Fax Cover Page

To: Glenn Hopkin
Fax Number: (919) 733-6592
Pages: 9 including Cover

From: Angel Smith (Impact Family)
Phone Number: (919) 708-5565
Date: 12/12/18

Comments: Here is the Construction Report for Impact Family Care. Facility never received copy of report from Admin. Sorry so late if any questions please give me a call at (919) 708-5565 or on my cell @ (704)430-1684

Thank you

Angel Smith
(facility manager)

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MARK PAYNE • Director, Division of Health Service Regulation

SECOND NOTICE

November 26, 2018

Syvilla Pristell (via E-mail only)
211 Red Holly Drive
Sanford, NC 27330

RE: Impact Family Care Home - FC Biennial Construction Survey
211 Red Holly Drive
Sanford Lee County
FID #030172 Fcl053014

Dear Ms. Pristell:

The Division of Health Service Regulation (DHSR) - Construction Section conducted a Biennial Survey of your facility on August 15, 2018. This survey was conducted by Glenn Hoppin. As a result of this survey, deficiencies were cited which required an acceptable Plan of Correction that was to be returned to our office by October 24, 2018.

As of the date of this letter, the Construction Section has not received your Plan of Correction. Enclosed is a copy of the letter and Statement of Deficiencies that was mailed or emailed to you.

You will need to type or print clearly your correction action and then **SIGN, DATE AND RETURN** the Plan of Correction to DHSR-Construction by December 11, 2018. Failure to return the signed Plan of Correction within this time period could potentially cause a suspension of admissions, provisional license or license revocation. The Provider may copy form(s) to be retained for your files.

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Your Plan of Correction can be:

Mail to: DHSR Construction Section
2705 Mail Service Center
Raleigh NC 27699-2705

Fax to: (919)-733-6592

Email to: DHSR.Construction.Admin@dhhs.nc.gov

Sincerely,

Glenn Hoppin

Glenn Hoppin
Architectural/ Engineering Technician
DHSR - Construction Section

cc: DHSR - Adult Care Licensure Section
City Building Inspection Department-(via e-mail only)
LeeCounty DSS-(via e-mail only)

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL053014	A. BUILDING: 01 B. WING _____	08/15/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
IMPACT FAMILY CARE HOME	211 RED HOLLY DRIVE SANFORD, NC 27330

(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
C 000	Initial Comments Report by Glenn Hoppin DHSR Construction Section conducted a Biennial Survey on August 15, 2018 from 8:30 AM to 10:30 AM at the above referenced facility. DHSR records indicate the home was first licensed on August 5, 2004 as a Family Care Home for six (6) ambulatory residents (able to respond and evacuate without physical or verbal assistance during a fire or other emergency). Based on this we are requiring the home to be in compliance with the following: The 1992 Minimum Standards and Regulations for Family Care Homes, the applicable portions of the 2005 Rules for Family Care Homes 10A NCAC 13G, and the 2002 North Carolina State Building Code - Section 421.2 - Small Residential Care Homes At the time of our visit, we cited deficiencies that require an acceptable plan of correction. They are as follows:	C 000		
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. At the time of the survey it was observed that the HVAC system is not working. The rule requires the building and all fire safety, electrical, mechanical, and plumbing equipment in a family	C 174	1) Manager has met with Heating and Air company and received estimate on repairs to be made. Heating and air company states repairs will be made within a timely manner estimated date could not be determined because of multiple appt. for Winter weather	1/30/19

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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C 174	Continued From page 1 care home shall be maintained in a safe and operating condition. 2. At the time of the survey it was observed that the sink in the hall bathroom had no working hot water. The rule requires 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. 3. At the time of the survey it was observed that the ceiling fan in the staff bedroom was off balance and needed repair. The rule requires 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. 4. At the time of the survey it was observed that the rear deck was in a major state of disrepair. The rule requires 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. 5. At the time of the survey it was observed that a window ac unit in the rear of the facility is not properly secured and is in danger of falling out of the window. The rule requires 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. 6. At the time of the survey it was observed that the kitchen window is broken. The rule requires 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.	C 174	2) Hot water has been since repaired. Plumber states water was turned off under sink 3) Ceiling fan has been tightened and is in proper working condition 4) Maintence manager has been notified of deck issues and have sinces started on repairs. Railings and rot dated boards are being replaced 5) All windunits have been removed and stored in a saf location 6) No Kitchen windows can be found that is broken.	10/1/18 9/30/18 1/30/18 9/30/18 9/30/18

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C 183	Continued From page 2	C 183	Washing machine has been moved to storage building outside of home for safety.	9/30/18
C 183	Outside Premises-Clean, Safe SECTION .0300 - THE BUILDING 10A NCAC 13G .0318 OUTSIDE PREMISES (a) The outside grounds of new and existing family care homes shall be maintained in a clean and safe condition. This Rule is not met as evidenced by: At the time of the survey it was observed that an unused or broken washing machine was being stored in the back yard. The rule requires the outside grounds of new and existing family care homes to be maintained in a clean and safe condition.	C 183		
C 108	Construction-Sanitary Requirements T10: 42C .2102 CONSTRUCTION (h) The building must meet sanitary requirements as determined by the North Carolina Department of Environment, Health and Natural Resources; Division of Environmental Health Services. This Rule is not met as evidenced by: At the time of the survey it was observed that the facility had no current approved sanitation inspection report available for review. The rule requires the facility to meet sanitary requirements as determined by the North Carolina Department of Environment, Health and Natural Resources; Division of Environmental Health Services.	C 108	Facility manager has been in contact with Environmental Health to obtain sanitation report and to schedule new inspection. No one has returned any calls. Manager will continue to call	9/1/18
C 137	Outside Entrances/Exits-Ramps T10: 42C .2209 OUTSIDE ENTRANCES AND EXITS	C 137		

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C 137	Continued From page 3 (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. This Rule is not met as evidenced by: At the time of the survey it was observed that the rear handicap ramp did not have a 1 inch rise for each 12 inches of length of the ramp. The rule requires 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.	C 137	Maintence manager has been notified of railings repairs and risers that are needed and are working on these issue to have fixed in a timely manner with proper agencies	1/30/18
C 140	Outside Entrances/Exits-Handrails T10: 42C .2209 OUTSIDE ENTRANCES AND EXITS (f) All steps, porches, stoops and ramps must be provided with handrails and guardrails. This Rule is not met as evidenced by: At the time of the survey it was observed that the front steps had handrails on only one side of the steps. The rule requires all steps, porches, stoops and ramps must be provided with handrails and guardrails.	C 140	Maintence manager has been notified of these issues and is working with the proper agencies to ensure repairs are done in a timely manner	1/30/18
C 143	Floors T10: 42C .2211 FLOORS (a) All floors must be of smooth, non-skid material and so constructed as to be easily cleanable. (b) Scatter or throw rugs are not to be used. (c) All floors must be kept in good repair.	C 143 1,2,3)	Maintence has been notified of these repairs as have since started to fix issues. All repairs	

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C 143	Continued From page 4 This Rule is not met as evidenced by: 1. At the time of the survey it was observed that the kitchen floor was in a state of disrepair. The rule requires all floors to be kept in good repair. 2. At the time of the survey it was observed that the hall bathroom floor was water damaged near the tub. The rule requires all floors to be kept in good repair. 3. At the time of the survey it was observed the floor tile in the entry foyer was in a major state of disrepair. The rule requires all floors to be kept in good repair.	C 143	are to be done in a timely manner. Managers will preform walk thru of home monthly to ensure no further repairs are needed if so issues will be taken care of immediately	1/30/18
C 144	Housekeeping and Furnishings-Clean T10: 42C .2212 HOUSEKEEPING AND FURNISHINGS (a) Each home must: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; This Rule is not met as evidenced by: 1. At the time of the survey it was observed that a dresser in the rear bedroom was in a major state of disrepair. The rule requires the facility to have furniture clean and in good repair; 2. At the time of the survey it was observed that a hospital bed in the rear bedroom was supported by cinder blocks. The rule requires the facility to have furniture clean and in good repair; 3. At the time of the survey it was observed that a bench on the rear deck is broken. The rule	C 144	1) Bedroom dresser has been removed from home & disposed of properly & safely. 2) All beds shall be replaced with new bed frames. 3) Bench on rear deck has been removed and disposed of properly & safely. Managers will do biweekly walk thru &	9/30/18 11/12/18 9/30/18

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C 144	Continued From page 5 requires the facility to have furniture clean and in good repair; For all deficiencies listed above provide documentation of completed work in the form of photographs, receipts, invoices, etc. All deficiencies listed above were discussed with on-site staff during the exit interview.	C 144	facility to ensure any repair are made to furniture and if any noted these issues will be done in a timely manner.	

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