NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

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

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.

- 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 original 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,

Beth Phillips, 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

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL007-080	A. BUILDING: _____ B. WING _____	07/18/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COUNTRY LIVING GUEST HOME #7	207 WEST 11TH STREET WASHINGTON, NC 27889

(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 An annual survey was completed on July 18, 2018. Defiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112	See attached	

RECEIVED
By csbrantley at 2:24 pm, Aug 13, 2018

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Kellie M Daniels	Administrator	8/13/18

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V 112	Continued From page 1 This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to develop and implement strategies based on assessment and in partnership with the client or legally responsible person or both affecting one of three clients (client #2). The findings are: On 7/17/18, record review of client #2 revealed: - 40 year old female. - Date of Admission: 4/11/14. - Diagnoses: Obsessive Compulsive Disorder; Depression with Anxiety; Gastroesophageal reflux disease. - No outcomes addressing money management documented on client #2's person centered profile dated 4/16/18. On 7/17/18, record review of client #2's person centered profile revealed: - "What's Working/What's Not Working: ...I have to go to the office and request my items when I want them. I also have to do this with my funds. I like to have all my funds immediately accessible. It makes me feel independent. I like to know how much I have. I do not feel comp\comfortable bugging people in the office, so they will let me have my stuff..." - " Long Range Goal: I want to get back in an apartment: ...Where am I now in the process of achieving this outcome?...4/16/18...[client #2] also receives her monthly funds in increments each week. This is due to purchasing excessive snacks/"junk food." If she needs or wants more than the increment given to her, she can ask for/receive this...She reports she does well with money management, saying. I save up money to be able to attend the scheduled outing- I doesn't run out of money beforehand. She agrees that	V 112		

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V 112	Continued From page 2 she can operate a cash register and court money well, ..." On 7/18/18, record review of facility paperwork revealed: - Facility document named Resident Register. - Section D. "...I, as resident or the resident's legal guardian/payee, request that the management of the home handle my personal funds. I understand that the funds are available for my use during regular office hours and that I have the right to examine my account or withdraw this request at any time. Signature: ..." - Client #2's signed by her guardian at admission 4/11/18. On 7/18/18, in interview client #2 stated: - "I would like to keep up with my money instead of going to the office for it." - "I may have signed the House rules and other things but that has been long ago." On 7/18/18, in interview the Facility Qualified Professional (QP) stated: - Client #2's funds are kept according to the facility resident register which is signed by client's responsible party upon admission to facility. - Client #2's funds have been monitored by the facility administrator and she has kept a register of client #2's withdrawals and deposits. - Client #2's money management has not been addressed as a treatment strategy. On 7/18/18, in interview the Facility Administrator stated: - She kept client #2's funds and a written register of the funds for her in the office. - She and the Facility QP would follow up with the client needs.	V 112		

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V 364	Continued From page 3	V 364		
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities § 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and (3) Contact and consult with a client advocate if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times. (b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to: (1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) 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 therapies; (3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals; (4) Make visits outside the custody of the facility	V 364	See attached	

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V 364	Continued From page 4 unless: a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding; b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision; (5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week; (6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Keep and spend a reasonable sum of his own money; (9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and (10)Have access to individual storage space for his private use. (c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing	V 364		

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V 364	Continued From page 5 individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise. Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to: (1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him; (2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and (3) Contact and consult with a client advocate, if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times. (d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to: (1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Send and receive mail and have access to writing materials, postage, and staff assistance	V 364		

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V 364	Continued From page 6 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 law; (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 individual storage space for the safekeeping of personal belongings; (9) 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 for the restriction. The restriction shall be 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	V 364		

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V 364	Continued From page 7 rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record. This Rule is not met as evidenced by: Based on record reviews, observations, and interviews, the facility failed to assess the need for and protect clients from rights restrictions based on client needs for 2 of 3 audited clients (#2, #5). The finding are: On 7/17/18, review of client #2's record revealed: - 40 year old female. - Date of admission: 4/11/14. - Diagnoses: Depression with Anxiety; Obsessive Compulsive Disorder; Gastroesophageal Reflux Disease. - Person Centered Plan (PCP) dated 4/16/18. - PCP update dated 2/27/18 "...House Meeting with all residents conducted by Registered Nurse and Licensed Clinical Social Worker Discussed the following: Binge Eating, Unhealthy snacking, violation of house rules pertaining to eating in the bedrooms; locking refrigerator and cabinets from	V 364		

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V 364	Continued From page 8 8 pm to 6 am daily; and storage of snacks...[client #2] had an excessive amount of food in her room. Her storage area in the kitchen was overflowing ...eats only her own food (snacks). This is likely the reason for her constant battle with diarrhea and digestive problems. These bowel issues lead to a feeling of being "unclean" and escalates handwashing and the bathroom stays..." - Based on history of this client, there was no indication of need for locked refrigerator or cabinets. No documentation of client #2's needs assessed for locking up of food. On 7/17/18, review of client #5's record revealed: - 66 year old female - Date of admission: 5/13/01 - Diagnoses: Major Depressive Disorder; Mild Neurocognitive Disorder due Traumatic Brain Injury; and Gastroesophageal reflux. disease - PCP dated 2/15/18. - Based on history of this client, there was no indication of need for locked refrigerator or cabinets. No documentation of client #5's needs assessed for locking up of food. On 7/17/18, review of staff # 1 revealed: - Job title: Supervisor in charge. - Date of hire: 6/01/18. Observation on 7/17/18 at approximately 12 pm at the facility revealed: - Metal fixture for lock on refrigerator in the kitchen - Metal fixture for lock on cabinet in the kitchen. On 7/18/18, in interview client #2 stated: -"I do not like that the refrigerator is locked because a certain person in the house steals household food." - The refrigerator is locked from 8 pm to 6 am.	V 364		

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V 364	Continued From page 9 On 7/18/18, in interview client #5 stated: - "The refrigerator is locked at night." - The cabinets where the bread and cereal are locked at night too. - The staff don't want us to get the food at night. - The refrigerator has not always been locked; it started because some people eat too much. - "It was because of [client #4]; she is new to the home." On 7/17/18, in interview Staff #1 stated: - Her shifts are 7 days on and 7 days off. She sleeps in a separate bedroom in the house. - The refrigerator and cabinets were locked from 8 pm to 6 am since she has been at the facility. On 7/17/18 and 7/18/18, in interviews the facility QP stated: - The refrigerator and cabinets were locked because clients were accessing the food at night to the point of unhealthy results for one or two clients. - He had been instructed to place statements of the restrictions like locking refrigerator or cabinets in the treatment plans to ensure the documentation of the restriction. - He would follow up with the treatment team and management regarding review of the person centered needs of clients in the home, rights restrictions, and needs of home.	V 364		

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.

Kerri McHardin
Admin. 8/13/18