

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 06/04/2018
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G119	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/30/2018
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NAME OF PROVIDER OR SUPPLIER WENDOVER HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 631 OLD PARK ROAD MAIDEN, NC 28650
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W 000	INITIAL COMMENTS	W 000		
W 130	<p>PROTECTION OF CLIENTS RIGHTS CFR(s): 483.420(a)(7)</p> <p>The facility must ensure the rights of all clients. Therefore, the facility must ensure privacy during treatment and care of personal needs.</p> <p>This STANDARD is not met as evidenced by: Based on observation and interview, the facility failed to ensure the right to privacy during treatment for 1 non-sampled client (#1). The finding is:</p> <p>Observation conducted on 5/29/18 at 3:55 PM revealed client #1 entered the bathroom accompanied by staff. Continued observations at this time revealed the bathroom door was not fully closed, allowing passers-by to observe staff assisting client #1 to transfer from his wheelchair to the toilet. On-going observation revealed staff removed client #1's pants, incontinent brief, shoes and socks. Staff was further observed to exit the bathroom at intervals to take clothing items to the laundry area, retrieve clean clothing from client #1's bedroom and an incontinent brief from a closet in the hallway as the bathroom door remained not fully closed.</p> <p>Interview conducted with the qualified intellectual disabilities professional, conducted on 5/30/18, verified staff should have protected client #1's privacy by closing the bathroom door during toileting and personal care.</p>	W 130	<p>W130 The Habilitation Specialist will train 7/27/18 all staff on the protection of client rights privacy during toileting and personal care. This will be monitored through interaction assessments completed two times a week for a period of four weeks. In the future, Qualified Professional will ensure the rights of all clients are protected. This will be monitored through monthly interaction assessments, observations completed by the interdisciplinary team and house meetings.</p>	
W 247	INDIVIDUAL PROGRAM PLAN	W 247	<p>W247 The Habilitation Specialist will retrain</p>	



LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>[Signature]</i>	TITLE <i>Program Manager</i>	(X6) DATE <i>6/12/18</i>
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 247	<p>Continued From page 1 CFR(s): 483.440(c)(6)(vi)</p> <p>The individual program plan must include opportunities for client choice and self-management. This STANDARD is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure 5 of 6 clients residing in the home (#1, #2, #4, #5 and #6) were provided opportunities for choice and self management relative to meal preparation. The findings are:</p> <p>Observations in the group home on 5/30/18 from 7:00 AM through 8:15 AM revealed staff preparing grits, toast, cereal, oatmeal, a waffle and orange juice in the kitchen for the breakfast meal. Staff were also observed operating a food processor to process various food items for client #2 and client #6. Examples of meal preparation activities completed by staff included getting pans from cabinet, getting butter and jelly from the refrigerator, putting bread slices in the toaster and stirring food items. Continued observations revealed staff preparing each clients meal in the kitchen, placing items in a bowl or on an individual plate for each client and carrying all food and drink items to the table. No clients were observed assisting with food preparation, food processing or carrying food and drink items to the table.</p> <p>Review of the record for client #1, conducted on 5/30/18 revealed a person centered plan (PCP) dated 1/8/18 which included an Adaptive Behavior Inventory (ABI) dated 1/20/18. Review of the ABI assessment indicated client #1 was able to independently pour from a small pitcher, independently serve himself from a bowl or platter</p>	W 247	<p>all staff on person's supported individual program plan relative to providing opportunities for choice and self management relative to meal preparation. This will be monitored through meal time assessments twice a week for a period of four weeks. In the future, the Qualified Professional will ensure needed interventions and services are provided to support objectives outlined in individual program plans. This will be monitored through monthly interaction and meal assessments and observations completed by the interdisciplinary team.</p>	7/27/18	

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W 247	<p>Continued From page 2</p> <p>and use the appropriate utensil for different foods independently.</p> <p>Review of the record for client #2, conducted on 5/30/18, revealed a PCP dated 12/12/17 which included an ABI also dated 12/12/17. Review of the ABI assessment indicated client #2 was able to pour from a small pitcher and serve himself from a bowl or platter with partial independence, as well as setting the table and choosing the correct flatware with partial independence.</p> <p>Review of the record for client #4 on 5/30/18 revealed a person centered plan plan (PCP) dated 9/28/17 which included a current adaptive behavior inventory (ABI). Review of the ABI assessment dated 2/11/18 indicated the client was capable of pouring from a small pitcher with partial independence, serving self from a bowl or platter with partial independence and using the appropriate utensil for different foods with total independence.</p> <p>Review of the record for client #5 on 5/30/18 revealed a person centered plan plan (PCP) dated 3/2/18 which included a current adaptive behavior inventory (ABI). Review of the ABI assessment updated 4/23/18 indicated the client was capable of pouring from a small pitcher with total independence, serving self from a bowl or platter with partial independence and using the appropriate utensil for different foods with total independence.</p> <p>Review of the record for client #6 on 5/30/18 revealed a person centered plan plan (PCP) dated 4/10/18 which included a current adaptive behavior inventory (ABI). Review of the ABI</p>	W 247			

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W 247	Continued From page 3 assessment updated 3/23/18 indicated the client was capable of pouring from a small pitcher with total independence, serving self from a bowl or platter with partial independence and using the appropriate utensil for different foods with partial independence. Interview with the qualified intellectual disabilities professional (QIDP) on 5/30/18 confirmed that all client's in the home were capable of assisting with meal preparation at some level. This interview further verified all clients residing in the home should be given the opportunity to exercise individual food choices, and to participate in all aspects of meal preparation and service during each meal.	W 247			
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan. This STANDARD is not met as evidenced by: Based on observation, record review and staff interview, the team failed to assure sufficient interventions to address the dining skill needs for 2 of 3 sampled clients (#5 and #6) and 1 non-sampled client (#4). The findings are: A. The team failed to assure sufficient	W 249	W249 Habilitation Specialists will retrain all staff on formal objectives for all persons supported relative to eating. In addition QP/Habilitation Specialist will train/in-service all staff on promoting independence during meal preparation/food serving. Implementation of eating objectives will be monitored through interaction assessments twice a week for a period of four weeks. In the future, Qualified Professional will ensure needed interventions and services are provided to support objectives outlined in individual program plans. This will be monitored through monthly interaction and meal assessments and observations completed by the interdisciplinary team.	7/27/18	

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W 249	<p>Continued From page 4</p> <p>interventions to address the dining skill needs for client #4. For example:</p> <p>Observations in the group home on 5/30/18 at 8:00 AM during the breakfast meal revealed client #4 to sit at the dining table and a staff member to bring client #4 a plate of grits and toast cut into bite size pieces. Client #4 was observed to use the fork provided by staff to eat his cut up toast with no condiments offered to client #4 to spread onto his toast. Continued observations during the breakfast meal revealed client #4 to self feed with no assistance from staff.</p> <p>Review of the record for client #4 on 5/30/18 revealed a person centered plan (PCP) dated 9/28/17. Further review of the PCP revealed a current program objective for client #4 to use a knife to spread condiments on bread being 85% independent for two consecutive progress periods.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 5/30/18 verified client #4 should have been offered a knife and a condiment choice at his morning meal with toast. The QIDP further verified the client's dining objective to address spreading with a knife remains current.</p> <p>B. The team failed to assure sufficient interventions to address the dining skill needs for client #5. For example:</p> <p>Observations in the group home on 5/30/18 at 8:05 AM during the breakfast meal revealed client #5 to sit at the dining table and a staff member to bring client #5 a plate with two pieces of whole toast and a whole waffle with syrup poured by</p>	W 249	<p>W 249 cont.</p> <p>All staff will be trained/in-serviced on food/condiment choices and their availability for clients. In the future, QP and Home Manager will ensure that all staff are trained/in-serviced to offer choices to all individuals supported.</p>	7/27/18

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W 249	<p>Continued From page 5</p> <p>staff. Client #5 was observed to squeeze jelly onto his toast and be verbally prompted by staff to spread the jelly over his toast with a spoon that was provided by staff. Continued observation revealed client #5 to eat his meal using his hands to tear his waffle into pieces that he put into his mouth. Client #5 was further observed to eat his toast whole without spreading the jelly over the toast.</p> <p>Review of the record for client #5 on 5/30/18 revealed a PCP dated 3/2/18. Further review of the PCP revealed a current program objective for client #5 to cut with a knife, being 85% independent for two consecutive progress periods.</p> <p>Interview with the QIDP on 5/30/18 verified client #5 should have been offered a knife with his breakfast meal. The QIDP further verified the client's dining objective to address cutting with a knife remains a current objective for client #5.</p> <p>C. The team failed to assure sufficient interventions to address the dining skill needs for client #6. For example:</p> <p>Observations in the group home on 5/30/18 at 8:15 AM revealed client #6 to sit at the kitchen table. Staff was observed to bring client #6 a shirt protector and return to the kitchen to bring client #6 his meal consisting of grits and toast plated on a divided dish in pureed consistency. Continued observation revealed staff to also bring client #6 a juice beverage in a two handled measured cup with an adaptive lid.</p> <p>Review of the record for client #6 on 5/30/18 revealed a PCP dated 4/10/18. Further review of</p>	W 249		

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W 249	Continued From page 6 the PCP revealed a current program objective for client #6 to set his place setting using actual objects (plate, cup, silverware) with 85% independence for two consecutive progress periods. Additional review of program objectives revealed a self serve objective indicating client #6 will serve himself out of his personal bowls with 95% independence for two consecutive progress periods. Interview with the QIDP on 5/30/18 verified client #6 should have been offered the opportunity to set his place setting at the breakfast table and to participate in self serving his breakfast items to his plate as both dining objectives for client #6 remain current.	W 249			
W 371	DRUG ADMINISTRATION CFR(s): 483.460(k)(4) The system for drug administration must assure that clients are taught to administer their own medications if the interdisciplinary team determines that self-administration of medications is an appropriate objective, and if the physician does not specify otherwise. This STANDARD is not met as evidenced by: Based on observation, record review and interview, the facility's system for drug administration failed to assure 1 non-sampled client was provided with teaching related to self-administration of medication (client #1). The finding is: Observation of medication administration for client #1, conducted on 5/30/18 at 7:20 AM revealed client #1 stated he was ready to take his	W 371	W371 Nursing will retrain all staff on proper drug administration. Staff person that administered medications will be retrained in medication administration class. Nursing will complete three med. passes with this staff person in the home. This will be monitored through monthly nursing assessments completed by nursing. In the future, all direct support staff will be trained/in-serviced by nursing to inform each individual of all medications, their purpose, and the possible side effects.	7/27/18	

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W 371	<p>Continued From page 7</p> <p>medications and was assisted by staff to enter the medication administration area. Client #1 was then observed to receive Gabapentin 300 mg., Klonopin 1 mg., Colace 100 mg., Enalapril 5 mg., Trileptal 300 mg., Inderal LA 60 mg. ER, Abilify 30 mg., Caltrate with vitamin D 600/400 mg. and Miralax powder 17 grams. Continued observation of the medication administration for client #1 revealed staff assisted client #1 to punch all medications from the bubble pack, however, staff did not provide client #1 with information or teaching related to the name of the medications he was taking, the purpose for which they were prescribed or any possible side effects.</p> <p>Interview with the nurse, conducted on 5/30/18, verified staff should have provided client #1 with the name of each medication administered, the purpose for which it was prescribed and possible side effects.</p>	W 371			