

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL055-025	(X2) MULTIPLE CONSTRUCTION A. BUILDING: B. WING	(X3) DATE SURVEY COMPLETED 05/21/2018

NAME OF PROVIDER OR SUPPLIER LINCOLN COUNTY	STREET ADDRESS, CITY, STATE, ZIP CODE 2466 CARRIAGE LANE LINCOLN, NC 28092
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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	INITIAL COMMENTS An annual survey was completed on May 21, 2018. 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	DHSR - Mental Health JUN 11 2018 Lic. & Cert. Section	
V 540	27F .0103 Client Rights - Health, Hygiene And Grooming 10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING (a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the: (1) opportunity for a shower or tub bath daily, or more often as needed; (2) opportunity to shave at least daily; (3) opportunity to obtain the services of a barber or a beautician; and (4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil. (b) Bathtubs or showers and toilets which ensure individual privacy shall be available. (c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available. This Rule is not met as evidenced by: Based on interview and record review, the facility	V 540	27F .0103 Client Rights - Health, Hygiene And Grooming The following will correct the area of deficient practice: UMAR will continue to have available a supply of personal care items at each site for participants use. Residential Managers will remind participants at the next monthly Resident Meeting that these supplies are available to them and will monitor the supply accordingly. The following will prevent this area of deficient practice from happening again: Residential Managers will remind participants at the next monthly Resident Meeting that these supplies are available to them and will monitor the supply accordingly. Health and Safety Committee will provide oversight by monitoring supply during quarterly site inspections.	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

6899

03111

If continuation sheet 1 of 3

[Signature] Quality Management 6/5/18

Division of Health Service Regulation

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V 540	<p>Continued From page 1</p> <p>failed to assure the right to dignity and humane care by providing individual personal hygiene articles for each client who received special assistance affecting 3 of 3 audited clients (Client #1, Client #2 and Client #3). The findings are:</p> <p>Interview on 5/21/18 with the Residential Manager (RM) revealed: -All of the facility clients received special assistance; -He was unaware the facility was supposed to provide hygiene products for clients receiving special assistance.</p> <p>Interview on 5/17/18 with Client #1 revealed: -She was paid monthly; -Client #1 used the money to buy her own hygiene products.</p> <p>Interview on 5/17/18 with Client #2 revealed: -The facility staff took her shopping; -She bought her own "hygienes;" -Client #2 had purchased shampoo, conditioner, cotton balls, soap, toothpaste, toothbrush, a comb and deodorant; -Client #2 had bought herself a back brush; - She stated, "Once in a while I treat myself."</p> <p>Interview on 5/17/18 with Client #3 revealed: - She bought her own towels, washcloths, sheets and pillowcases; -She bought her own shampoo, deodorant, toothpaste, toothbrush, soap and "[Incontinent Supplies];" -Client #3 said she was currently running low on her "[Incontinent Supplies]."</p> <p>Interviews on 5/21/18 with Staff #8, Staff #9 and Staff #10 revealed: -The clients had a house meeting and made a list</p>	V 540		

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V 540	Continued From page 2 of things they needed and things they wanted; -The clients bought their own personal care products such as shampoo, soap, toothpaste, deodorant and body wash; -Client #3 had accidents and bought her own incontinent products.	V 540		
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June 6, 2018

DHSR – Mental Health Licensure & Certification Section

2718 Mail Service Center

Raleigh, NC 27699-2718

Re: UMAR Services, Inc. POC

To Whom It May Concern,

Enclosed you will a Plan of Correction for the UMAR Lincoln County Group Home in relation to the annual survey conducted on May 21, 2018.

Please let me know if you have any questions.

Regards,

Kim Jonas

Quality Assurance and Training Coordinator

UMAR "Empowering Adults with Intellectual & Developmental Disabilities"

704-659-7648

KimJ@UMARinfo.com

5350 77 Center Drive, Suite 201, Charlotte, NC 28217 • (Phone) 704-875-1328 • (Fax) 704-875-9476 • UMARinfo.com
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