STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL092289	A. BUILDING: **01** B. WING _____	**01/11/2024**

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
TWINKLE-STAR HOME SERVICES 2	**202 BAINBRIDGE CIRCLE GARNER, NC 27529**

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C 000	Initial Comments Report by Jonathan Gamsey DHSR Construction Section conducted a Biennial Survey on January 11, 2024 from 12:00 PM to 1:00 PM at the above referenced facility. DHSR records indicate the home was first licensed on August 1, 2022 as a Family Care Home for six ambulatory Residents (able to evacuate and respond without any physical or verbal assistance during a fire or other emergency). Based on this information we are requiring the home to maintain compliance with the following: the 2005 Rules 10A NCAC 13G for Family Care Homes and the 2018 North Carolina State Building Code - Section 428.2 - Residential Care Homes. NOTES: 1.) At the time of our visit, we cited deficiencies that require an acceptable plan of correction. All deficiencies listed were discussed with on-site staff during the exit interview. 2.) Take actions to correct all listed deficiencies, once completed provide verification in the form of photos, receipts, invoices, etc. for all work performed. The cited deficiencies are as follows:	C 000		
C 105	Initial Licensure-Meet NCSBC SECTION .0300 - THE BUILDING 10A NCAC 13G .0302 DESIGN AND CONSTRUCTION (a) Any building licensed for the first time as a family care home shall meet the applicable requirements of the North Carolina State Building Code. All new construction, additions and	C 105		

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C 105	Continued From page 1 renovations to existing buildings shall meet the requirements of the North Carolina State Building Code for One and Two Family Dwellings and Residential Care Facilities if applicable. All applicable volumes of The North Carolina State Building Code, which is incorporated by reference, including all subsequent amendments, may be purchased from the Department of Insurance Engineering Division located at 322 Chapanoke Road, Suite 200, Raleigh, North Carolina 27603 at a cost of three hundred eighty dollars ($380.00). (b) Each home shall be planned, constructed, equipped and maintained to provide the services offered in the home. This Rule is not met as evidenced by: 1.) At the time of the survey, it was observed that the light fixture in the dining room is too low to the ground per NCSBC 1208.2 minimum ceiling heights states" 5. ceiling mounted electrical fixtures shall be a minimum of 80 inches above the finished floor unless mounted over a barrier that prevents occupants from traveling under the fixture.. This is not compliant with the rule. Take the necessary steps to meet the code requirement. 2.) At the time of the survey, it was observed that the laundry room does not have a GFCI. Per 210.8(A) states " Dwelling Units. All 125-volt, single-phase, 15- and 20-ampere receptacles installed in the locations specified in 210.8(A)(1) through (10) shall have ground-fault circuit-interrupter protection for personnel. " This is not compliant with the rule. Take the necessary steps to reach out to a certified professional to install a GFCI in the laundry room for the washer.	C 105		

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C 121	Ample Living Arrangements SECTION .0300 - THE BUILDING 10A NCAC 13G .0304 LIVING ARRANGEMENT A family care home shall provide living arrangements to meet the individual needs of the residents, the live-in staff and other live-in persons. This Rule is not met as evidenced by: 1.) At the time of the survey, it was observed that the facility is licensed for 6 residents and has a live-in staff utilizing residents' bedrooms. This is not compliant with the rule. Take the necessary steps to decrease the capacity of the facility down to 5 to accommodate live-in staff and or utilize 24-hour staff within the facility.	C 121		
C 135	Bathroom-Hand Grips SECTION .0300 - THE BUILDING 10A NCAC 13G .0309 BATHROOM (e) Hand grips shall be installed at all commodes, tubs and showers used by the residents. This Rule is not met as evidenced by: 1.) At the time of the survey, it was observed that the bathrooms in the facility do not have handgrips to transition outside of the showers. This could lead to a slip and fall. This is not compliant with the rule. Take the necessary steps to install handgrips outside of both showers.	C 135		
C 146	Outside Entrances/Exits-Ramp(s) SECTION .0300 - THE BUILDING 10A NCAC 13G .0312 OUTSIDE ENTRANCE	C 146		

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C 146	Continued From page 3 AND EXITS (c) At least one principal outside entrance/exit for the residents' use shall be at grade level or accessible by ramp with a one inch rise for each 12 inches of length of the ramp. For the purposes of this Rule, a principal outside entrance/exit is one that is most often used by residents for vehicular access. If the home has any resident that must have physical assistance with evacuation, the home shall have two outside entrances/exits at grade level or accessible by a ramp. This Rule is not met as evidenced by: 1.) At the time of the survey, it was observed that the right side ramp does not meet the rule above. This is not compliant with the rule. Take the necessary steps to install railing on both sides down to the end of the ramp and ensure the bottom of the ramp has a smooth transition to grade.	C 146		
C 149	Outside Entrances/Exits-Handrails At Porches SECTION .0300 - THE BUILDING 10A NCAC 13G .0312 OUTSIDE ENTRANCE AND EXITS (f) All steps, porches, stoops and ramps shall be provided with handrails and guardrails. This Rule is not met as evidenced by: 1.) At the time of the survey, it was observed that the front of the facility ramp did not have a railing on both sides. This is not compliant with the rule. Take the necessary steps to install railing on both sides of the ramp to meet the rule.	C 149		

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C 171	Continued From page 4	C 171		
C 171	Fire Safety- Evacuation Plan SECTION .0300 - THE BUILDING 10A NCAC 13G .0316 FIRE SAFETY AND DISASTER PLAN (d) A written fire evacuation plan (including a diagrammed drawing) which has the approval of the local code enforcement official shall be prepared in large print and posted in a central location on each floor. The plan shall be reviewed with each resident on admission and shall be a part of the orientation for all new staff. This Rule is not met as evidenced by: 1.) At the time of the survey it was observed that the evacuation plans were not oriented on the walls correctly. This is not compliant with the rule. Take the necessary steps to orient the plans correctly.	C 171		
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 multiple bulbs in the facility were burnt out. This is not compliant with the rule. Take the necessary steps to ensure all bulbs are in working order. 2.) At the time of the survey, it was observed that	C 174		

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C 174	Continued From page 5 multiple light fixtures in the facility were missing bulbs exposing a socket, which could potentially lead to electrical shock. This is not compliant with the rule. Take the necessary steps to ensure all light sockets have a bulb. 3.) At the time of the survey it was that the staff bedroom light fixture was missing a light globe. This is not compliant with the rule. Take the necessary steps to ensure all light fixtures have a globe. 4.) At the time of the survey it was observed that Bedroom #3 closet doors are no longer on track. This is not compliant with the rule. Take the necessary steps to ensure that the closet is working as intended. 5.) At the time of the survey, it was observed that bathroom #2 was missing a towel bar. This is not compliant with the rule. take the necessary steps to install a towel bar in bathroom #2. 6.) At the time of the survey, it was observed that the filters for the air returns were dirty and clogged preventing clean airflow for the HVAC unit. This is not compliant with the rule. Take the necessary steps to install clean air filters and change them out a regular intervals so the HVAC unit can function properly. 7.) At the time of the survey, it was observed that in the living room, and hallway it had patched areas that are not sanded and painted. This is not compliant with the rule. Take the necessary steps to sand and paint the walls. 8.) At the time of the survey, it was observed that in the attic a junction box was open. This could lead to electrical shock. This is not compliant with	C 174		

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C 174	Continued From page 6 the rule. Take the necessary steps to secure all junction boxes in the attic. 9.) At the time of the survey, it was observed that an old alarm system was in place at the facility showing a low motion detector sensor battery. This is not compliant with the rule. Take the necessary steps to bring the alarm system back into working order and or remove it.	C 174		
C 180	Building Service Equipment-Call System SECTION .0300 - THE BUILDING 10A NCAC 13G .0317 BUILDING SERVICE EQUIPMENT (f) Where the bedroom of the live-in staff is located in a separate area from residents' bedrooms, an electrically operated call system shall be provided connecting each resident bedroom to the live-in staff bedroom. The resident call system activator shall be such that it can be activated with a single action and remain on until deactivated by staff. The call system activator shall be within reach of resident lying on his bed. (j) This Rule shall apply to new and existing family care homes. This Rule is not met as evidenced by: At the time of the survey where the bedroom of the live-in staff is in a separate area from bedroom #1, provide an electrically operated call system that shall be provided connecting bedroom #1 to the live-in staff bedroom. The resident call system activator shall be such that it can be activated with a single action and remain on until deactivated by staff. The call system activator shall be within reach of the resident lying on his bed. For any wireless system to be	C 180		

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C 180	Continued From page 7 approved, the base unit must use the house power, must recognize when any of the activators stop providing a signal, and must function in accordance with the intent of the Rules.	C 180		
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: 1.) At the time of the survey it was observed that the resident's home had neglected gutters. This is not compliant with the rule. Take the necessary steps to clean out the gutters and build a preventative maintenance plan to ensure the gutters are cleaned regularly 2.) At the time of the survey, it was observed that the front ramp had multiple screws popped up. This is not compliant with the rule. Take the necessary steps to ensure all screws are flush with the wood.	C 183		
C 184	Outside Premises-Fence SECTION .0300 - THE BUILDING 10A NCAC 13G .0318 OUTSIDE PREMISES (b) If the home has a fence around the premises, the fence shall not prevent residents from exiting or entering freely or be hazardous. This Rule is not met as evidenced by: 1.) At the time of the survey, it was observed that the fence on the rear left of the facility had a latching lock on the gate. This requires special	C 184		

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C 184	Continued From page 8 knowledge and is not allowed. This is not compliant with the rule. Take the necessary steps to remove all components of the latching lock from the gate. 2.) At the time of the survey, it was observed that the fence on the rear left of the facility can't be opened on both sides of the fence, this could impede egress in a time of need. This is not compliant with the rule. Take the necessary steps to install a double side gate latch.	C 184		