

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL096055	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED R 04/01/2025
NAME OF PROVIDER OR SUPPLIER THE INDIGO AT PIKEVILLE		STREET ADDRESS, CITY, STATE, ZIP CODE 5383 US 117 NORTH PIKEVILLE, NC 27863		
(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 Biennial Follow Up Construction Survey by Suzanna Fay conducted on April 1, 2025. There are deficiencies from the Biennial Construction Survey that remain to be corrected.	{C 000}		
{C 189}	Building Equipment Maintained Safe, Operating SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER 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: 3. Based on observation the facility's fire safety equipment is not maintained in operating condition. Failure to maintain fire safety equipment in operating condition due to sprinkler heads being obstructed could affect occupants in the fire compartment if the sprinkler head could not suppress a fire. Findings on April 1, 2025: b. 200 Hall Spa - the base of the sprinkler heads and the escutcheon rings are heavily rusted. The purchase of new rings has been approved but they have not been installed at this time.	{C 189}	10A NCAC 13F .311 Other Requirements 1. Facility Administrator contacted CINTAS on 4/1/2025 to establish a work order and quote for replacement of sprinkler heads in 200 hall shower. 2. On 4/17/2025, Facility Administrator received quote for services with CINTAS. Quote was forwarded to VP of Operations for review and approval. 3. Contract signed with CINTAS on 4/29/2025 to establish service agreement and obtain quote for repairs. 4. Repairs will be completed pending signing of quote and turnaround time for parts.	4/1/2025 4/17/2025 4/29/2025
{C 195}	Hot Water System	{C 195}		

Division of Health Service Regulation

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

TITLE

(X6) DATE

Danielle Smith

Executive Director

4/29/25

STATE FORM

6899

C4TY22

If continuation sheet 1 of 3

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{C 195}	Continued From page 1 SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). (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 and testing, it was revealed that the hot water temperature at all fixtures used by residents was not maintained between 100 and 116 degrees F. Findings on April 1, 2025: a. Beauty Shop - the water temperature was 124 degrees F.	{C 195}	10A NCAC 13F .311 Other Requirements 1. Facility Administrator contacted the plumbing company on 4/7/2025 for service in beauty shop. 4/7/2025 2. Plumbing company arrived on 4/11/25 and found that water heater temperature was turned up to high to control the beauty shop. Water temperature was adjusted on hot water heater on 4/11/25. 4/11/2025 3. Water temperatures were checked by facility administrator on 4/15/2025, 4/18/2025, 4/25/2025 and 4/30/2025 to ensure water temperatures remained between 100-116 degrees. (see attached documentation) 4/30/2025	
{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;	{C 199}		

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{C 199}	Continued From page 2 (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 April 1, 2025: b. Laundry Room - during the previous visit on November 20, 2024 it was observed that the radiation dampers are coated in dust and need to be cleaned to ensure that the fans are working properly. On April 1, 2025 it was observed that the fans were cleaned but do not appear to be pulling enough to dissipate heat and odors.	{C 199}	10A NCAC 13F .0311 Other Requirements 1. Facility administrator contacted electrician on 4/2/2025 to obtain quotes for repairs of exhaust fans in laundry room. 2. Quotes were obtained on 4/9/2025 for repairs of exhaust fans in laundry room. Quotes were approved on 4/9/2025 by facility VP of operations. 3. Exhaust fans were repaired on 4/16/2025 by electrician. Fans are in good working condition as of 4/16/2025.	4/2/2025	4/9/2025 4/16/2025