STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL0411151	A. BUILDING: _____ B. WING _____	07/19/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HICKS HOUSE OF CARE	2611 ZOLA DRIVE GREENSBORO, NC 27405

(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	INITIAL COMMENTS A Complaint Survey was completed on 7-19-18. The complaint was substantiated (intake #NC00140970). A deficiency was cited. This facility is licensed for the following service category: - 10A NCAC 27G .5600C: Supervised Living for Developmentally Disabled Adults	V 000		
V 115	27G .0208 Client Services 10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that: (1) space and supervision is provided to ensure the safety and welfare of the clients; (2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and (3) clients participate in planning or determining activities. (h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year. unless otherwise specified in the rule. (c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious. (d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment. (e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.	V 115		

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V 115	Continued From page 1	V 115		

This Rule is not met as evidenced by:
Based on interview and record review, the facility staff failed to assure that space and supervision was provided to ensure the safety and welfare of one (client #1) of two clients.
The findings are:

Review on 7-19-18 of client #1 ' s facility record revealed:
- admission date was 3-21-18
- he was 29 years old
- he was diagnosed with:
  - Schizoaffective Disorder, Bipolar Type
  - Moderate Intellectual Disability Disorder

Review on 7-18-18 of the facility ' s incident reports revealed:
- local police department was called by a neighbor
- the neighbor lived approximately one block from the facility
- client #1 was lying in the neighbor ' s yard
- a police officer transported client #1 to a local hospital
- upon hearing of the event, former staff #1 (FS1) was terminated by the Director/Qualified Professional (D/QP).

Requests made on 7-19-18 of the local police department for all records from 4-1-18 to 7-19-18 revealed:
- there was no report of activity involving the police on 7-8-18

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V 115	Continued From page 2 Interview on 7-18-18 with FS1 revealed: - he had an upset stomach on Sunday, 7-8-18 - he was in the bathroom approximately 10 - 12 minutes - after leaving the bathroom, he began, "cleaning up glass and stuff," from when client #1 was upset - "He just walked off while I was in the bathroom." Interview on 7-19-18 with client #1 ' s legal guardian revealed: - she sees client #1 face to face 2 - 3 times per month - client #1 has a history of: - walking off - self-injurious behaviors - manipulating staff in or to go to a hospital Interview on 7-19-18 with client #1 ' s Care Coordinator revealed: - a waiver has been applied for to provide additional staffing for client #1 - client #1 has been to approximately 10 - 12 hospital emergency departments in the previous 6 months Interview on 7-19-18 with the D/QP revealed: - client #1 walks in the neighborhood with staff staying near - client #1 walks in order to self-soothe and calm himself - he regularly lies down in someone ' s yard	V 115		

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V 115	Continued From page 3 - often claims he ' s hurt, sick or has been assaulted - when client #1 went for a walk on 7-8-18, FS1 didn ' t do his job - it was FS1 ' s second day on the job - FS1 was terminated that day - in the future, "We ' ll continue to try and work with [client #1] and monitor him in and out of the facility closely, to meet his needs."	V 115		