

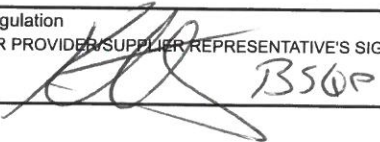
Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL081-094	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/20/2018
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NAME OF PROVIDER OR SUPPLIER KELLYS CARE #3	STREET ADDRESS, CITY, STATE, ZIP CODE 133 KEETER ROAD MOORESBORO, NC 28114
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V 000	INITIAL COMMENTS An annual survey was completed on June 20, 2018. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000	<p>DHSR - Mental Health</p> <p>JUL 23 2018</p> <p>Lic. & Cert. Section</p>	
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		

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



TITLE

Director of Ops

(X6) DATE

6-30-18

Division of Health Service Regulation

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interview, the failed to ensure a client's service outcome that was anticipated by the provision of service affecting 1 of 3 clients (Client #3). The findings are:</p> <p>Review on 6/19/18 of Client #3's record revealed: Admission date: 6-23-11 Diagnoses: Attention Deficit Hyperactivity Disorder, Intermittent Explosive Disorder, Personality Disorder, Pervasive Developmental Disorder, Mild-Moderate Intellectual Developmental Disorder, Post-Traumatic Stress Disorder -12/20/17 Personal Care Plan included: -A service goal to maintain a neat and clean living space by cleaning up after self; -A statement that Client #3 needed staff prompting to complete routine tasks.</p> <p>Interview on 6/19/18 with Client #3 revealed: -He cleaned his bedroom occasionally; -He did not want staff cleaning his bedroom because staff would move his belongings around; -It did not matter what his bedroom looked like because he planned to move out of the facility next week.</p> <p>Interview on 6/19/18 with Staff #4 revealed: -He was employed as residential services staff; -He had worked at the facility over one year; -His job duties included meal preparation, administering medications to clients, house cleaning, working with the clients on their goals, and providing supervision to the clients; -He was knowledgeable about the clients' service goals; -Client #3 had a service goal to become as</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>independent as possible; -Client #3 was territorial about his personal space that included his bedroom; -Client #3 liked for staff to leave him alone and not tell him what to do.</p> <p>Interview on 6/19/18 with Staff # 6 revealed: -She worked as residential services staff; -She had worked at the facility for 2 years; -Her job duties included preparing and serving meals and snacks, giving clients their medications, house cleaning, and encouraging the clients in their personal hygiene and grooming; -She was knowledgeable about the clients' service goals; -She worked with Client #3 on completing his hygiene activities; -She worked with Client #3 on cleaning his bedroom.</p> <p>Interview on 6/20/18 with the Qualified Professional/Director of Operations revealed: -Client #3 had little motivation to clean his bedroom as Client #3 planned to move out of the facility the following week; -Client #3 had made improvements in his bedroom by not hoarding items; -Staff were resistant to prompt Client #3 to clean his bedroom because Client #3 had a history of recording staff and making complaints against them; -He (the Qualified Professional/Director of Operations) had to approach Client #3 in the form of a favor request to get Client #3 to clean his bedroom.</p> <p>Observation on 6/19/18 between 12:06-12:30 pm of Client #3's bedroom revealed: -A foul odor in the room;</p>	V 112	<p><i>Client Moved From home on 6-28-18. The goal was included in the consumer's plan because it was clearly an area he needed to work on. If he had mastered the goal or didn't lack in that area, the goal would have been removed from the plan. Staff had prompted consumer numerous</i></p>	

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V 112	Continued From page 3 -The carpet was heavily soiled with debris; -The bed covering was disheveled; -Clothes were piled up in a disheveled manner on a bedroom chair.	V 112	times. He was aware that he was moving home in approx a week and had little motivation to work on goals. It is impossible to ensure an outcome. We train staff on most effective ways to support clients in running goals, but at times expected or hoped for outcomes are not achieved. To hopefully reduce this from occurrence, staff will be retrained in client specifics, covering the best ways to support consumers in achieving outcomes from PCP and various methods of running	
V 119	27G .0209 (D) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (d) Medication disposal: (1) All prescription and non-prescription medication shall be disposed of in a manner that guards against diversion or accidental ingestion. (2) Non-controlled substances shall be disposed of by incineration, flushing into septic or sewer system, or by transfer to a local pharmacy for destruction. A record of the medication disposal shall be maintained by the program. Documentation shall specify the client's name, medication name, strength, quantity, disposal date and method, the signature of the person disposing of medication, and the person witnessing destruction. (3) Controlled substances shall be disposed of in accordance with the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments. (4) Upon discharge of a patient or resident, the remainder of his or her drug supply shall be disposed of promptly unless it is reasonably expected that the patient or resident shall return to the facility and in such case, the remaining drug supply shall not be held for more than 30 calendar days after the date of discharge.	V 119		

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V 119	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interview, the facility failed to dispose of expired prescription medication in a manner that guards against diversion or accidental ingestion. The findings are:</p> <p>Review on 6/19/18 of Client 1's record revealed: Admission date: 12-15-09 Diagnoses: Anxiety Disorder, Mild-Moderate Intellectual Developmental Disability, Syncope, Pedophilia, History of Seizures, History of Cataract in Right Eye -Physician's order dated 6/13/18 for Docusate Sodium 100 milligrams (mg), take 1 daily as needed (PRN) for constipation.</p> <p>Review on 6/19/18 of Client #2's record revealed: Admission date: Mild-Moderate Intellectual Developmental Disability, Antisocial Personality Disorder, Pedophilia, Cerebral Palsy, Hypertension, Shunt, Elevated Cholesterol -Physician's order dated 4/12/18 for Ranitidine 150 mg, 1 tablet twice daily as needed for heartburn or Dyspepsia.</p> <p>Interview on 6/19/18 with Client #1 revealed: -He took medications; -Staff gave him his medications.</p> <p>Interview on 6/9/18 with Client #2 revealed: -He was on medication for High Blood Pressure, Diabetes, and Cholesterol; -His diabetic medication was Metformin; -He could not remember his other medications; -Staff gave him his medications daily.</p> <p>Interview on 6/19/18 with Staff # 4 revealed: -He was not aware that one pack of Client #1's Docusate Sodium 100 mg and one pack of Client</p>	V 119	goals.	6-30-18

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NAME OF PROVIDER OR SUPPLIER
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STREET ADDRESS, CITY, STATE, ZIP CODE
**133 KEETER ROAD
MOORESBORO, NC 28114**

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V 119	<p>Continued From page 5</p> <p>#2's Ranitidine 150 mg had expired; -He was not aware the 3 house stock medications stored in a plastic bag and found in the medication cart had expired; -He stated that the 3 house stock medications had been in the plastic bag since he started work at the facility.</p> <p>Interview on 6/19/18 with the pharmacist revealed: -There were 2 labels on the house stock medication bottles; -The large label on the bottles identified the date of issue and the expiration date; -The house stock medication was effective for 1 year from the issue date; -The small label on the bottles contained a barcode for the facility to reorder the medication.</p> <p>Interview on 6/20/18 with the Qualified Professional/Director of Operations revealed: -He stated he thought staff had addressed the expired medication issue.</p> <p>Observation on 6/19/18 at approximately 2:00 pm of Client #1's prescribed PRN medications revealed: -1 of 2 blister medication packs of Docusate Sodium 100 mg with a dispense date of 4/27/17 and an expiration date of 4/2018.</p> <p>Observation on 6/19/18 at approximately 2:15 pm of Client #2's prescribed PRN medications revealed: -1 of 2 blister medication packs of Ranitidine 150 mg with a dispense date of 4/27/17 and an expiration date of 4/2018.</p> <p>Observation on 6/19/18 at 11:50 am of the facility's house stock medications revealed:</p>	V 119	<p><i>Staff RN will check in medications monthly at cycle fill. While checking in medications, she will check all meds in cart and remove any expired medications.</i></p>	6-30-18

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V 119	Continued From page 6 -A clear plastic bag that contained the following: -Diphenhist 25 mg, substitute for Benadryl 25 mg with a pharmacy label on the bottle that had an issue date of 5/4/17 and expiration date of 5/2018; -MAPAP 500 mg, substitute for Tylenol 500 mg with a pharmacy label on the bottle that had an issue date of 5/4/17 and expiration date of 5/2018; -MAPAP 325 mg, substitute for Tylenol 325 mg with a pharmacy label on the bottle that had an issue date of 5/4/17 and expiration date of 5/2018.	V 119		
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 7</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 record review and interview, the facility failed to ensure the provision of individual personal hygiene articles affecting 2 of 3 clients (Client #2 and Client #3). The findings are:</p> <p>Review on 6/19/18 of Client #2's record revealed: Admission date: 3/15/10 Diagnoses: Mild-Moderate Intellectual Developmental Disability, Antisocial Personality Disorder, Pedophilia, Cerebral Palsy, Hypertension, Shunt, Elevated Cholesterol</p> <p>Review on 6/19/18 of Client #3's record revealed: Admission date: 6-23-11 Diagnoses: Attention Deficit Hyperactivity Disorder, Intermittent Explosive Disorder, Personality Disorder, Pervasive Developmental Disorder, Mild-Moderate Intellectual Developmental Disorder, Post-Traumatic Stress Disorder</p> <p>Review on 6/20/18 of local grocery store receipts for the facility in April and May 2018 revealed food items.</p> <p>Review on 6/20/18 of a 2018 discount store receipt revealed a shampoo item, soap and cleaning supplies.</p> <p>Interview on 6/19/18 with Client #2 revealed: -He bought his shampoo, deodorant, toothpaste, razor blades, toilet tissue, snacks and sodas with his personal money; -He preferred a certain type of toilet paper so he</p>	V 540	<p>Facility purchases all items placed on weekly shopping list. Facility provides toilet tissue, snacks, shampoo, soap, etc. QP spoke with facility staff and with transportation staff and advised them to add any needed hygiene supplies to weekly shopping list.</p>	6-21-18

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V 540	<p>Continued From page 8</p> <p>bought his own toilet paper; -He received \$56.00 per month to use for personal expenses after his medication co-payments were deducted; -Staff #7 took him shopping for his personal hygiene items; -He stated the facility bought items that included food for the meals and soap to take a bath and wash his hands.</p> <p>Interview on 6/19/18 with Client #3 revealed: -He received \$66.00 per month for personal spending; -He stated he bought all his personal hygiene items: soap, shampoo, deodorant, and clothes detergent; -His one-on-one worker took him shopping to buy what he wanted and needed with his money; -He stated the facility provided him with shelter and food.</p> <p>Interview on 6/19/18 with Staff #4 revealed: -The clients bought their own shampoo and deodorant with their own money; -Staff # 7 provided the clients with their spending money each month; -Staff #7 provided the clients with transportation to go shopping; -Client #3's one-on-one worker took him shopping.</p> <p>Interview on 6/19/18 with Staff #6 revealed: -She stated the clients received spending money once a month; -A staff person from the company came to the facility each month and took the clients shopping; -She initially stated that the clients bought their own hygiene products and snacks; -She then stated the company bought the clients their shampoo and deodorant;</p>	V 540		

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V 540	<p>Continued From page 9</p> <ul style="list-style-type: none"> -Client #3 did not want to use the hygiene products bought by the company and bought his own hygiene products; -Client #3's one-on-one worker took him shopping for his hygiene products. <p>Interview on 6/20/18 with Staff #7 revealed:</p> <ul style="list-style-type: none"> -He had worked for the company approximately 7 years; -His duties included making doctor's appointments for clients, transporting clients to their medical appointments and shopping, checking on client medications to ensure the medications were at the facility, helping in the company's office, and filling in as residential services staff when needed; -He stated the clients were provided their personal spending money around the 10th of each month; -He brought and provided the personal spending money to the clients; -He provided the clients with transportation to go shopping when the clients had their spending money; -Clients used their spending money to buy their personal hygiene products, snacks and sometimes they would buy Compact Discs (CDs) and Digital Video Discs (DVDs); -He stated that the personal hygiene products bought by clients included body wash, shampoo, shaving cream and razors. <p>Interview on 6/20/18 with the Qualified Professional and Director of Operations revealed:</p> <ul style="list-style-type: none"> -He stated he was not aware of the rule on the provision of personal hygiene products for clients; -He asked what items comprised personal hygiene; -He stated the facility had not been cited on this rule in the past. 	V 540		

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V 540	Continued From page 10 Interview on 6/20/18 with the Chief Executive Officer (CEO) revealed: - A 2018 discount store receipt that identified a shampoo item, soap and cleaning supplies; -He stated he did not know if the receipt was for the facility surveyed; -The clients needed to let him know what hygiene products they needed and he would add the items to the shopping list; -He was responsible for doing the shopping for the facility.	V 540		