

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

PRINTED: 07/18/2018
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G110	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/12/2018
NAME OF PROVIDER OR SUPPLIER MOSS II GROUP HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1615-B MOSS SPRINGS ROAD ALBEMARLE, NC 28001	
(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) COMPLETION DATE
W 242	<p>INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(6)(iii)</p> <p>The individual program plan must include, for those clients who lack them, training in personal skills essential for privacy and independence (including, but not limited to, toilet training, personal hygiene, dental hygiene, self-feeding, bathing, dressing, grooming, and communication of basic needs), until it has been demonstrated that the client is developmentally incapable of acquiring them.</p> <p>This STANDARD is not met as evidenced by: The facility failed to assure the person centered profiles (PCPs) for 3 of 3 sampled clients (#1, #3, and #4) included training in personal skills essential for independence in toileting, personal hygiene, self-feeding, bathing, dressing and communication of basic need as evidenced by observation, interview and record verification. The findings are:</p> <p>A. Observations in the group home during the 7/11-12/18 survey, substantiated by interview with staff and the home manager, revealed client #3 to be non-verbal and use facial expressions and physical prompts of pulling staff or moving towards something to communicate. Further observations and interviews revealed the client to require staff assistance to eat his meals as the client ate at a rapid pace with his head lowered into his plate and was noted to have excessive spillage of food. In addition, client #3 was noted to wear an incontinence product throughout the day.</p> <p>Review of client #3's PCP dated 9/27/18, substantiated by interview with the home</p>	W 242	<p>W 242</p> <p>All individual treatment plans will be reviewed by the IDT and revised as needed by the TL. All staff will be trained on individual treatment plans, including training in personal skills essential for independence in toileting, personal hygiene, self-feeding, bathing, dressing, and communication of basic needs. The TL and/or RM will conduct observations bi-weekly for 2 months and monthly thereafter. Completion date by September 9, 2018.</p>	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X5) DATE

Letitia Calloway, RTC

7/25/18

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 242	<p>Continued From page 1</p> <p>manager, revealed 4 objectives are currently being trained in the home and include pouring a beverage in a cup, assisting with punching out one of his 8:00 PM medications, placing dishes in a bin, and getting his tooth brush from his personal hygiene basket. Further review of the PCP revealed a Client Assessment Detail dated 9/25/17 which noted the client needs "full physical assistance" for many basic needs such as toileting, bathing, grooming and dressing as well as assistance with eating. Further interview with home manager, substantiated by continued review of the PCP, revealed no training is currently provided in the home to teach the client these basic needs as required.</p> <p>B. Observations in the group home during the 7/11-12/18 survey, substantiated by interview with staff and the home manager, revealed client #1 to be non-verbal, legally blind and to use signs and pictures to communicate although no use of signs or pictures were observed utilized. Further observations and interviews revealed client #1 to require staff assistance with eating and drinking. In addition, client #1 was noted to wear an incontinence product throughout the day.</p> <p>Review of client #1's PCP dated 9/1/17, substantiated by interview with the home manager, revealed 5 objectives are currently being trained in the home and include having her teeth brushed/flossed (AM and PM), exercising without resistance, participating in sensory room strength exercises and removing a piece of her dinnerware. Further review of client #1's PCP revealed a current Client Assessment Detail which noted the client needs "full physical assistance" for many basic needs such as toileting, bathing, grooming and dressing as well</p>	W 242			

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W 242	<p>Continued From page 2</p> <p>as assistance with eating. Further interview with home manager, substantiated by continued review of the PCP, revealed no training is currently provided in the home to teach the client these basic needs as required.</p> <p>C. Observations in the group home during the 7/11-12/18 survey, substantiated by interview with staff and the home manager, revealed client #4 to be highly interactive, unable to fully communicate his needs and uses a ring of pictures to understand upcoming events and daily activities; however, no use of a ring of pictures was observed throughout the survey. Further observations and interviews revealed client #4 to require staff supervision to eat his meals because of behavioral history of grabbing at others food or beverages and stuffing while eating. In addition, client #4 was noted to wear an incontinence product throughout the day.</p> <p>Review of client #4's PCP dated 10/1/17, substantiated by interview with the home manager, revealed 7 objectives are currently being trained in the home and include gather wash cloth for bath, tolerate his teeth being brushed (AM and PM), participate in community activities, place his pillow on the bed, bring his dishes to the sink and pour water into cup to ingest his medications. Further review of the PCP revealed a behavior/life skills plan dated 6/13/18 which noted client #4 needs assistance/supervision for many basic needs such as toileting, grooming and dressing as well as assistance with eating. Further interview with home manager, substantiated by continued review of the PCP, revealed no training is currently provided in the home to teach the client these basic needs as required.</p>	W 242			

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W 247	<p>INDIVIDUAL PROGRAM PLAN 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: The facility failed to assure the person centered profiles (PCPs) for 6 of 6 clients in the group home (#1, #2, #3, #4, #5 and #6) included opportunities for client choice and self-management regarding lunch preparation and assisting with food preparations as evidenced by observation, interview and record verification. The findings are:</p> <p>A. Morning observations in the group home on 7/12/18 at 7:45 AM revealed a cooler in the pantry with individual bags of chips and water. Further observations in the refrigerator in the kitchen revealed sandwiches already made for lunch. Interview with staff revealed that often with the day program activities the clients will have sandwiches and easy to carry items for trips to the park or other locations. Further interview with staff, verified by interview with 3rd shift staff, revealed all lunches are prepared by 3rd shift staff without client participation. Review of client records, substantiated by continued interview with staff, revealed no reason clients should not be included in assisting with preparing their lunches to promote client choice and self-management.</p> <p>B. Afternoon observations in the group home on 7/11/18 at 5:49 PM revealed staff using a blender to mechanically chop client #1's meal in the kitchen before supper was served. Client #1 was observed to be sitting in her chair at the table waiting for supper at that time. Review of client #1's PCP dated 9/1/17, substantiated by interview</p>	W 247	<p>W247</p> <p>The TL will review all individual treatment plans and revise them as needed. All staff will be trained on person centered goals/desires including opportunities for choice, self-management assistance required during mealtime food and table preparation. The TL and/or RM will conduct observations bi-weekly for 2 months and monthly thereafter. Completion date by September 9, 2018.</p>		

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W 247	Continued From page 4 with the home manager, revealed the client could have participated in helping blend her food to promote self-management.	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: The facility failed to assure 2 of 3 sampled clients (#1 and #3) received continuous active treatment programming in sufficient number and frequency to support objectives in their person centered profiles (PCPs) and to compete with mouthing behaviors as evidenced by observation, interviews and record verification. The findings are: A. For client #3, the facility failed to assure a continuous active treatment program was provided to compete with mouthing behaviors. For example: Afternoon observations in the group home on 7/11/18 from 3:20 PM until supper began at 5:55 PM revealed the client sitting in a living room chair chewing on a length of "theratubing" rubber tubing for 115 of 155 minutes of observation. During the remaining 40 minutes staff were	W 249	W 249 The TL and/or RM will re-train all staff on the individual treatment plans, plan implementation, and offering preferred activities. Training will include providing support with respect to individual interests as outlined in the individual program plans and the prompting sequence to allow opportunity for task completion. The TL and/or RM will conduct observations bi-weekly for 2 months and monthly thereafter. Completion date by September 9, 2018.		

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W 249	<p>Continued From page 5</p> <p>observed to assist the client to walk to the mailbox, sit on the back porch, strum the guitar, and stand at the kitchen counter watching supper being prepared. Staff were noted during the 115 minutes of inactivity to sit beside and talk to client #3 but did not offer activities or provide active treatment programming opportunities.</p> <p>Review of client #3's PCP dated 9/29/17, substantiated by interview with the home manager, revealed the client to have 4 objectives trained in the home to pour a beverage in his cup, punch out medication during the 8:00 PM medication pass, place dishes in a bin, and get his tooth brush from his hygiene basket. Further interview and review of the PCP revealed no training is completed in the home to teach client #3 new skills during the day or engage the client in active treatment programming to compete with sitting idle chewing on rubber tubing.</p> <p>B. For client #1, the facility failed to assure a continuous active treatment program was provided to complete with mouthing behaviors. For example:</p> <p>Afternoon observations in the group home on 7/11/18 from 3:20 PM until supper began at 5:55 PM, revealed client #1 primarily mouthing and sitting either in her cushion chair or another chair in the living room area. Additionally, during this observation period, staff were noted to assist client #1 to walk to the bathroom, to her room and back to the living room area for seating. Staff were also noted during this observation period of client #1's inactivity to sit beside and to talk to client #1 without the offer of activities or active treatment programming opportunities.</p>	W 249			

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W 249	Continued From page 6 Review of client #1's PCP dated 9/1/17, substantiated by interview with the home manager, revealed the client to have 5 objectives trained in the home to have teeth brushed/flossed (AM and PM), exercise without resistance, participate in the sensory room strength exercises, and remove a piece of her dinnerware. Further interview and review of the PCP confirmed no training is completed in the home to teach client #1 new skills during the day or engage the client in active treatment programming to compete with sitting idle and mouthing.	W 249			
W 369	DRUG ADMINISTRATION CFR(s): 483.460(k)(2) The system for drug administration must assure that all drugs, including those that are self-administered, are administered without error. This STANDARD is not met as evidenced by: Based on observation, record review and interview, the facility's medication administration system failed to assure all medications were delivered without error for 1 of 4 audit clients during medication administration (#6). The finding is: Observation of the morning medication administration in the group home on 7/12/18 at approximately 8:30 AM, after breakfast, revealed client #6 received his medications which included: Align, Risperidone, Pantoprazole, Sucralfate, Sudogest, Olopatadine, Fluticasone, and Cryselle. Continued observation of the medication pass revealed client #6 did not receive Polyethylene Glyco during her morning	W 369	W 369 The RN, TL and/or RM will re-train all staff on Monarch's Medication Administration Policy and Procedures. The RN, TL, RM, and physician will make appropriate changes as needed. Staff will receive training on medication processes, medication changes, formal medication goals, and proper procedures for passing medications. The TL, RN, and/or RM will monitor medication administration bi-weekly for 2 months and monthly thereafter. Completion date by September 9, 2018.		

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W 369	Continued From page 7 medication administration. Record review on 7/12/18 of client #6's physician's orders dated 7/1/18 to 7/31/18 revealed the following: "Pantoprazole Tab 40 MG For: Protonix- Take 1 Tablet By Mouth Twice A Day Before Meals **Do Not Crush**" at 7:30AM, and "Polyethylene Glyco 33 For: Miralax- Mix 1 capful (17 GMS) in 8OZ. of Water, Juice or Tea And Drink By Mouth Once Daily" at 8AM. Interview conducted with the facility nurse on 7/12/18 confirmed client #6 should have received Pantoprazole as ordered before breakfast rather than after breakfast. Continued interview with the facility nurse confirmed client #6 should have received Polyethylene Glyco during her morning medication administration as ordered.	W 369			
W 474	MEAL SERVICES CFR(s): 483.480(b)(2)(iii) Food must be served in a form consistent with the developmental level of the client. This STANDARD is not met as evidenced by: The facility failed to assure food was served in a form consistent with the needs of 1 of 6 clients in the home (#1) as evidenced by observation, interview and record verification. Morning observations in the group home on 7/12/18 at approximately 7:15AM revealed all clients to be seated to begin eating their breakfast meal which consisted of scrambled eggs, grits and whole toast. Client #1 was observed eating her scrambled eggs and grits with staff assistance. Continued observations revealed	W 474	W474 The TL and/or RM will re-train all staff on all diets and food consistency's for each individual. The TL and/or RM will conduct observations bi-weekly for 2 months and monthly thereafter. Completion date by September 9, 2018.		

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W 474	<p>Continued From page 8</p> <p>client #1 was not eating her whole toast. Further observations revealed staff put grape jelly on client #1's whole toast, cut the toast into 4 pieces, and encouraged client #1 to eat the toast. Subsequent observations revealed client #1 did not eat her toast, and left the dining table at approximately 7:35AM.</p> <p>Record review on 7/12/18 of client #1's nutritional assessment dated 8/14/17 revealed her diet is regular, mechanical soft.</p> <p>Interview on 7/12/18 with staff revealed client #1's diet consistency is pureed and her whole toast should have been pureed in the food processor.</p> <p>Interview on 7/12/18 with the home manager confirmed client #1's diet is mechanical soft and her whole toast should have been mechanical soft.</p>	W 474			