

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092220	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED R 05/06/2025
NAME OF PROVIDER OR SUPPLIER TERRABELLA KNIGHTDALE		STREET ADDRESS, CITY, STATE, ZIP CODE 2408 HODGE ROAD KNIGHTDALE, NC 27545		
(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 Follow Up Survey conducted by Tod Hancock on May 6, 2025. Deficiencies were noted which require a Plan of Correction.	{C 000}		
{C 101}	Existing Licensed Fac- No less than '71 Rules SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0301 APPLICATION OF PHYSICAL PLANT REQUIREMENTS The physical plant requirements for each adult care home shall be applied as follows: (2) Except where otherwise specified, existing licensed facilities or portions of existing licensed facilities shall meet licensure and code requirements in effect at the time of construction, change in service or bed count, addition, renovation, or alteration; however in no case shall the requirements for any licensed facility where no addition or renovation has been made, be less than those requirements found in the 1971 "Minimum and Desired Standards and Regulations" for "Homes for the Aged and Infirm", copies of which are available at the Division of Health Service Regulation at no cost; This Rule is not met as evidenced by: 1. Observations revealed that the facility is not in compliance with code requirements in effect at the time of construction, change in service or bed count, addition, renovation, or alteration. For licensed facilities equipped with special locking the doors shall unlock upon actuation of the automatic fire detection system or automatic sprinkler system.	{C 101}		

Division of Health Service Regulation

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

TITLE

(X6) DATE

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{C 101}	Continued From page 1 Findings May 6, 2025: a. SCU Courtyard - the gate is equipped with an electromagnetic lock. Due to a faulty detector in the kitchen, the fire alarm was in trouble mode and staff were concerned about setting off the fire alarm. The fire alarm could not be set off to test the lock to determine if it would release upon activation of the fire alarm.	{C 101}	MC gate and lock were addressed and repaired in February 2025	
{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: New Deficiency: 1. Based on observation and testing there is a failure to maintain the facility's fire alarm system devices and equipment in a safe operating condition. All the occupants of the facility could be affected if the equipment failed to alert the occupants in case of a fire. Findings May 6, 2025: a. The fire alarm panel was indicating trouble. Staff contacted the vendor for immediate resolution.	{C 189}	A request for the fire alarm panel was placed on May 6th, 2025 and addressed by Cintas within a week	



Noreen Mohit, MD-MPH



COMPLETED Service Request #91491961 created by Jhon Long on May. 6, 2025

Need Help? Contact TELS Building Services (888) 433-3224.

Rate Service



Add a comment

RATE

Summary	Fire Alarm - S2505060411
Room/Area	Front Entrance
Assigned to	TELS Building Services
Rating	Unrated

Support

Notes

Jhon Long requested a service for Fire Alarm in Common Area Front Entrance.

Additional Information:

Per Jhon the supervisory code is going off on the fire panel. He believes this is due to a sensor that needs replaced.

Date(s) of Service: 5/6/25

Work completed onsite: Technicians were dispatched on an emergency service call due to a supervisory code going off on the fire panel. Upon arrival, the

technicians began troubleshooting. The sprinkler system had low pressure. A sprinkler technician was dispatched on another service

order.

Location of service: Front Entrance

Service Provider: Cintas Corporation No 2

Asset: none

Category	Fire Protection
Service Provider	Cintas Corporation No 2
Invoice Total	\$945.70
Not To Exceed	\$1,500.00

Request Details



What type of fire alarm panel needs to be repaired? Include make and model.

Per Jhon the supervisory code is going off on the fire panel. He believes this is due to a sensor that needs replaced.
Census Notifire by Honeywell

What signal is showing on the panel?

Supervisory

Is there power going to the panel?

Yes

Has your monitoring company contacted you?

No

Are you on Fire Watch?

No

Please provide additional information such as repairs needed, parts needed, and part of the building affected.
Diagnostic charges will apply for most repair requests.

Per Jhon the supervisory code is going off on the fire panel. He believes this is due to a sensor that needs replaced.

Timeline

5/6 **Completed** 10:36 AM



ETA Set 12:00 PM–1:00 PM

Request Created 10:06 AM

Site Instructions

▼ **Entry & Access Requirements**

It is important to please check in with Admin or myself (maintenance director). If I am not present please look for The nearest Admin (main entrance to the building) or give me a call (984-365-8647)

▼ **Specific Area & Time Restrictions**

please call prior of 1-5 minutes out so I can greet and direct.



COMPLETED **Project #87974397** created by Noreen Mohit on Jan. 30, 2025

Summary Doors - Common Area memory care - Install

Room/Area memory care

Assigned to TELS Building Services

Notes

Noreen Mohit requested a quote for Doors in Common Area memory care.

Additional Information:

We need a new gate for exterior entrance patio area to memory care patio area

Category General Maintenance

Service Provider Service Provider not assigned

Invoice Total \$2,103.69

Quotes

\$2,416.00

AUTHORIZED

[Download Quote](#)

Request Details

Are you sure that a new installation is needed?

Yes

What type of work is needed?

Support

Doors

Is this a replacement of an existing asset

No

Does this installation need to take place outside of normal business hours?

No

Provide a detailed scope of work that you are looking to have performed. Include preferences or additional information (manufacturer, size, like for like, etc.), special considerations.

We need a new gate for exterior entrance patio are to memory care patio area

Approval Timelines

\$2,416.00

🕒 3/7/25



2/6

Authorized 7:52 AM

by Ashton Arnold

Approved, spoke to Beth

Timeline - Pre-Approval - Remco Inc.

2/6

Quote Accepted 7:52 AM

2/5

Quote Pending Approval 4:07 PM

2/4

Pending Service Quote 3:32 PM



Tech Departed 3:32 PM

Technician: Will Zeman

The work for this job is not yet complete for the following reason: Quote needed (Can't fix today with NTE).

Comments from your technician: . TELS Building Services will follow up with the next actions.

● **Tech Arrived** 3:00 PM

2/6 **ETA Set** 8:54 PM

1/29 **Request Created** 8:18 PM

Timeline - Fulfillment - Remco Inc.

2/14 **Completed** 6:13 PM
COMPLETE - NO FOLLOW UP REQUIRED

02/14/25 A.Towers - Arrived at the location and the Tels app was check into. Also checked in with manager Noreen Mohit.

The original gate was disassembled and debris was disposed of.

The acquired material was fashioned to reface and construct a new gate.

After the wood facing was installed, attention was given to shimming and creating a secure and accurate maglock function. After the maglock was functioning correctly, Handles were placed inside and outside the gate for opening and closing.

Cleaned up and checked out with onsite Maintenance Associate (Madison).

● **Tech Departed** 6:13 PM

Technician: Will Zeman

The work for this job is completed. Comments from your technician: COMPLETE - NO FOLLOW UP REQUIRED

02/14/25 A.Towers - Arrived at the location and the Tels app was check into. Also checked in with manager Noreen Mohit.

The original gate was disassembled and debris was disposed of.
The acquired material was fashioned to reface and construct a new gate.
After the wood facing was installed, attention was given to shimming and creating a secure and accurate maglock function. After the maglock was functioning correctly, Handles were placed inside and outside the gate for opening and closing.
Cleaned up and checked out with onsite Maintenance Associate (Madison).

● **Tech Arrived** 8:09 AM

● **ETA Set** 9:20 AM–12:20 PM

2/12 **Lead Time Set**

2/6 **Parts Needed** 7:52 AM

● **Request Created** 7:52 AM

Timeline - Quoting

2/6 **Quote Accepted** 7:52 AM

2/5 **Quote Pending Approval** 4:07 PM

1/29 **Quote Requested** 8:18 PM

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