

ROY COOPER • Governor MANDY COHEN, MD, MPH • Secretary MARK PAYNE • Director, Division of Health Service Regulation

July 23, 2018

Kellie Hardison, Administrator Country Living Guest Home, Inc. 3134 Market Street Extension Washington, NC

NC DEPARTMENT OF

HUMAN SERVICES

HEALTH AND

Re: Annual Survey completed July 18, 2018 Country Living Guest Home #7, 207 West 11th street, Washington, NC 27889 MHL # 007- 080 E-mail Address: countrylivinginc@yahoo.com

Dear Ms. Hardison:

Thank you for the cooperation and courtesy extended during the annual survey completed July 18, 2018.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form, and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

Type of Deficiencies Found

All other tags cited are standard level deficiencies.

Time Frames for Compliance

 Standard level deficiencies must be *corrected* within 60 days from the exit of the survey, which is September 16, 2018.

What to include in the Plan of Correction

- Indicate what measures will be put in place to *correct* the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to *prevent* the problem from occurring again.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES . DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Urnstead Drive, Williams Building, Raleigh, NC 27603 MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718 www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Indicate who will monitor the situation to ensure it will not occur again.
- Indicate how often the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records. *Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.*

Send the <u>original</u> completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section NC Division of Health Service Regulation 2718 Mail Service Center Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Wendy Boone, Team Leader at 252-568-2744.

Sincerely,

Both Phillys, MAEd

Beth Phillips Facility Compliance Consultant I Mental Health Licensure & Certification Section

Cc: Leza Wainwright, Director, Trillium Health Resources LME/MCO Kim Keehn, Quality Management Director, Trillium Health Resources LME/MCO Sarah Stroud, Director, Eastpointe LME/MCO Jeanette Jordan-Huffam, Quality Management Director, Eastpointe LME/MCO File

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	NT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		ECONSTRUCTION	(X3) DATE SURVEY COMPLETED
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V 000	INITIAL COMMENT	S	V 000		
	2018. Defiencies w	as completed on July 18, ere cited. ed for the following service		RECEIVED By csbrantley at 2:24	4 pm, Aug 13, 201
	category: 10A NCA Living for Adults with	C 27G .5600A Supervised			
V 112	27G .0205 (C-D) Assessment/Treatm	ent/Habilitation Plan	V 112	See attached	
	PLAN	LITATION OR SERVICE			
	assessment, and in legally responsible p of admission for clie receive services bey (d) The plan shall in (1) client outcome(s	ciude: s) that are anticipated to be			
	projected date of ac (2) strategies; (3) staff responsible (4) a schedule for m annually in consultat	e; eview of the plan at least tion with the client or legally			
	(6) written consent responsible party, or	tion or assessment of			
	alth Service Regulation			T 177 P	
1	in M Man	R/SUPPLIER REPRESENTATIVE'S SIG	^	ninisprator	(X6) DATE
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Divisio	n of Health Service Re	egulation			FORM	AFFROVED
	ENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA	(X2) MULTIP	LE CONSTRUCTION	(X3) DATE	SURVEY
ANDPLA	N OF CORRECTION	IDENTIFICATION NUMBER:	A. BUILDING	8:	COMP	LETED
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		MHL007-080	B. WING		07/4	8/2018
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NAME O	F PROVIDER OR SUPPLIER	STREET AD	DRESS, CITY,	STATE, ZIP CODE		
COUNT	RY LIVING GUEST HO		T 11TH STR			
		WASHING	GTON, NC 2	27889		
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IAG	REGOLATORY OR	SCIERAL HIGH HIGH OR MANDA	TAG	CROSS-REFERENCED TO THE APPROI DEFICIENCY	RAIE	DATE
V 112	2 Continued From pa	ige 1	V 112			
	This Rule is not me	et as evidenced by:				
		views and interviews, the				
		elop and implement strategies				
	based on assessmi	ent and in partnership with the				
	client or lengthy rest	consible person or both				
		ee clients (client #2). The				
	findings are:					
	indingo aro.			1		
	On 7/17/18, record	review of client #2 revealed:				
	- 40 year old female					
	- Date of Admission					
		ssive Compulsive Disorder;				
		xiety; Gastroesophageal reflux				
	disease.	,,				1
	- No outcomes add	ressing money management				
		nt #2's person centered				
	profile dated 4/16/1	8.				
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		review of client #2's person			1	
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		What's Not Working: have			1	
		nd request my items when I			1	
		ave to do this with my funds.				
		funds immediately accessible.				1
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	have my stuff"	la lugat to got book in an			l l	
		al: I want to get back in an e am I now in the process of				I
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		me?4/16/18[client #2] onthly funds in increments				1
		due to purchasing excessive				
		If she needs or wants more				I
		given to her, she can ask				I
		e reports she does well with				I
		t, saying. I save up money to				I
		e scheduled outing- I doesn't				
		forehand. She agrees that				1
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Division	of	Health	Service	Regul	lation
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AND PLAN	OF CORRECTION	IDENTIFICATION NOMBER.	A. BUILDING:	<u> </u>	
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NAME OF	PROVIDER OR SUPPLIER	STREET AD	DRESS, CITY, S	STATE, ZIP CODE	
COUNTR	Y LIVING GUEST HO	MF #7	TON, NC 2		
(X4) ID PREFIX TAG	(EACH DEFICIENC)	TEMENT OF DEFICIENCIES (MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOUL) CROSS-REFERENCED TO THE APPROF DEFICIENCY)	D BE COMPLETE
V 112	well," On 7/18/18, record revealed: - Facility document - Section D. "I, as legal guardian/paye management of the funds. I understand for my use during m have the right to ex this request at any '- - Client #2's signed 4/11/18. On 7/18/18, in inter - "I would like to kee of going to the offic - "I may have signe things but that has I On 7/18/18, in inter Professional (QP) s - Client #2's funds a facility resident regi responsible party u - Client #2's funds a facility administrato of client #2's withdr - Client #2's money addressed as a treat On 7/18/18, in inter stated: - She kept client #2 of the funds for her	cash register and court money review of facility paperwork named Resident Register. is resident or the resident's ee, request that the a home handle my personal d that the funds are available egular office hours and that I amine my account or withdraw time. Signature:" by her guardian at admission view client #2 stated: ep up with my money instead e for it." d the House rules and other been long ago." view the Facility Qualified stated: are kept according to the ster which is signed by client's pon admission to facility. have been monitored by the r and she has kept a register awals and deposits. management has not been atment strategy. view the Facility Administrator 's funds and a written register	V 112		
Division of H	ealth Service Regulation				

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V 364 Continue	CTION CR SUPPLIER GUEST HOME # UMMARY STATEME H DEFICIENCY MUS LATORY OR LSC ID CH From page 3 C- 62 Addition	7 207 WES WASHIN ENT OF DEFICIENCIES IT BE PRECEDED BY FULL ENTIFYING INFORMATION)	A. BUILDING B. WING DDRESS, CITY, S T 11TH STRE GTON, NC 2 ID PREFIX TAG		07/1	8/2018 (XS) COMPLETI
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V 364 G.S. 122	C-62 Addition		1/204			DATE
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		al Rights in 24 Hour	V 364	See attached		
Facilities (a) In ac 122C-51 who is re 24-hour f (1) Send access te assistant (2) Cont and at no physiciar developm professio (3) Cont there is a The right restricted exercise (b) Exce of this se treatmen times kee (1) Make calls. All the client collect to (2) Rece a.m. and hours dai p.m.; how over ther (3) Com	Idition to the rig through G.S. 1 ceiving treatme facility keeps the d and receive set or writing materia ce when necess act and consult of cost to the face on a consult of a cost to the face on a cost to the face on a consult of the set of the face of the set of the set of the set of the face of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of	ealed mail and have al, postage, and staff sary; t with, at his own expense cility, legal counsel, private mental health, es, or substance abuse ice; and t with a client advocate if e. his subsection may not be and each adult client may all reasonable times. in subsections (e) and (h) ult client who is receiving in a 24-hour facility at all confidential telephone alls shall be paid for by making the call or made party; ween the hours of 8:00 heriod of at least six f which shall be after 6:00 hall not take precedence meet under appropriate tals of his own choice				

Division of	F Health	Service	Regulation
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	IT OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE A. BUILDING:			E SURVEY PLETED
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V 364	Continued From pa	ge 4	V 364			
	unless:					
		roceedings were initiated as				
		ent's being charged with a				
		ling a crime involving an				
	assault with a dead					
	respondent was found not guilty by reason of					
	insanity or incapabl					
		voluntarily admitted or				
		cility while under order of				
		prectional facility of the				
	Public Safety; or	rrection of the Department of				
		ing held to determine capacity				
	to proceed pursuan					
		expressly authorize visits				
		by the existence of the				
		ed by this subdivision;				
		daily and have access to				
		nent for physical exercise				
	several times a wee					
		bited by law, keep and use				
		nd possessions, unless the				
	proceed pursuant to	o determine capacity to				
	(7) Participate in re					
		d a reasonable sum of his				
	own money;					
		s license, unless otherwise				
	prohibited by Chapt	er 20 of the General Statutes;				
	and					
		individual storage space for				
	his private use.	a rights any manata dia C.C.				
		e rights enumerated in G.S.				
		S. 122C-57 and G.S. S. 122C-61, each minor client				
		atment or habilitation in a				
		the right to have access to				
		sion and guidance. In				
		inor's status as a developing				
	rooughillon or the m	inor s status as a developing i	I		-	

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If continuation sheet 5 of 10

Division of	Health	Service	Regulation
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AND PLAI	OF CORRECTION	IDENTIFICATION NUMBER:	A. BUILDING:		СОМ	E SURVEY PLETED
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IAME OF	PROVIDER OR SUPPLIER	STREET AL	DRESS, CITY, S	TATE, ZIP CODE		
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V 364	individual, the mino opportunities to ena emotionally, intellect vocationally. In view and intellectual imm 24-hour facility shall structure, supervision the rights given to the The facility shall alse reasonable efforts to client receives treat adult clients unless minor client dictate Each minor client with habilitation from a 2 (1) Communicate and guardian or the age custody of him; (2) Contact and con- or that of his legally cost to the facility, leg physicians, private re- disabilities, or subst his or his legally ress (3) Contact and con- there is a client advort the rights specified restricted by the fac- may exercise these (d) Except as provide of this section, each treatment or habilitat the right to: (1) Make and received distance calls shall to time of making the co- receiving party; (2) Send and received	r shall be provided able him to mature physically, stually, socially, and of the physical, emotional, naturity of the minor, the I provide appropriate on and control consistent with the minor pursuant to this Part. o, where practical, make o ensure that each minor ment apart and separate from the treatment needs of the otherwise. ho is receiving treatment or 4-hour facility has the right to: and consult with his parents or ncy or individual having legal msult with, at his own expense responsible person and at no egal counsel, private mental health, developmental ance abuse professionals, of ponsible person's choice; and msult with a client advocate, if	V 364			

STATE FORM

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If continuation sheet 6 of 10

Division of Health Service Regulation

PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE COM		IT OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE A. BUILDING:	CONSTRUCTION		E SURVEY PLETED
207 WEST 11TH STREET WASHINGTON, NC 27889 COUNTRY LIVING GUEST HOME #7 SUMMARY STATEMENT OF DEFICIENCIES REGULATIORY OR LSCIDENTFYING INFORMATION) PREFIX TAG Image: Construct and the second secon			MHL007-080	B. WING		07/	18/2018
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 when necessary; (3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies; (4) Receive special education and vocational training in accordance with federal and State taw; (5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs; (6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Have access to and spend a reasonable sum of his own money; and (10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes. (e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason 	PREFIX	(EACH DEFICIENCY	MUST BE PRECEDED BY FULL	PREFIX	(EACH CORRECTIVE ACTION SHOL CROSS-REFERENCED TO THE APPRO	LD BE	(X5) COMPLET DATE
reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on		when necessary; (3) Under appropriations between the p.m. for a period of hours of which shall visiting shall not tak therapies; (4) Receive special training in accordance (5) Be out of doors recreation, and physical basis in accordance (6) Except as prohipersonal clothing ar appropriate supervise held to determine car G.S. 15A-1002; (7) Participate in re (8) Have access to the safekeeping of g. (9) Have access to of his own money; at (10) Retain a driver's prohibited by Chapter (e) No right enumer of this section may to by the qualified profit formulation of the cliptan. A written states client's record that in for the restriction. The reasonable and relation and relation and relation of the cliptan. A written states client's record that is for the restriction shall qualified professionation at which time the rest Each evaluation of a states of a states of the safe profit of the restriction shall qualified professionation at which time the rest for the restriction shall qualified professionation of the cliptan to the professionation of the cliptan and relation needs. A period not to exceed the striction shall qualified professionation of the cliptan the restriction shall qualified professionation at which time the rest for the restriction shall qualified professionation of a states of the restriction shall qualified professionation at which time the rest for the restriction of the cliptan the states of the	ate supervision, receive hours of 8:00 a.m. and 9:00 at least six hours daily, two l be after 6:00 p.m.; however e precedence over school or l education and vocational ce with federal and State law; daily and participate in play, sical exercise on a regular e with his needs; bited by law, keep and use nd possessions under sion, unless the client is being apacity to proceed pursuant to ligious worship; individual storage space for personal belongings; and spend a reasonable sum and s license, unless otherwise er 20 of the General Statutes. rated in subsections (b) or (d) be limited or restricted except essional responsible for the ient's treatment or habilitation ment shall be placed in the ndicates the detailed reason he restriction shall be ted to the client's treatment or a so days. An evaluation of l be conducted by the al at least every seven days, striction may be removed. restriction shall be				

Division	of Health Service Re	egulation			i oran	
	NT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPL A. BUILDING:	E CONSTRUCTION	(X3) DATE COMP	SURVEY
		MHL007-080	8. WING		07/1	8/2018
NAME OF	PROVIDER OR SUPPLIER	STREETAD	DRESS, CITY, S	STATE, ZIP CODE		
COUNTR	RY LIVING GUEST HO	MF #7	T 11TH STRE STON, NC 27			
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTIO (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPROI DEFICIENCY)	DBE	(X5) COMPLETE DATE
V 364	rights may be renew statement entered to the client's record to renewal of the restriction of the in each instance of of a restriction of right by the client shall, us be notified of the re- it. In the case of a madult client, the lega- be notified of each in or renewal of a restriction reason for it. Notific individual or legally	ige 7 wed only by a written by the qualified professional in hat states the reason for the iction. In the case of an adult been adjudicated incompetent, an initial restriction or renewal ghts, an individual designated upon the consent of the client, estriction and of the reason for minor client or an incompetent ally responsible person shall instance of an initial restriction triction of rights and of the eation of the designated responsible person shall be ing in the client's record.	V 364			
Division of H	interviews, the facili for and protect client based on client nee (#2, #5). The findin On 7/17/18, review - 40 year old female - Date of admission - Diagnoses: Depre Compulsive Disorde Disease. - Person Centered F - PCP update dated with all residents co and Licensed Clinic the following: Binge violation of house ru	views, observations, and ity failed to assess the need hts from rights restrictions eds for 2 of 3 audited clients ag are: of client #2's record revealed: e.				

STATE FORM

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If continuation sheet 8 of 10

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CUA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING:			(X3) DATE SURVEY COMPLETED	
		MHL007-080	B. WING		07.	07/18/2018	
AME OF	PROVIDER OR SUPPLIER	STREET AD	DRESS, CITY, S	TATE, ZIP CODE			
OUNTE		207 W/ES	11TH STRE				
JUNIF		WE #/ WASHING	TON, NC 27	889			
(X4) ID	SUMMARY STATEMENT OF DEFICIENCIES		ID	PROVIDER'S PLAN OF C			
PREFIX TAG	(EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		PREFIX TAG	(EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE		COMPLE	
				DEFICIENCY			
V 364	Continued From pa	ge 8	V 364	•			
	8 pm to 6 am daily; and storage of snacks[client					1	
		ve amount of food in her room.					
	Her storage area in	the kitchen was overflowing					
	eats only her own	food (snacks). This is likely					
		constant battle with diarrhea				1	
		ems. These bowel issues lead				ĺ	
		"unclean" and escalates					
	- Based on history (ne bathroom stays" of this client, there was no					
	indication of need fr	or locked refrigerator or					
		nentation of client #2's needs					
	assessed for locking						
		of client #5's record revealed:	1				
	- 66 year old female						
	- Date of admission					1	
		Depressive Disorder; Mild					
	Ineurocognitive Disc	order due Traumatic Brain sophageal reflux, disease					
	- PCP dated 2/15/18						
		f this client, there was no					
		or locked refrigerator or					
		nentation of client #5's needs					
	assessed for locking	g up of food.					
	On 7/17/18, review (
	- Job title: Superviso						
	- Date of hire: 6/01/	18.					
	Observation on 7/17	/18 at approximately 12 pm					
	at the facility revealed	ed:					
		ck on refrigerator in the				1	
	kitchen						
	- wetal fixture for loc	ck on cabinet in the kitchen.					
	On 7/18/18, in interv						
		e refrigerator is locked					
		erson in the house steals					
	household food."	asked from 9 per to 0 per					
	- The reingerator is i	ocked from 8 pm to 6 am.	-			1	

STATE FORM

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If continuation sheet 9 of 10

Division	of Health Service R	egulation			FURIN	AFFROVEL	
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING:			(X3) DATE SURVEY COMPLETED	
			B. WING		07/18/2018		
		MHL007-080					
NAME OF	PROVIDER OR SUPPLIER	STREET AD	DRESS, CITY,	STATE, ZIP CODE			
COUNTR	RY LIVING GUEST HO	ME #7	T 11TH STR				
~~	SI IMMARY ST		STON, NC 2				
(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 CORRECT (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO DEFICIENCY)	HOULD BE COMPLETE		
V 364	Continued From pa	ige 9	V 364				
	 "The refrigerator is The cabinets whe locked at night too. The staff don't wa The refrigerator his started because so "It was because of home." On 7/17/18, in inter Her shifts are 7 disters in a separator of the refrigerator at 8 pm to 6 am since On 7/17/18 and 7/12 QP stated: The refrigerator at because clients were to the point of unhead clients. He had been instruct the restrictions like in the treatment plat documentation of the He would follow up management regard centered needs of correstrictions, and needs 	re the bread and cereal are nt us to get the food at night. as not always been locked; it me people eat too much. f [client #4]; she is new to the view Staff #1 stated: ays on and 7 days off. She e bedroom in the house. nd cabinets were locked from she has been at the facility. 8/18, in interviews the facility nd cabinets were locked re accessing the food at night althy results for one or two ucted to place statements of locking refrigerator or cabinets ns to ensure the the restriction. b with the treatment team and ding review of the person slients in the home, rights					
ivision of He TATE FORM	alth Service Regulation	6	839 1	58511	continuation	thest 10 of 10	

STATE FORM

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If continuation sheet 10 of 10

207 West 11th Street, Washington NC - Plan of Correction

V112 - QP will address the issue of managing Client #2's money again during the next Treatment Team meeting and will ensure that a goal addressing money management will be added to her Person Centered Plan before September 16th, 2018.

V364 - QP will discuss with clients without food restrictions their ability to request food at any time of the night from staff so as to ensure that clients without food restriction goals will have a right to their food at all times. Clients with food restrictions will have the restriction appropriately documented in their Person-Centered Plans and the goal will be updated as appropriate. All necessary plans will be updated and the discussions with clients will take place before September 16th, 2018.

Keine Matancin Admin. 8/13)18