

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-323	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/16/2018
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NAME OF PROVIDER OR SUPPLIER HOME CARE SOLUTIONS AT RHUE ROAD	STREET ADDRESS, CITY, STATE, ZIP CODE 1234 RHUE ROAD WINSTON SALEM, NC 27105
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V 000	<p>INITIAL COMMENTS</p> <p>A Complaint Survey was completed on May 16, 2018. The complaint was substantiated (intake #NC00137775). Deficiencies were cited.</p> <p>This facility is licensed for the following service category:</p> <p>10A NCAC 27G .5600C: Supervised Living Group Home for Adults with Developmental Disabilities</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</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>develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on interview, observation and record review, a para-professional staff person failed to demonstrate the knowledge, skills and abilities required for the population being served, affecting one (lead staff) of four staff surveyed. The findings are:</p> <p>Review of staff personnel records revealed the Lead Staff (LS) was: - hired 12-1-16</p> <p>Review on 4-19-18 of client #1 ' s facility record revealed he:</p> <ul style="list-style-type: none"> - was admitted 3-4-17, - was 33 years old, - was diagnosed with: <ul style="list-style-type: none"> - Obsessive-Compulsive Disorder, - Schizophrenia, - Autism Spectrum Disorder, - Gastroesophageal Reflux Disease, - Eczema, - Pervasive Developmental Disorder, - Borderline Cognitive Disorder, - Mixed Receptive Expressive Language Disorder - was assessed on 3-4-17 to exhibit: <ul style="list-style-type: none"> - Self-Injurious Behaviors - skin picking - nail picking - anxiety 	V 110		

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> - impulsive behaviors - ordered by a physician on 4-17-18 to use a special shampoo for eczema on his scalp, three times weekly <p>Observation on 5-15-18 at approximately 2:15 pm revealed:</p> <ul style="list-style-type: none"> - client #1 ' s prescribed shampoo on the counter in the bathroom located in his bedroom - an unlocked footlocker in the laundry room that contained: <ul style="list-style-type: none"> - bleach, - automotive brake fluid, - abrasive cleanser, - soap pads, - carpet cleaner <p>Interview on 5-14-18 with client #1 ' s Care Coordinator (CC1) revealed:</p> <ul style="list-style-type: none"> - a medication for client #1 was written 3-29-18, but not filled until 3-31-18, - she had seen client #1 with a "robust growth of facial hair," - "observations of several month ' s worth of visits, is that things are very disorganized and there ' s poor follow-through." - client ' s lunches seemed inadequate, but at the facility she had not looked in the refrigerator or cabinets to assess the amount or variety of food for the clients <p>Interview on 5-16-18 with staff #1 revealed:</p> <ul style="list-style-type: none"> - in the past client #1 ' s face was not shaved by staff often enough <p>Interview on 5-2-18 with client #1 ' s mother and legal guardian (M/LG) revealed:</p> <ul style="list-style-type: none"> - client #1 had a prescription dated 3-29-18, filled on 3-31-18, - client #1 told her he did not always get 	V 110		

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V 110	<p>Continued From page 3</p> <p>enough to eat,</p> <ul style="list-style-type: none"> - she had been to the facility, but did not look in the cabinets or refrigerator, - she had observed medications prepared for administration prior to the time medications were to be given, and kept outside the locked closet where medications were supposed to be stored, - she had seen client #1 with more than 2 days of beard growth, - "I gave them a list of things I wanted them to do differently." - she had seen client #1 ' s prescribed shampoo in his bathroom on 2 separate occasions <p>Interview on 5-15-18 with the LS revealed she was responsible for:</p> <ul style="list-style-type: none"> - making sure there was enough food in the facility for the clients, - ensuring client ' s medications were ordered, - ensuring client ' s medications were stored properly - client ' s hygiene routines were followed, - communicate with client ' s legal guardians - making sure staff stored chemicals and cleaners properly. <p>Interview on 5-15-18 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - the licensing agency was already concerned with a lack of leadership at the facility, - client #1 and client #2 inform the LS what food they want, and it ' s incorporated into the grocery shopping by the LS, - all staff know every prescribed medication, including shampoo has to be locked up, - regarding client #1 ' s shaving hygiene, it ' s supposed to be done at least every other day. <p>The lead staff is supposed to monitor that,</p>	V 110		

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V 110	Continued From page 4 - LS has not communicated with client #1 ' s M/LG as she is supposed to, - LS was responsible for ensuring chemicals and cleaners were properly stored and locked away from clients reach, - emergency staff meetings have been held recently to address medication storage and other issues, - she was in the process of making personnel changes at the facility to remedy the problems already discussed several times during emergency staff meetings.	V 110		
V 120	27G .0209 (E) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (e) Medication Storage: (1) All medication shall be stored: (A) in a securely locked cabinet in a clean, well-lighted, ventilated room between 59 degrees and 86 degrees Fahrenheit; (B) in a refrigerator, if required, between 36 degrees and 46 degrees Fahrenheit. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container; (C) separately for each client; (D) separately for external and internal use; (E) in a secure manner if approved by a physician for a client to self-medicate. (2) Each facility that maintains stocks of controlled substances shall be currently registered under the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.	V 120		

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V 120	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure all medications were stored in a locked secure manner. The findings are:</p> <p>Interview on 5-2-18 with client #1 's mother and legal guardian (M/LG) revealed: - she was a nurse, - when she came to pick up client #1 for home visits, his medication had already been removed from the blister packs prior to her arrival, - she had seen medications removed from blister packs and placed in a cup, to be given to a client at some later point in time.</p> <p>Observation on 5-14-18 at approximately 3:00 pm revealed a dark brown, rectangularly shaped coffee table in the living room in front of the sofa. There were several small drawers near the top edge of the table.</p> <p>Review on 5-16-18 of a photograph taken by M/LG of the coffee table in the living room of the facility revealed: - the photo was taken from above the table, looking straight down, - the top edge of the coffee table, - the photo showed a small open drawer, - in the drawer was a cup with 9 pills.</p> <p>Interview on 5-9-18 with staff #1 revealed he: - removed medications from their blister packs prior to administering, - placed medications in a cup, - "...just got used to giving the meds (medications) that way."</p> <p>Interview on 5-14-18 with staff #2 revealed he:</p>	V 120		

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V 120	<p>Continued From page 6</p> <ul style="list-style-type: none"> - "plucks the meds out of their cards (blister packs) about 30 minutes before time to administer the meds," - he did this for, "ease of documentation," - assisted client #1 with washing his hair with the prescribed shampoo - didn ' t know why client #1 ' s prescribed shampoo was unlocked and left in client #1 ' s bathroom. <p>Interview on 5-16-18 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - "popping pills out ahead of time, that ' s not our routine," - "staff know meds, all meds including lotions and shampoos have to be kept locked up," - these expectations were made clear in emergency staff meetings held to address these same issues, - "for it (the prescribed shampoo) to still be in the shower, I think staff didn ' t take that seriously, they must not think they can be fired for not doing their jobs properly," - "of course, the shampoo will be locked up (now), but the staff will either be disciplined or terminated - and that might be the whole house because we ' ve already gone over this once when [M/LG] brought things to our attention." 	V 120		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</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>	V 736		

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V 736	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility staff failed to ensure the facility was maintained in a safe, attractive and orderly manner. The findings are:</p> <p>Observations at the facility on 5-14-18 from approximately 1:45 pm to 5:00 pm revealed:</p> <ul style="list-style-type: none"> - on the back deck at the primary entrance to the facility was outdoor furniture: <ul style="list-style-type: none"> - a loveseat that was broken and a danger if used, - a chair that was broken and a danger if used. - in the kitchen of the facility: <ul style="list-style-type: none"> - window blinds were broken, - a hole in the wall next to the back door. - in the living room of the facility: <ul style="list-style-type: none"> - large hole in the wall, - a small hole in the wall, - bottom of medication closet door was broken, - coffee table had a broken leg - in hall bathroom/laundry room was an unlocked box that contained: <ul style="list-style-type: none"> - bleach, - automotive brake fluid, - abrasive cleaner, - soap pads, - carpet cleaner. - in the hall bathroom the towel bar was excessively loose from the wall. - in client #1 ' s bedroom: <ul style="list-style-type: none"> - entry door had a small hole in it, - paint peeled from closet door, - window blinds were broken, - spray cleaner in bathroom. - in client #2 ' s bedroom: <ul style="list-style-type: none"> - entry door frame was broken, 	V 736		

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V 736	<p>Continued From page 8</p> <ul style="list-style-type: none"> - electric outlet partly hanging out of the wall. <p>Interview on 5-16-18 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - the Lead Staff (LS) was responsible for keeping all cleaners locked up and inaccessible to clients, - "I ' m so irritated, cleaning supplies are to be kept in the locked box. Staff are to be locking everything in that box when they take anything out and when they put things back," - "Having cleaners out, that ' s definitely not our policy," - the facility has maintenance people and will get the repairs done as soon as possible. 	V 736		