DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1217-14-011**
Organization Name: **ELK HILL FARM, INC.**

Date of Inspection: **02-08-2023**
Program Type/Facility Name: **14-011 Duncan Cottage**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-500. B. - Windows in bathrooms, sleeping areas, and dressing areas shall provide for privacy.	N	Duncan Cottage This regulation was NOT MET as evidenced by: In review of the physical plant, the following deficits were noted: Bedroom 1: Broken window (covered by plywood) Room 4: Broken window in the door (leading to the bathroom, covered by cardboard) Hanging curtain, hanging off the tracks	PR) 02/28/2023 PR: The Elk Hill Maintenance Department replaced the broken windows in bedroom #1 and bedroom #4 on 2/20/2023. The Maintenace Department will order extra window frames to be able to change out broken window faster. The Residential Director and Director of Administration Service will oversee this process. PR: Program Director purchased new window curtains for bedroom #4 and has hung up new the curtains in bedroom #4. Program Director will keep extra rods and curtains on hand to ensure that window is dress appropriately. Program Director will ensure that the windows have curtains on them. OLR) Accepted 02/28/2023 OLR: accepted on 02/28/23. asn	2/28/2023

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12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	NS	Duncan Cottage This regulation was NOT MET as evidenced by: In review of the physical plant, the following deficits were noted: Room 1: Hole in wall (above door), multiple patches in the wall that need to be painted Room 2: Missing paint throughout the room/ patches missing. The entire room needs to be repainted. Bathroom in-between Bedroom 1 and Bedroom 2: dirty walls, dirty shower stalls, walls behind vanity need to be repainted Room 3: Large paint patches missing paint- throughout the entire room Room 4: Patches of paint throughout the room. Bathroom in-between 3 and 4: Graffiti on the walls, dirty walls/walls in need of paint Kitchen: Oven needs to be cleaned, handled on the oven door is loose. General cleaning of the appliances is needed. Living Room/ Large Common Area Room: Patches of paint missing throughout the walls, the door way leading into the building is in need of cleaning and/or repainting. The furniture is worn and some peices of f	PR) 02/28/2023 PR: Elk Hill Maintenance Department has patched up all the holes in Ducan Cottage. Duncan is scheduled for a paint job in May. The siding and windows will also be replaced. Program Director and Director of Administrative Services will oversee the process. PR: Program Director obtain the necessary product to clean the oven and shower stalls and instructed staff to follow the instructions on the product to clean. The oven and shower were cleaned on 2/21/2023. Elk Hill Maintenance has a cleaning person that cleans Duncan Cottage. The Director of Administration Service met with the cleaning person to review job description. The cleaning person will dedicate one entire day to cleaning Duncan Cottage. Residential Coordinator will oversee house cleanliness. OLR) Accepted 02/28/2023 OLR: Accepted on 02/28/23. asn	2/28/2023

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General Comments / Recommendations:
This Specialist recommends the following:

Create a form do document Quarterly Serious Incident Reviews and Medication Errors (this information is being reviewed weekly during weekly supervisor's meeting, but to have this information compiled on a quarterly form may allow for this information to be found more readily).

Complete monthly, quarterly or annual physical plant checks and have each cottage maintain this information within each cottage.

Create process and/or policy for address repairs needed in a timely manner and clearly document what each roles responsibility is.

Once a vendor has been secured for replacing the cottage's missing windows, order bulk supply of windows to eliminate the time it takes to have windows repaired.

Develop a system within each cottage for staff and residents to clean or repair minor damages. Hold staff accountable for overall cleanliness of the cottages and residents accountable for damages they cause.

Redefine the role of the daily housekeeping staff (as daily or even every other day cleaning) was no visible

Make the common areas more home like and welcoming (pictures on walls, new curtains, updated décor)

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Amber Nesbitt, Licensing Specialist	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined