

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-688	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 07/23/2018
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NAME OF PROVIDER OR SUPPLIER BLESSED HOME, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 1120 HARDIMONT ROAD RALEIGH, NC 27609
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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
V 000	<p>INITIAL COMMENTS</p> <p>A Complaint Survey was completed July 23, 2018. The Complaint was substantiated (Intake # NC00140301). A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</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 develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</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>This Rule is not met as evidenced by: Based on interviews the facility failed to ensure one of one staff (staff#1) demonstrated competency when caring for the population served. The findings are:</p> <p>Review of staff #1's record revealed: -Hire date of 6/27/14.</p> <p>During interviews on 7/11/18-7/12/18 with clients #1-#5 revealed the following: -Staff #1 yells mostly at client #1 and #2 because they have toileting incidents their beds and clothes. -Staff #1 will get very agitated mostly with client #1 with her behaviors. -Staff #1 sometimes needs help caring for them because she seems to be really stressed. -Staff #1 has been a little "rough" with client #1 on occasion. -Staff #1 placed her finger on client #1's forehead when yelling at her. -Feels like client #1 is scared of staff #1. -Staff #1 will "bully" clients #1 and #2 because they are more to care for. -Staff #1 will make client #1 and #2 clean up their bowel movements while yelling at them, while yelling at them that she shouldn't have to clean up their mess. -While on an outing at a church event, a staff member of the church "went off" on staff #1 because of the way she was talking to the clients while there. -Clients #1 and #2 are staff #1's "targets."</p>	V 110		

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Staff #1 will talk "hateful" to them if they do not do what she wants. -Staff #1 has a "bad temper." <p>During interview on 7/11/18 staff #1 stated:</p> <ul style="list-style-type: none"> -Client #1 has severe behaviors and can be difficult to handle while in the community. -Clients #1 and #2 have incidents with toileting in their bed/clothes. -Will clean them up and give them shower once they have these incidents. -When in the community, will have to redirect client #2 because of trying to obtain food she is not allowed to have because she is a diabetic. -Lives in the home and works 24 hours, 7 days a week. -Has a relief person every few weeks. <p>During interview with a person in the community stated:</p> <ul style="list-style-type: none"> -Observed staff #1 with clients in a place they frequent on weekends. -Several of the staff, three different ones, who work there has expressed concern for the clients care for a while now. -The staff will observe staff #1 talking down and very hateful to the ladies in front of others. -One staff even addressed this behavior with staff #1. -The clients appear to be frightened of staff #1 and embarrassed by the way she treats them. -They were concerned that "if staff #1 treats the clients like this in public, how is she treating them at home when no one is around." -They stated staff #1 is "very harsh" and "unkind" when dealing with the clients. <p>During interview on 7/23/18 The licensee stated:</p>	V 110		

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V 110	Continued From page 3 -Not aware of staff #1 talking down or harsh to the clients. -Staff #1 has been with them for several years. -Will speak with staff #1 and her Qualified Professional to address these issues.	V 110		