

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED 12/20/2023
NAME OF PROVIDER OR SUPPLIER CAREMOOR RETIREMENT CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 4876 CAREMOOR PLACE KANNAPOLIS, NC 28081		
(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 of a Construction Section Biennial Survey by Suzanna Fay conducted on December 20, 2023. Records indicate this facility was first licensed on August 22, 1993 for 30 residents. Therefore, we are requiring that this facility meet the 1991 "Regulations for Homes for the Aged and Disabled; Minimum Standards and Regulations, the applicable portions of the 2005 Regulations for Adult Care Homes of Seven or More Beds and the 1991 edition of the North Carolina State Building Code Volume I - General Construction - Section 409 Institutional Occupancy (Group I). Deficiencies were cited that require a Plan of Correction.	C 000		
C 164	Housekeeping and Furnishings-Clean, Repaired SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (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; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Observations revealed that the floors were not kept in good repair. Findings on December 20, 2023: a. Living Room - there is a 12" tear in the carpet in front of the window.	C 164	The carpet is being replaced with Luxury Vinyl Plank through Doug Miller Flooring. Installation will begin on 2/20/2024. We have added a monthly reminder to maintenance to check all flooring surfaces to ensure tears are identified and repaired more timely.	2/22/2024

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

Madin Acas

TITLE

Administrator

(X6) DATE

2-16-2024

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED 12/20/2023
NAME OF PROVIDER OR SUPPLIER CAREMOOR RETIREMENT CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 4876 CAREMOOR PLACE KANNAPOLIS, NC 28081		
(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 164	Continued From page 1 2. Observations revealed that the furnishings were not kept in good repair. Findings on December 20, 2023: a. Men's Guest Toilet - the door hardware is loose.	C 164	Damaged furniture has been removed. New furniture has been acquired and will be delivered on 2/21/24. We have added a monthly reminder to maintenance to check all furnishings to ensure tears are identified and repaired more timely. The door hardware was repaired by Maintenance	2/7/2024 12/21/2023
C 185	Fire Safety-Rehearsals on Each Shift SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0309 PLAN FOR EVACUATION (b) There shall be rehearsals of the fire plan quarterly on each shift in accordance with the requirement of the local Fire Prevention Code Enforcement Official. (c) Records of rehearsals shall be maintained and copies furnished to the county department of social services annually. The records shall include the date and time of the rehearsals, the shift, staff members present, and a short description of what the rehearsal involved. (f) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Review of records revealed that the facility is not conducting quarterly fire rehearsals on each shift. Findings on December 20, 2023: a. There was not a fire rehearsal conducted on the second/night shift of the third quarter of 2023.	C 185	Fire drills were performed for each shift. We will have scheduled drills on the administrative calendar (private) to serve as a reminder to ensure completion for all shifts.	12/21/2023 1/15/2024
C 189	Building Equipment Maintained Safe, Operating SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER	C 189		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED 12/20/2023
NAME OF PROVIDER OR SUPPLIER CAREMOOR RETIREMENT CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 4876 CAREMOOR PLACE KANNAPOLIS, NC 28081		
(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 189	Continued From page 2 REQUIREMENTS (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on observation there is a failure to maintain the facility's fire safety equipment in a safe operating condition. The occupants in the smoke compartment could be affected if doors do not completely close and latch to help limit the spread of smoke or fire to the area of origin. Findings on December 20, 2023: a. The cross corridor doors did not close when released by the fire alarm. 2. Based on observation there is a failure to maintain the facility's fire safety equipment in a safe operating condition. Occupants in the smoke compartment could be exposed to smoke or fire if doors do not completely close and latch to help limit the spread of smoke or fire to the area of origin. Findings on December 20, 2023: a. Room 41 - the door is hitting the threshold and does not close and latch. b. Room 39 - the door is hitting the threshold and does not close and latch. c. Room #7 - the door does not latch when closed. 3. Based on observation there is a failure to maintain the facility's fire safety equipment in a	C 189	Spectrum Security inspected the cross corridor doors on 2/11/24 and will be repairing once parts are received. See attached quote. a. - c. Maintenance repaired all of the doors and thresholds so that doors can close easily and latch. See attached photos.	2/20/2024 2/1/2024

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____		(X3) DATE SURVEY COMPLETED 12/20/2023
NAME OF PROVIDER OR SUPPLIER CAREMOOR RETIREMENT CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 4876 CAREMOOR PLACE KANNAPOLIS, NC 28081		
(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 189	Continued From page 3 safe condition. In order to resist the passage of smoke resident room doors must not have gaps between the door and the door frame stops. Findings on December 20, 2023: a. Room 1 - there is a 1/2" gap at the top left of the door between the door and the door frame. 4. Based on observation the facility's fire safety equipment is not maintained in operating condition. Failure to maintain fire safety equipment in operating condition could affect occupants of the facility if the equipment did not operate during a fire. Findings on December 20, 2023: a. Kitchen - the escutcheon rings on the sprinkler heads are corroded. 5. Based on observation the facility did not maintain electrical emergency/safety lighting equipment in safe operating condition. This could affect occupants of the facility if egress paths and exits were not illuminated during a power outage. Findings on December 20, 2023: a. Med Prep Room - the emergency light did not illuminate on test. 6. Based on observation there is a failure to maintain the building's fire safety systems in a safe condition. Holes or gaps at penetrations through fire resistant rated ceilings could allow fire and smoke to spread beyond the area of origin. Findings on December 20, 2023: a. There is an unsealed cable penetration (door bell) outside of the Nurses' Station. b. Maintenance Room 13 - there is a small	C 189	Maintenance adjusted the door so that there is no longer a 1/2" gap at the top of the door. See attached picture. Hiller replaced 6 escutcheon rings in the kitchen and dining room. See attached invoice. Maintenance replaced the battery. The maintenance department has updated their monthly reminders to check all emergency lighting. Maintenance sealed these areas with fire proof caulk. See attached photos.	2/9/2024	2/9/2024
				1/21/2024	1/2/2024

If continuation sheet 5 of 6

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED 12/20/2023
NAME OF PROVIDER OR SUPPLIER CAREMOOR RETIREMENT CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 4876 CAREMOOR PLACE KANNAPOLIS, NC 28081		
(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 199	Continued From page 5	C 199		
C 199	Exhaust Ventilation SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (g) The spaces listed in this Paragraph shall be provided with exhaust ventilation at the rate of two cubic feet per minute per square foot. This requirement does not apply to facilities licensed before April 1, 1984, with natural ventilation in these specified spaces: (1) soiled linen storage; (2) soil utility room; (3) bathrooms and toilet rooms; (4) housekeeping closets; and (5) laundry area. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Observations revealed that the facility did not maintain exhaust ventilation in specified spaces. Lack of ventilation allows for the build up humidity that can cause mildew and slick areas and prevents the dissipation of odors. Findings on December 20, 2023: a. There was a pattern of fans not working in the Staff Bathrooms, Guest Bathrooms, Laundry, Community Baths, Laundry and other utility spaces in the facility.	C 199		
			Maintenance replaced the belt in the exhaust system that was preventing the exhaust ventilation and fans from working properly.	1/2/2024



For questions concerning invoice call: 704-784-4218
300 Manor Ave Sw, Concord NC 28025-5714

Invoice For: CAREMOOR RETIREMENT CENTER

Bill To: 4876 Caremoor Place
Kannapolis NC 28081

Delivery Instructions:

Invoice Number:	480923	Sales Order: 264581- S1
Invoice Date:	2/14/2024	
Customer No:	1556115	
Customer PO:		
Business Unit:	60	

Remit To: THE HILLER COMPANIES, LLC.
PO BOX 935434
ATLANTA, GA 31193-5434

Service Location: CAREMOOR RETIREMENT CENTER
4876 Caremoor Place
Kannapolis NC 28081

Item	Description	UoM	Qty	Price	Extended Price
3990	SERVICE CALL TO REPLACED 6 HEADS & ESCUTCHEONS AND RESET SYSTEM PER OUR FIELD WORK ORDER #11278 DATE OF SERVICE: 2/9/2024 EMAIL INVOICE & REPORT TO: CAREMOOR. RETIREMENT@GMAIL.COM & MRTKINCAID@GMAIL.COM & TOKINCAIID@AOL.COM <i>Should you ever receive any request on behalf of The Hiller Companies, LLC - from any other person claiming to be an employee of Hiller - to modify our Bank Account details or remit to address, please always re-confirm this request VIA PHONE CALL with your trusted Hiller point of contact (Finance or Sales), in order to avoid fraudulent payments due to phishing attempts.</i>	EA	1.00	1,508.00	1,508.00

Payment Terms	Net 10	Net Sale	1,508.00
		Tax:	105.56
		Invoice total	1,613.56

This transmission may include ITAR(22 CFR-120-130) controlled items. These controlled items may not be resold, diverted, transferred or transshipped outside of the United States or to any other country without U.S. State Department approval.



P.O. Box 1090
Concord, North Carolina 28026
704-784-4218

CUSTOMER NAME: <i>Caremore Retirement</i>	
JOB NAME:	
JOB ADDRESS: <i>28081</i>	
<i>4876 Caremore Place, Kannapolis NC</i>	
CONTACT NAME:	PHONE: <i>704-938-292</i>
BILLING ADDRESS:	

FIELD WORK ORDER # No. 11278	CONTRACT #	CONTRACT ☐	DAY WORK / T&M ☒
		DATE	CUSTOMER PO

	DESCRIPTION OF WORK
	<i>Replaced 6 heads & esch. and reset system</i>

QUANTITY	MATERIAL	IMPORTANT	
		ALL SYSTEMS WERE LEFT IN SERVICE WITH VALVES OPEN	
		ACKNOWLEDGED BY: <i>Ed Hedy</i>	
		PRINT NAME: _____	
		IF NOT, EXPLAIN: _____	

CONSTRUCTION LABOR		OTHER CHARGES /NOTES	
TECHNICIAN	HOURS	ST	OT
<i>CH & LB</i>	<i>5 1/2</i>		
COMPLETED	MUST RETURN	WORK ORDERED BY	

SIGNATURE *[Signature]* DATE *2-9-24*

I HEREBY ACKNOWLEDGE THE SATISFACTORY COMPLETION OF THE ABOVE DESCRIBED WORK, AND BY SIGNING, STATE THAT I HAVE AUTHORITY TO BOND THE COMPANY TO PAY FOR THE ABOVE DESCRIBED WORK.



SPECTRUMSECURITY

GROUP

2295 Kannapolis Hwy.
Concord, North Carolina 28027
704-782-4411
info@spectrumsecuritygroup.com

FIRE
SECURITY
CCTV
ACCESS

PROPOSAL

Attn: Madison / Anita Phone: 704-938-2927 Email: madison@caremoor.com Company: Caremoor Retirement Center Address: 4876 Caremore Place, Kannapolis, NC, 28081	Quote Number: 1025 Date: Feb 13, 2024 Re: Replace 2 Door Holders Property: Caremoor Retirement Center Address: 4876 Caremoor Place, Kannapolis, NC, 28081
--	--

SCOPE OF WORK

Spectrum Security Group proposes to furnish all materials and labor to replace 2 door holders due to age and residual voltage not releasing doors during fire drill.

Specific Inclusions, Tasks, and Materials	
Replace Door Holders	
Material	Qty
Miscellaneous Materials and Connectors	1
DOOR HOLDER, SURFACE MOUNT DUAL VOLT 24/120, CHROME	2
Total Materials, Tax, and Labor to furnish and install:	\$541.83

QUALIFICATIONS

1. Pricing is valid for 30 thirty days from the date listed above.
2. Proposal is predicated upon a clear and accessible area that will be made available by others, where our work is to be performed.
3. Unless noted in the specific inclusions, our work will be performed during our normal working hours and workweek.

PAYMENT TERMS

A 50% deposit is due upon acceptance of this proposal. Remaining balance is due upon completion of the project as indicated above.

Our goal is to provide quality service and equipment to meet your security needs. We are committed to performing work efficiently, timely, safely, and to your satisfaction. We sincerely appreciate your business!

Chandler Potts

cpotts@spectrumsecuritygroup.com

ACCEPTANCE OF PROPOSAL

This proposal represents the entire agreement between the parties. There are no representations, promises or other understandings unless expressly included herein. If you received this proposal via a digital link, you may accept or reject (with or without request for revision) using the buttons below. PO Numbers may also be provided using that acceptance method.

Terms and Conditions:

- 1. Introduction:** This document outlines the terms and conditions governing the proposal for service work between Spectrum Security Group and the entity or individual seeking security and alarm services, hereinafter referred to as the "Client." These terms and conditions constitute a legally binding agreement.
- 2. Scope of Work:** Spectrum Security Group shall provide services to the Client, as outlined in the proposal document. Any modifications to the scope of work must be agreed upon in writing by both parties. Significant changes to the scope of work, equipment, or labor requirements may constitute a change order. All work will be performed in a workmanlike manner and in compliance with all state and local codes.
- 3. Service Commencement:** The service will commence on the date specified in the proposal document, subject to the execution of this agreement.
- 4. Service Duration:** The service duration is outlined in the proposal document. The Client may terminate the service by providing written notice to the Service Provider, subject to the terms specified in the proposal.
- 5. Payment Terms:** The Client agrees to pay the Service Provider according to the payment terms specified in the proposal. Invoices are to be paid within the payment terms on the customer's account. Late payments may incur interest charges as specified in the customer agreement.
- 6. Termination:** Either party may terminate this agreement by providing written notice to the other party. Termination by the Client after material is ordered by Spectrum Security Group may be subject to a restocking fee or forfeiture of deposit.
- 7. Confidentiality:** Both parties agree to keep all information and data exchanged during the term of this agreement confidential and not to disclose it to third parties without the other party's consent.
- 8. Warranty:** The Service Provider warrants that the services provided will be of a professional quality, in accordance with industry standards, and will meet the requirements as outlined in the proposal. Unless otherwise noted in the proposal, parts and labor include a 12-month warranty period.
- 9. Liability:** Spectrum Security Group's liability for any damage or loss shall be limited to the amount paid by the Client for the services under this agreement. The Service Provider is not responsible for any consequential or indirect damages.
- 10. Insurance:** The Spectrum Security Group agrees to maintain appropriate liability insurance to cover any potential liabilities arising from the services provided. Certificates of Insurance may be provided upon request.
- 11. Force Majeure:** Neither party shall be liable for any delay or failure to perform its obligations under this agreement due to circumstances beyond its control, including but not limited to acts of nature, war, and government regulations.
- 12. Governing Law:** This agreement shall be governed by and construed in accordance with the laws of North Carolina and/or the county and state in which the work is to be conducted.
- 13. Entire Agreement:** This agreement, including the proposal and any attachments, constitutes the entire understanding between the parties and supersedes all prior or contemporaneous agreements, oral or written.
- 14. Amendment:** Any changes or modifications to this agreement must be made in writing and signed by both parties.
- 15. Severability:** If any provision of this agreement is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- 16. Acceptance:** By signing this proposal, the Client acknowledges that they have read, understood, and agreed to these terms and conditions.



Fireproof caulk sealing cable hole outside of nurse's station



Fireproof caulk sealing cable hole in room 13



Fireproof caulk sealing cable hole in room 13



Room 41 repaired so that the door is no longer hitting the threshold, closes and latches.



Room 39 repaired so that the door is no longer hitting the threshold, closes and latches.



Room 1 repaired to remove 1/2" gap at the top left of the door between the door and the door frame.



Room 7 has been repaired and now latches when the door is closed.