

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411151	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 07/19/2018
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NAME OF PROVIDER OR SUPPLIER HICKS HOUSE OF CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 2611 ZOLA DRIVE GREENSBORO, NC 27405
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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
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V 115	<p>Continued From page 1</p> <p>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:</p> <p>Review on 7-19-18 of client #1 's facility record revealed:</p> <ul style="list-style-type: none"> - admission date was 3-21-18 - he was 29 years old - he was diagnosed with: <ul style="list-style-type: none"> - Schizoaffective Disorder, Bipolar Type - Moderate Intellectual Disability Disorder <p>Review on 7-18-18 of the facility 's incident reports revealed:</p> <ul style="list-style-type: none"> - 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). <p>Requests made on 7-19-18 of the local police department for all records from 4-1-18 to 7-19-18 revealed:</p> <ul style="list-style-type: none"> - there was no report of activity involving the police on 7-8-18 	V 115	<p>DHSR - Mental Health</p> <p>AUG 14 2018</p> <p>Lic. & Cert. Section</p> <p>- All staff will receive an retraining on client specific information.</p> <p>- The group home will create a safe place where staff will be able to take someone if they are exhibiting behaviors, the area will be used to deescalate any negative behaviors.</p> <p>- All staff will receive an in-house training on how to</p>	
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V 115	<p>Continued From page 2</p> <p>Interview on 7-18-18 with FS1 revealed:</p> <ul style="list-style-type: none"> - 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." <p>Interview on 7-19-18 with client #1 's legal guardian revealed:</p> <ul style="list-style-type: none"> - she sees client #1 face to face 2 - 3 times per month - client #1 has a history of: <ul style="list-style-type: none"> - walking off - self-injurious behaviors - manipulating staff in or to go to a hospital <p>Interview on 7-19-18 with client #1 's Care Coordinator revealed:</p> <ul style="list-style-type: none"> - 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 <p>Interview on 7-19-18 with the D/QP revealed:</p> <ul style="list-style-type: none"> - 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	<p>with the different behaviors.</p> <p>- All staff will receive an in-house training on what to do in a crisis.</p>	
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V 115	<p>Continued From page 3</p> <ul style="list-style-type: none"> - 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		

Hicks House of Care

On 7/19/2018 Completed a survey of 2611 Zola Drive, Greensboro, NC 27405 and in response to the deficiencies here is what the agency will put into place to correct citation.

- A) 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.

Response:

- 1) What measures will be put into place to correct the deficiencies?
 - All staff will receive an update to their NCI training.
 - During staff meetings QP will make sure to review behavior plans of those individuals that have behavior plans with the focus on how to deescalate a particular individual behavior.
 - QP will create some type of training tool that is related to the individual behavior plan and will review during staff meeting.

- 2) How will the agency prevent the problem from re-occurring.
 - All staff are aware of the agency policy when it comes to incident reporting. All staff will be retrained on the process of completing of an incident.
 - All staff will receive an retraining on client specific information.
 - QP will continue to do routine monitoring of all the homes to ensure that all guidelines are being followed according to regulations.
 - QP will assist with creating a safe place where staff will be able to take someone if they exhibiting behaviors. The area will only be used to deescalate any negative behavior and will not be used for isolation purposes.
 - All staff will receive an in-house training on how to handle the different behaviors that an individual may display.
 - All staff will receive a retraining on what to do in a crisis

- 3) Who will be responsible to monitor and make sure the things are done, and how often?
 - QP of the agency will be responsible for making sure all above training are done.
 - QP has created a form that will be used to document all incidences that is reported rather big or small. All forms will be kept in a central location at the offices of Quality Care III LLC.
 - QP will all new staff be trained on all of the above upon hire

The administrative team of Hicks House of Care would like to thank you for all of the support received to ensure that the individual being supported are protected at all times, If you have any further questions you can contact the agency QP Derrick Hicks at 336-681-1653.