

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-676</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _  B. WING: _	(X3) DATE SURVEY COMPLETED  R <b>04/26/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RALPH DRIVE HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>413 RALPH DRIVE CARY, NC 27513</b>
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(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
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V 000	<p><b>INITIAL COMMENTS</b>                  An Annual and Follow Up Survey was completed 04/26/18. A deficiency was cited.</p> <p>This facility is licensed for the following service category 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>27G .5602 Supervised Living - Staff</p>	V 000	<p style="text-align: center;"><b>DHSR - Mental Health</b></p> <p style="text-align: center;"><b>MAY 14 2018</b></p> <p style="text-align: center;"><b>Lic. &amp; Cert. Section</b></p>	
V 290	<p>10A NCAC 27G .5602 STAFF</p> <p>(a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs.</p> <p>(b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time.</p>	V 290	<p>Recruitment and staffing of Direct Service Providers: Bi-monthly internal job fairs and monthly external job fairs are currently conducted. Job openings are continuously posted on job boards such as Indeed, Craig's list and LinkedIn. New Hire Orientations are also held bi-monthly. Additionally, we continually post for PRN DSPs. Staff retention program initiatives continue to be ongoing. Community Residential QP, supervisors and current house staff all cover as many shifts as possible to fill gaps until staffing holes are</p>	6/25/2018

	<p>(c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present:</p> <p>(1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or</p> <p>(2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or</p>		<p>permanently filled and/or PRN pool is replenished. Applications are tracked on a spreadsheet and external job fair attendees are tracked on sign in logs. QP will schedule accordingly and as a last resort, support a resident in another TLC home nearby if needed until adequate staff coverage is available.</p>	
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Division of Health Service Regulation  
 LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



*President & CEO*  
 TITLE

(X6) DATE  
**5/14/2018**

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER  RALPH DRIVE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 413 RALPH DRIVE CARY, NC 27513
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V 290	<p>Continued From page 1</p> <p>more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to maintain staff-client ratios above the minimum numbers to enable staff to respond to individualized needs for four of four clients (#1-#4). The findings are:</p> <p>Review on 04/24/18 of the facility's records for the clients revealed:</p>	V 290	<p>Continued From page 1</p> <p>QP will alert CPO and QA/QI immediately if adequate staff coverage is not found so other staff from other programs can be floated to ensure staff ratios.</p>	6/25/2018
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	<p>Client #1- diagnoses included Profound Mental Retardation, Visually and Hearing Impaired Client</p> <p>#2- diagnoses included Mental Retardation, Microcephaly, Bell's Palsy and Damdy-Walker Syndrome</p> <p>Client #4- diagnoses included Severe Mental Retardation, Cleft Palate, Febrile Seizures and Abnormal Vision</p> <p>During interview on 04/24/18, staff #2 reported: She had been recently hired She had worked at the facility for two days.</p>			
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V 290	<p>Continued From page 2</p> <p>During interview on 04/24/18, staff #1 reported: She worked on the 2nd shift between 3-11P She worked at the facility for the past few months alone. She was informed the facility should have two staff on the second shift. Clients #1-#3 required physical assistance with bathing and activities of daily living, client #4 could do things on her own with monitoring.</p> <p>During interviews between 04/24/18 and 04/25/18, the Qualified Professional reported: She completed the staff schedule for this home. Staff #3 worked the first shift. However, staff #3 was on vacation the week of April 23, 2018. While staff #3 was on vacation, she provided transportation for clients at this house during the day to various day programs. All clients except client #1 went to a day program on April 24, 2018. Client #1 did not attend a day program today so staff from another house provided monitoring for her.</p> <p>The House was budget included two staff on second shift and one staff on each of the other shifts. In March 2018, the clients were home during the day, now, most were enrolled in day programs.</p> <p>She was aware the group home did not have adequate staffing to accommodate the three shifts inclusive of as relief and paraprofessional staff in cases of call ins, vacations and emergencies.</p> <p>The agency had been in the process of hiring staff to meet the needs of the clients in the home. It was difficult to sustain staff either during orientation process or after a few weeks of work. She had several veteran staff that had resigned recently from another home which impacted the relief staff providing coverage at other homes.</p>	V 290		