



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

June 23, 2021

MEMORANDUM

TO: N.C. Licensed Adult Care Homes & Family Care Homes

FROM: Megan Lamphere, Chief *ML*
DHSR Adult Care Licensure Section

RE: **County Departments of Social Services' Focused Monitoring FY 2021-2022**

As you are aware, county Departments of Social Services (DSS) conduct quarterly monitoring pursuant to G.S. 131D-2.11. Beginning July 1, 2021, the rule areas reviewed by DSS during routine quarterly monitoring will be changing. Monitoring visits will be focused on rule areas that are often cited during inspections and complaint investigations and impact residents care, services and rights. This focused monitoring plan will also help facilitate consistent monitoring procedures across the state and will assist providers in being prepared for their annual/biennial survey.

Below are the areas that will be monitored in each quarter of fiscal year 2021-2022. We encourage facilities to review their records and implement quality assurance measures to ensure compliance with these areas to be prepared for a monitoring visit.

QUARTER 1 – Physical Environment and Life Safety

Monitoring Time Period: July, August, September

Focused Monitoring Rule(s):

Adult Care Homes: 10A NCAC 13F .0300 Physical Plant

Family Care Homes: 10A NCAC 13G .0300 The Building

Areas to Be Monitored*:

- Current sanitation inspection
- Current fire inspection

- Physical environment (floors, ceilings and walls in good repair, cleanliness, sanitation issues, odors, pests)
- Housekeeping & Furnishings (supply of clean linens, supplies, furniture in good repair)
- Facility Disaster Plan (availability of plan in the facility and documentation of annual update)
- Licensed Capacity/Ambulatory Status of Residents (family care homes only)
- Water temperatures
- Operable call systems (where applicable)

- Operable door alarms (where applicable)
- Fire & Evacuation Drills/Rehearsals and Inspection Report (documentation of)
- Mechanical, electrical, plumbing and resident care equipment (maintained in a safe and operating condition)
- Major appliances (includes dishwasher, washer, dryer, refrigerator, freezers, cook tops/range/range hood, microwave, hot water heater, food processor for modified textured diets.)
- Heating/Air Conditioning (units, electric fans and ceiling fans)
- Lighting (appropriate for safety and everyday tasks)
- Resident equipment (clean and stored appropriately)
- Designated smoking areas (where applicable)

**Referrals to the DHSR Construction Section will be made when issues involving major mechanical, safety, or other building issues are identified.*

QUARTER 2 – Staff Qualifications, Training & Competency

Monitoring Time Period: October, November, December

Focused Monitoring Rule(s):

- Adult Care Homes: 10A NCAC 13F .0400 Staff Qualifications
10A NCAC 13F .0500 Staff Orientation, Training and Competency
10A NCAC 13F .1309 Special Care Unit Staff Orientation and Training
- Family Care Homes: 10A NCAC 13G .0400 Staff Qualifications
10A NCAC 13G .0500 Staff Orientation, Training and Competency

Areas to Be Monitored:

- Personal Care Aide Training and Competency
- Medication Adie Training and Competency
- Staff Qualifications Upon Hire
- LHPS Competency Validation
- CPR Training
- Infection Control Training
- Special Care Unit Staff Training and Competency

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION
ADULT CARE LICENSURE SECTION**

LOCATION: 801 Biggs Drive, Brown Building, Raleigh, NC 27603
MAILING ADDRESS: 2708 Mail Service Center, Raleigh, NC 27699-2708
www.ncdhhs.gov/dhsr/ • TEL: 919-855-3765 • FAX: 919-733-9379

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QUARTER 3 – Staffing Requirements

Monitoring Time Period: January, February, March

Focused Monitoring Rule(s):

- Adult Care Homes: 10A NCAC 13F .0600 Staffing Requirements
10A NCAC 13F .1308 Special Care Unit Staffing
- Family Care Homes: 10A NCAC 13G .0600 Staffing of the Home

Areas to Be Monitored:

- Verification that the facility meets the required staffing requirements.

QUARTER 4 – Residents’ Funds

Monitoring Time Period: April, May, June

Focused Monitoring Rule(s):

- Adult Care Homes: 10A NCAC 13F .1100 Resident’s Funds and Refunds
- Family Care Homes: 10A NCAC 13G .1100 Management of Resident’s Funds and Refunds

Areas to Be Monitored:

- Accounting for and management of residents’ funds
- Refunds and facility refund policy
- Legal representatives and payees

Thank you for what you do for the residents in adult and family care homes. We hope this information will assist facilities in being prepared for routine monitoring and annual/biennial surveys, improve the lives of residents, and promote consistency in routine monitoring throughout the state.

If you have any questions, please send them via e-mail to DHSR.AdultCare.Questions@dhhs.nc.gov.

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