

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-232	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/14/2018
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NAME OF PROVIDER OR SUPPLIER CHANGING LIVES FAMILY CARE HOME, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 207 AARONS WAY BURLINGTON, NC 27217
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V 000	INITIAL COMMENTS A complaint survey was completed on June 14, 2018. The complaint was substantiated (intake #NC00139041). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G. 5600A Supervised Living for Adults with Mental Illness	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112		

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

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to develop a treatment plan for one of three audited clients (#5). The findings are:</p> <p>Review on 6/14/18 of Client #5's record revealed: -Admission date of 5/14/18. -Diagnoses of Schizoaffective Disorder, Bipolar Type, Stimulant Use Disorder, Alcohol Use Disorder, Cannabis Use Disorder, Sedative Hypnotic Use Disorder and Cocaine Disorder in Remission. -There was no treatment plan in client's record.</p> <p>Interview on 6/14/18 with the Executive Director/Qualified Professional revealed: -He recently hired a new QP to oversee services at the home. -The QP was working on client #5's treatment plan. -Confirmed there was no treatment plan for client #5 in the record.</p>	V 112		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE (a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence. (b) A supervised living facility shall be licensed if the facility serves either: (1) one or more minor clients; or</p>	V 289		

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V 289	<p>Continued From page 2</p> <p>(2) two or more adult clients. Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205</p>	V 289		

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V 289	<p>Continued From page 3</p> <p>(a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to meet licensure scope by admitting one of three audited clients (#3) without a primary diagnosis of Mental Illness. The findings are:</p> <p>Review on 6/14/18 of the facility's license revealed the facility was licensed as a 27G .5600A Supervised Living for adults whose primary diagnosis is mental illness.</p> <p>Review on 6/14/18 of Client #3's record revealed: -Admission date of 12/11/16. -Admission Diagnoses included Down syndrome, Post-Traumatic Stress Disorder and Chronic Kidney Disease. -FL-2 dated 6/8/18 included diagnoses of Down syndrome and Chronic Kidney Disorder, Stage 3.</p> <p>Interview on 6/14/18 with Client #3 revealed: -Presented difficulties answering questions. -Responded to questions by stating yes or no. -Surveyor had to ask questions several times and different ways.</p> <p>Interview on 6/14/18 with the Executive Director/Qualified Professional revealed: -Client #3 was approved to be admitted to the facility based on criteria.</p>	V 289		

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V 289	Continued From page 4 -Client #3 was family to former staff as another reason for services at 5600A. -Client #3 was his own guardian. -County Adult Services was in the process of obtaining guardianship. -There was a court date schedule this month for guardianship. -County Adult Services informed him client #3 would be moved out the facility. -Client #3 would be placed in facility to meet his needs. -He confirmed the facility could no longer address client #3's needs.	V 289		
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	V 540		

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V 540	<p>Continued From page 5</p> <p>equipped for use by a client with a mobility impairment shall be available.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to ensure the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming was implemented affecting one of three audited clients (#3). The findings are:</p> <p>Review on 6/14/18 with Client #3's record revealed: -Admission date of 12/11/16. -Admission Diagnoses included Down syndrome, Post-Traumatic Stress Disorder and Chronic Kidney Disease. -FL-2 dated 6/8/18 included diagnoses of Down syndrome and Chronic Kidney Disorder, Stage 3.</p> <p>Interview on 6/14/18 with Client #3 revealed: -Presented difficulties answering questions. -Responded to questions by stating yes or no. -He confirmed using pull-ups. -Confirmed that he often soiled his pants.</p> <p>Interview on 6/14/18 with Client #3's Day Program Coordinator and Social Worker revealed: -Client #3 attended the program for a long time. -Client #3 often soiled his pants. -Client #3 would come to the program with an odor. -They would inform the previous staff of the odor. -The previous group home staff would bring change of clothing during the day. -Other clients at the program would tease client #3 because of the odor. -The odor smelled of feces. -Client #3 used the bathroom at the program and</p>	V 540		

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V 540	<p>Continued From page 6</p> <p>would stain the toilet.</p> <ul style="list-style-type: none"> -They assessed client #3 did not clean himself probably. -Contact made to Qualified Professional on occasions. -There was no invite to the QP to discuss client #3's treatment and care. -There was an improvement since the group home hired a new staff. -The day program did not provide 1:1 services. <p>Interview on 6/14/18 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -She started working at the group home 5/16/18. -Client #3 needed a lot of redirection, prompting and support. -Client #3 would use the bathroom and stained the toilet. -She helped client #3 with his hygiene and showed him how to clean his body and toilet after using. -She washed client #'s clothing 2-3 times per week. -Client #3's sheets were cleaned daily. -She used laundry detergent and a deodorizer to clean client #3's clothing. -Client #3 was wearing underwear before she started working. -She asked client # 3's physician for an order for pull-ups due to urine leaks. -Client #3 had boxes of pull-ups supported by an agency. -Client #3 took a shower 2x a day; morning and night and often changed his pull-ups. -She did not send extra pull-ups with client #3 to the day program. -She thought it would embarrass client #3 but would look into it. <p>Interview on 6/14/18 with the Executive Director/QP revealed:</p>	V 540		

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V 540	<p>Continued From page 7</p> <ul style="list-style-type: none"> -He confirmed client #3's hygiene decreased due to his kidney disease. -Client #3 did not have this problem before. -The day program just started complaining about client #3's odor. -He reported staff were doing everything to maintain client #'s hygiene before leaving the house. -He confirmed client #3 needed a 1:1 at the day program and residential home. 	V 540		