

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-755	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 05/08/2018
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NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME AND COMMUNITY SERVICE	STREET ADDRESS, CITY, STATE, ZIP CODE 5628 MILLRACE RD RALEIGH, NC 27606
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 5/8/18. Deficiencies were cited. Intake # 00135866 was substantiated.</p> <p>This facility is licensed for the following service category 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p>	V 110		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reveiw and interview one of two staff (#1) failed to demonstrate competency. The findings are:</p> <p>Review on 4/2/18 of client #1's record revealed the following incident report dated 2/15/18 revealed: - "The client left the facility on the night of 2/15/18. He did not return. A missing person report was initially filed and upgraded to a Silver Alert on 2/16/18. The client was admitted to UNC Wakebrook on 2/16/18."</p> <p>Further review on 4/2/18 revealed the following: - Admission date of 2/6/18 - Diagnoses of Schizophrenia and Mild Intellectual Disability.</p> <p>Review of Unsupervised Assessment dated 2/6/18 revealed "No unsupervised time."</p> <p>During interview on 4/6/18 with Department of Social Services Adult Services Social Worker stated: - Had visited the home around the end of February 2018 around 12:00 PM. - Upon arrival staff #1 was still in her pajamas and clients were in their rooms. - When asking about the location of client #1 and his follow up appointments, she was unaware of when his doctor appointment was. - Staff #1 had a follow up appointment on this day earlier in the morning and staff #1 had not</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>taken him or aware of this.</p> <ul style="list-style-type: none"> -Staff #1 stated she did not know he had an appointment, but would reschedule. -Staff #1 could not provide any information about what type of services the facility provided. -Staff #1 could not provide information regarding the clients. -Staff #1 stated she was not planning to fix clients lunch, they could get their own. -Staff #1 was not sure who to call to reschedule client #1's appointment. -Was very concerned with staff #1's ability to work with the population in the home. <p>During interview on 5/8/18 Staff #1 stated the following,</p> <ul style="list-style-type: none"> -On 2/15/18 around 7:00 PM noticed client #1 was not in the home. -Not sure how long client #1 had been gone. -Did not call anyone to let them know client #1 was missing. -Called the police next day, because "I thought you are supposed to wait 24 hours before reporting someone missing." -When police arrived, "I did give them all the stuff for client #1." <p>During interview on 4/2/18 and 5/8/18 the Qualified Professional (QP) stated:</p> <ul style="list-style-type: none"> -Client #1 went outside on 2/15/18 to smoke a cigarette and when staff checked on him, he was gone. -Client #1 did not have unsupervised time. -Staff #1 called the licensee, but "did not call me, no one did." -Staff #1 called the police on the morning of 2/16/18 to report him missing. -Not sure why she waited that long, but since educated her on reporting elopement. -Not aware she did not provide the 	V 110		

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V 110	Continued From page 3 information needed because the client record is present in the home. -The officer wanted to file a silver alert instead of missing person and this confused us, because the client's cognitive ability and history of living on the street did not warrant a silver alert. -Not aware of client #1 missing any appointments. -Client #1 had a follow up appointment after his discharge from the hospital, but the ACTT team canceled that appointment.	V 110		
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,	V 291		

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V 291	<p>Continued From page 4</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to coordinate services for one of three audited clients (#1). The findings are:</p> <p>Review on 4/2/18 of client #1's record revealed the following incident report dated 2/15/18 revealed: - "The client left the facility on the night of 2/15/18. He did not return. A missing person report was initially filed and upgraded to a Silver Alert on 2/16/18. The client was admitted to UNC Wakebrook on 2/16/18."</p> <p>Further review on 4/2/18 revealed the following: - Admission date of 2/6/18 - Diagnoses of Schizophrenia and Mild Intellectual Disability.</p> <p>Review of Unsupervised Assessment dated 2/6/18 revealed "No unsupervised time."</p> <p>During interview on 4/6/18 with Department of Social Services Adult Services Social Worker stated: - Had visited the home around the end of February 2018 around 12:00 PM. - Upon arrival staff #1 was still in her pajamas and clients were in their rooms. - When asking about the location of client #1 and his follow up appointments, she was unaware of when his doctor appointment was.</p>	V 291		

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V 291	<p>Continued From page 5</p> <ul style="list-style-type: none"> -Staff #1 had a follow up appointment on this day earlier in the morning and staff #1 had not taken him or aware of this. -Staff #1 stated she did not know he had an appointment, but would reschedule. -Staff #1 could not provide any information about what type of services the facility provided. -Staff #1 could not provide information regarding the clients. -Staff #1 stated she was not planning to fix clients lunch, they could get their own. -Staff #1 was not sure who to call to reschedule client #1's appointment. -Was very concerned with staff #1's ability to work with the population in the home. <p>During interview on 4/25/18 A Law Enforcement Official stated the following,</p> <ul style="list-style-type: none"> -Responded to the home on 2/16/18 regarding a missing person call they received. -Upon arrival on 2/16/18 staff #1 informed him she noticed the client missing the night before on 2/15/18 but did not call police. -When asking staff #1 for client #1 information, she could not provide the required information to file the report. -Staff #1 did not seem to "know much about these clients." -When he informed her a "Silver Alert" needed to be done, she refused to sign the form to complete the process. -It is very difficult to fill out paper work if a staff cant provide the client information. -Very concerned staff #1 had not called the police the night before once she realized the client was missing. <p>During interview on 5/8/18 Staff #1 stated the following,</p> <ul style="list-style-type: none"> -On 2/15/18 around 7:00 PM noticed client #1 	V 291		

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V 291	<p>Continued From page 6</p> <p>was not in the home.</p> <ul style="list-style-type: none"> -Not sure how long client #1 had been gone. -Did not call anyone to let them know client #1 was missing. -Called the police next day, because "I thought you are supposed to wait 24 hours before reporting someone missing." -When police arrived, "I did give them all the stuff for client #1." <p>During interview on 4/2/18 and 5/8/18 the Qualified Professional (QP) stated:</p> <ul style="list-style-type: none"> -Client #1 went outside on 2/15/18 to smoke a cigarette and when staff checked on him, he was gone. -Client #1 did not have unsupervised time. -Staff #1 called the licensee, but "did not call me, no one did." -Staff #1 called the police on the morning of 2/16/18 to report him missing. -Not sure why she waited that long, but since educated her on reporting elopement. -Not aware she did not provide the information needed because the client record is present in the home. -The officer wanted to file a silver alert instead of missing person and this confused us, because the client's cognitive ability and history of living on the street did not warrant a silver alert. -Not aware of client #1 missing any appointments. -Client #1 had a follow up appointment after his discharge from the hospital, but the ACTT team canceled that appointment. 	V 291		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p>	V 736		

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V 736	<p>Continued From page 7</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure its grounds were maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 4/2/18 at 11:30 am revealed:</p> <ul style="list-style-type: none"> - Downstairs bathroom floor ripped. - Light Bulbs out in Client #4 bedroom downstairs. - Client #1's room had pieces of floor with large gaps in it. - Client #1's bathroom sink and cabinets are dirty and loose. - Upstairs hallway bathroom is dirty and has multiple patched area and not painted. - Sink vanity cabinet is breaking apart on the outside. - Client #2's bedroom paint is patchy and the room is dirty. <p>During interview on 12/4/17 the Qualified Professional stated:</p> <ul style="list-style-type: none"> -The home had repairs after last years survey. -The home is old and needs a lot of work. -They are slowly getting the repairs done. -Staff needs to stay on clients about cleaning their rooms. <p>[This is a recited deficiency and must be corrected within 30 days]</p>	V 736		

