STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL060-160	A. BUILDING: _____ B. WING _____	03/27/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
INREACH/STILLWELL OAKS	232 STILLWELL OAKS CIRCLE CHARLOTTE, NC 28212

(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
V 000	INITIAL COMMENTS An annual survey was completed on 3/27/18. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals. (d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.	V 291		

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V 291	Continued From page 1 This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure coordination was maintained affecting 1 of 3 clients (#2). The findings are: Review on 3/21/18 of client #2's record revealed: -admission date of 7/13/79 with diagnoses of Intellectual Developmental Disabilities-Moderate and Cerebral Palsy; -client #2 has frequent falls due to weakness on left side, unsteady gait; -treatment plans dated 12/1/17 and 2/1/18 documented the following goals: ensure safety/understand stranger danger, prepare healthy meal choices, use cane when walking instead of carrying it, ensure eats balanced meals instead of snacking; -strategies included verbal prompts, education, reminders, praise, encouragement, teach, explain; -strategies to prevent falls included using a manuel wheelchair in community for long distances and crowded areas, prompts and encouragement to use cane properly, hand rails in bathroom, built in bench in shower, wedge in left shoe placed daily, inflatable cushion for falls, assist in uneven surfaces and steps, teach importance of using assistance and cane to prevent falls, request she report any falls, keep logs of falls, praise her when she uses her cane; -fall log from 4/2017-12/2017 documented 10 falls, fall log from 1/2018-3/2018 documented 9 falls showing increase in falls; -no documentation of updated assessments/evaluations in record due to increase in falls.	V 291		

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V 291	Continued From page 2 Interview on 3/21/18 with client #2 revealed: -"now and then fall down;" -never gotten hurt; -sometimes loses her balance; -always uses her cane when she walks; -usually falls on her back side; -gets up herself most times; -staff tell her to walk slow; -wear shoes around house, no socks; -staff holds her when she walks on steps or outside; -staff helps her in the shower. Interview on 3/21/18 with staff #1 revealed: -try to prevent client #2's falls; -prompt her to let staff help her when doing tasks; -hold onto her arm in community; -she tries to carry her laundry basket, prompt her not to; -assist her with showers; -prompt her to use her cane; -client #2 just loses her balance at times. Interview on 3/21/18 with staff #2 revealed: -client #2 falls, try to stop falls; -prompt to use her cane, monitor and assist in showers, -reminders not to carry things; -when go places, hold onto her arm; -loses balance, doesn't trip, just falls; -works mostly with client #2 in the pm. Interview on 3/22/18 with former staff #4 revealed: -worked on weekends with client #2; -to prevent falls, remind to use cane, monitor/assist at shower, use wheelchair in community for long distances and crowded places, assist getting in and out of van;	V 291		

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V 291	Continued From page 3 -think falls have increased; -just standing there and will fall down; -twice, was standing right beside client #2 and she fell with no warning, client #2 was just standing still; -falls when she is standing not walking; -talked about client #2's falls at all staff meetings and ways to prevent falls. Interview on 3/21/18 with the Group Home Manager revealed: -client #2 has falls; -falls are unexpected; -walks with cane, prompts to use; -assist her on uneven surfaces like curbs, help her in and out of van, use wheelchair in community and crowded places; -have staff come in in evenings Mondays through Thursdays from 3:30-7:30pm; -keep journal of falls; -been recently to her neurologist; -client #2 always fallen like this for years; -not sure about any recent evaluations/assessment for increased falls. Interview on 3/22/18 with client #2's legal guardian revealed: -client #2 always fallen like this "all her life;" -more falls recently; -falling backward instead of forward now; -facility helps her not fall, has extra staff coming in to help client #2; -took her to Neurologist recently, he checked her out and said she was fine; -plan to take back to Neurologist for increased falls; -was at home, standing by dishwasher and just fell backward; -not aware of any recent gait evaluations or physical therapy/occupational therapy	V 291		

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V 291	Continued From page 4 assessments. Interview on 3/27/18 with the Qualified Professional revealed: -last physical therapy/occupational therapy evaluation was completed in 2011; -no recent gait assessments/evaluations; -plan to address level of residential supports in regards to falls; -also will address no recent gait assessments/evaluations in response to increase in falls.	V 291		