectors	

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C 134	Continued From page 8 documentation of the repairs through copies of work orders or receipts.	C 134		
C 140	<p>Housekeeping and Furnishings</p> <p>IV. The Building</p> <p>F. Housekeeping and Furnishings (10 NCAC 42C .2212)</p> <p>2. Each home must:</p> <p>a. have walls, ceilings, and floors or floor coverings kept clean and in good repair;</p> <p>b. have no unpleasant odors;</p> <p>c. have furniture clean and in good repair;</p> <p>d. have a sanitary grade of 90 or above at all times.</p> <p>e. be maintained in an uncluttered, clean orderly manner, free of all obstructions and hazards;</p> <p>f. have an adequate supply of bath soap, clean towels, washcloths, sheets, pillow cases, blankets, and additional coverings on hand at all times;</p> <p>g. make available the following items as needed through any means other than charge to the personal funds of recipients of State-County Special Assistance-</p> <p>(1) protective sheets and clean, absorbent soft and smooth pads;</p> <p>(2) bedpans, urinals, hot water bottles, and ice caps;</p> <p>(3) bedside commodes, walkers, and wheelchairs;</p> <p>h. have television and radio, each in good working order.</p> <p>This Rule is not met as evidenced by:</p> <p>1. Observations revealed that there was a strong, offensive odor in Bedroom 1. Interview</p>	C 140		

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C 140	Continued From page 9 with Staff revealed that one of the Residents refused to maintain good hygiene. Clean the room thoroughly and take the necessary steps to prevent recurring problems with odors. Provide documentation of steps taken to correct this citation.	C 140		
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