

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl064-074	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/31/2018
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NAME OF PROVIDER OR SUPPLIER CAROLINA BLUE WATERS	STREET ADDRESS, CITY, STATE, ZIP CODE 130 JONES ROAD ROCKY MOUNT, NC 27804
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 7/31/18. The complaint was substantiated Intake #NC00140179. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G. 1200 Psychosocial Rehabilitation</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 record observations, review and interview the facility failed to ensure one of four staff (#2) demonstrated the knowledge and skills required by the population served. The findings are:</p> <p>Observation on 7/30/18 at approximately 11:11am the women's bathroom did not have any toilet tissue or paper towels</p> <p>During interview on 7/30/18 client #3 reported:</p> <ul style="list-style-type: none"> - clients have to roll off the amount of toilet tissue they needed prior to going into the restroom - staff handed the client a paper towel <p>During interview on 7/30/18 client #4 reported:</p> <ul style="list-style-type: none"> - clients were putting the whole roll of toilet tissue down the commode - clients now have to roll off the amount of toilet tissue they needed prior to going to the restroom - staff handed clients a paper towel <p>During interview on 7/30/18 staff #1 reported:</p> <ul style="list-style-type: none"> - she started at the end of April 2018 - clients were flushing rolls of toilet tissue down the commode - clients have to come to her office to get toilet tissue and paper towels - she was not in agreeance with toilet tissue and paper towels not being in the restrooms - this was already in place prior to her being hired 	V 110		

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V 110	<p>Continued From page 2</p> <p>During interview on 7/30/18 staff #2 reported:</p> <ul style="list-style-type: none"> - she has worked at the facility for the last 17-18 years - clients were using paper towels to wipe with which caused the commode to stop up - she and staff #1 was responsible for unclogging the commodes - for the last month toilet tissue or paper towels have not been the client's bathrooms - at first there were complaints from the clients but "now they are used to it" <p>During interview on 7/30/18 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - he was aware clients were placing a whole roll of toilet tissue down the commode - however he was not aware toilet tissue was not being kept in the bathrooms <p>During interview on 7/30/18 the Director of Operations reported:</p> <ul style="list-style-type: none"> - she just found out today from a client that tissue was not kept in the bathrooms - "this was not acceptable" - staff #2 has been at the facility the longest and should have known this was not acceptable - she planned to meet with her staff today (7/30/18) - toilet tissue and paper towels would be back in the bathrooms 	V 110		
V 115	<p>27G .0208 Client Services</p> <p>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;</p>	V 115		

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V 115	<p>Continued From page 3</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(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.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure supervision was provided. The findings are:</p> <p>Review on 7/30/18 revealed the following:</p> <ul style="list-style-type: none"> - client's current census revealed 47 clients - 28 clients had signed in for 7/30/18 - 3 staff on site <p>Observation on 7/30/18 at 10:36am revealed the following:</p> <ul style="list-style-type: none"> - a client walking in front of the office part of the Psychosocial Rehabilitation (PSR) 	V 115		

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V 115	<p>Continued From page 4</p> <ul style="list-style-type: none"> - the client portion of the PSR was in the back of the building - there was no staff with the client <p>Observation on 7/30/18 (Monday) between 11:26am - 11:38am revealed the following:</p> <ul style="list-style-type: none"> - clients walk in and out of the PSR - surveyor counted 11 people outside in the smoking area without staff - staff #1 was at a table in the PSR program doing paperwork - staff #2 was in the kitchen area preparing lunch - the Qualified Professional (QP) was in his office with some people <p>During interview on 7/30/18 the Director of Operations reported:</p> <ul style="list-style-type: none"> - all smoke breaks are monitored by staff - if clients are outside, staff should be with them or within visual contact - if clients walk to the local store, local pizza shop...staff should be with them <p>During interview on 7/30/18 client #3 reported:</p> <ul style="list-style-type: none"> - he was able to walk to the local pizza shop without staff - staff do not have to be outside during breaks <p>During interview on 7/30/18 client #4 reported:</p> <ul style="list-style-type: none"> - clients can go outside to smoking area without staff <p>During interview on 7/30/18 client #5 reported:</p> <ul style="list-style-type: none"> - she was able to walk to the local store without staff - staff was not outside during breaks - she sat on her male friend lap today during break and somebody "snitched" - staff came outside during that time 	V 115		

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V 115	<p>Continued From page 5</p> <p>During interview on 7/30/18 staff #1 reported:</p> <ul style="list-style-type: none"> - clients can go outside without staff - if its a 30 minute break she checked on them at least twice - clients are able to walk to the local areas without staff it - clients have to notify staff of their whereabouts - they do not have to sign in and out unless they are physically leaving for that day - Mondays are paperwork day, if it wasnt for that she would walk with them - the QP had intakes today <p>During interview on 7/30/18 staff #2 reported:</p> <ul style="list-style-type: none"> - it was not in writing that staff had to check on clients - if clients went to the local store, pizza shop...she tried to stand at the door to keep a visual eye contact - staff was not outside during breaks but tried to check on them <p>During interview on 7/30/18 the QP reported:</p> <ul style="list-style-type: none"> - clients knew during break it was a section they must remain in - if they are on a 15 minute break then staff would check on them at least twice - if they wanted to walk to the local store, pizza shop or "[cigaret shop]" they must notify staff of there whereabouts - sometimes he walked with them if he was not doing paperwork <p>During interview on 7/30/18 the Director of Operations reported:</p> <ul style="list-style-type: none"> - she supervised the Directors of the program - the Director monitored the PSR program and informed her of any concerns 	V 115		

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V 115	Continued From page 6 - she made some pop-up visits to the PSR - clients are defiantly not supposed to be walking unsupervised	V 115		
V 175	27G .1202 Psychosocial Rehab - Staff 10A NCAC 27G .1202 STAFF (a) Each facility shall have a designated program director. (b) A minimum of one staff member on-site to each eight or fewer clients in average daily attendance shall be maintained. This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure a minimum of one staff member was on site to each eight or fewer clients in average daily attendance. The findings are: Review on 7/30/18 revealed the following: - client's current census revealed 47 clients - 28 clients had signed in for 7/30/18 - 3 staff on site Observation on 7/30/18 between 11:26am - 11:38am revealed the following: - clients walk in and out of the PSR (psychosocial rehabilitation) - surveyor counted 11 people outside in the smoking area without staff - staff #1 was at a table in the PSR program doing paperwork - staff #2 was in the kitchen area preparing lunch - the Qualified Professional (QP) was in his	V 175		

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V 175	<p>Continued From page 7</p> <p>office with some people</p> <p>Observation on 7/30/18 revealed the following:</p> <ul style="list-style-type: none"> - 12:20pm the fire trucks arrive at the facility - 2:20pm the the police arrive at the facility <p>During interview on 7/30/18 the Director of Operations reported:</p> <ul style="list-style-type: none"> - fire trucks were at the facility due to a client having chest pains - the police arrival was due to the fact a client alleged their cell phone was stolen - normally there were 4 staff on duty - the Director was in a 2 day training (7/30/18-7/31/18) - there was never full client attendance at the program - she was in the process of hiring another Qualified Professional and paraprofessional 	V 175		