

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-057	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/10/2018
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NAME OF PROVIDER OR SUPPLIER HILLCREST HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1505 WEST FRIENDLY AVENUE GREENSBORO, NC 27403
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 8-10-2018. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE</p> <p>(a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which</p>	V 289		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 289	<p>Continued From page 1</p> <p>serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to provide supervised living in a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental</p>	V 289		

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V 289	<p>Continued From page 2</p> <p>disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence affecting 2 of 2 former clients (FC #1 and FC #2). The findings are:</p> <p>Review on 8/8/2018 of the incident reports for the facility from 5/1/2018-8/8/2018 revealed:</p> <ul style="list-style-type: none"> - An incident report dated 7/28/2018 for FC #2 was found in facility incident report notebook. - 7/28/2018 incident report was signed by staff #2. - "[FC #2] ran out of her Azelastine HCL drops and did not have any for 7/28/18." - "The pharmacy had to order these eye drops for her so she was unable to pick them up till the 30th, two days later ..." <p>Review on 8/9/2018 of Medication Administration Records (MAR) from 8/1/2018-8/8/2018 revealed:</p> <ul style="list-style-type: none"> - Current MARS for FC #1 and FC #2 were provided by the Program Director and were located in the facility. <p>Interview on 8/9/2018 and 8/10/2018 of the Program Director revealed:</p> <ul style="list-style-type: none"> - FC #1 lived in the facility until 2006 at which time he moved to an apartment next door where he lived until 3/30/2018. - FC #1 currently receives the following services by facility staff: <ul style="list-style-type: none"> - His controlled medication is counted each morning. - "Sometime he has to leave the medications if there is something going on and I or staff count them later." - "...calls us in the morning when he takes his medications ..." - "We are here for symptom management." - All medications are counted monthly. - Money management is completed monthly. - Calendar development of appointments is 	V 289		

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V 289	Continued From page 3 completed monthly. - Privately paid to provide "supported living services" to FC #1. - Reported FC #1's MARs were kept at facility. - FC #2 lived in the facility until her discharge on 1/16/2017 at which time she moved into a condominium. - FC #2 currently receives the following services by facility staff: - She came to facility in the morning to take her medication, "just like everyone who lives here." - When medication is taken in the evening, " ... she calls us." - Attended monthly medical appointments with FC #2. - "We are here for symptom management." - Privately paid to provide "supported living services" to FC #2 - Reported FC #2's MARS were kept at facility. - Reported FC #2, " ...would fall apart because we are her support and we help maintain her living independently."	V 289		
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