

PRINTED: 08/23/2018
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL096-225	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/22/2018
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NAME OF PROVIDER OR SUPPLIER CLAIBORNE PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 404 SOUTH CLAIBORNE STREET GOLDSBORO, NC 27533
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V 000 INITIAL COMMENTS

An annual survey was completed on August 22, 2018. Deficiencies were cited.

This facility is licensed for the following service category: 10A NCAC 27G .5600A, Supervised Living for Adults with Mental Illness.

V 118 27G .0209 (C) Medication Requirements

10A NCAC 27G .0209 MEDICATION REQUIREMENTS
(c) Medication administration:
(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.
(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.
(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.
(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:
(A) client's name;
(B) name, strength, and quantity of the drug;
(C) instructions for administering the drug;
(D) date and time the drug is administered; and
(E) name or initials of person administering the drug.
(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.

DHSR - Mental Health
SEP 06 2018
Lic. & Cert. Section

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Larry Lackey
Digitally signed by Larry Lackey
Date: 2018.09.06 08:16:37 -04'00'

TITLE
Director of Operations
(X6) DATE
08/04/2018

Division of Health Service Regulation

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V 118	Continued From page 1 This Rule is not met as evidenced by: Based on record review, observation and interview, the facility failed to (1) keep MARs current for 1 of 3 audited clients and (2) to obtain a physician's order for self-administration of finger stick blood sugar checks for 2 of 3 audited clients. The findings are: Finding 1: Review on 8/22/18 of client #1's record revealed: - 69 year old male admitted to facility 10/29/09. - Diagnoses included Paranoid Schizophrenia, Altered Mental Status, Type II Diabetes Mellitus, Hygroma, Coronary Artery Disease, Hyperlipidemia, Hypertension, lung nodule. - Physician's order dated 5/10//17 for Synthroid (treats hypothyroidism) 75 micrograms, one tablet by mouth daily. - FL-2 signed by the Physician dated 8/2/18 with order for Synthroid 88 micrograms, one tablet by mouth daily. Review on 8/22/18 of client #1's MARS for May - August 2018 revealed printed transcription for Synthroid 88 mcg one tablet by mouth daily, with staff initials to signify the medication was administered as ordered. Observation on 8/22/18 at 2:00 pm of client #1's medications on hand revealed a supply of Synthroid 75 mcg one tablet by mouth daily, dispensed 7/23/18. Finding 2: Review on 8/22/18 of client #1's record revealed	V 118	Finding: #1 Measure to Correct: Blue Ridge Pharmacy has been contacted and a corrected MAR to reflect the 75mg Synthroid on the Physician's Order is now correctly listed on the MAR. Prevent: All Claiborne Place Staff will be assigned a Medication Administration Refresher Course. In addition, September's Clinical Training will focus specifically on the procedure for ensuring the Physician's Order and the Client's MAR are in agreement. Who Will Monitor: Program's QP will assign training and ensure it has been satisfactorily completed. Regional Manager will conduct routine unannounced site visits to examine the MAR's & Physician's Orders. How Often: Regional Manager will conduct on-site Medication Records Audits monthly.	08/23/2018 09/15/2018 1st Onsite Visit 9/5/2018

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V 118	<p>Continued From page 2</p> <p>no Physician's for fingerstick blood sugar (FSBS) checks daily and no order for the client to self-administer FSBS checks.</p> <p>Client #1 declined to participate in an interview on 8/22/18.</p> <p>Review on 8/22/18 of client #5's record revealed:</p> <ul style="list-style-type: none"> - 34 year old female admitted to the facility 6/30/17. - Diagnoses Included Schizophrenia, Unspecified Depressive Disorder, Intellectual/Developmental Disability, mild, Diabetes Mellitus. - FL-2 signed by the Physician 11/30/17 with order to check FSBS daily. - No Physician's order for client #5 to self-administer FSBS checks. <p>During interview on 8/22/18 client #5 stated that she checked her own blood sugars.</p> <p>Interview on 8/22/18 the Program Manager stated:</p> <ul style="list-style-type: none"> - Client #1 went to the Veteran's Administration (VA) clinic for medication management and for medical care. - His sister took him to all of his appointments. - She did not know the Synthroid dosage had been changed. - The pharmacy had not changed the MAR when the dosage changed, the correct dosage was 75 micrograms. - No one had noticed the error on the MAR. - She was not aware a Physician's order was required for clients to check their own blood sugars. - She was told staff had to teach the clients how to perform their own FSBS checks since the facility did not have a CLIA (Clinical Laboratory Improvement Amendments of 1988) waiver. 	V 118	<p>Finding: 2</p> <p>Measure to Correct:</p> <p>Client #1 has scheduled an appointment with his VA Physician to evaluate/approve self-administration for Finger Stick Blood Sugar (FSBS) checks. Copy of the Physician's Order will be placed in the Client's Medication File.</p> <p>Prevent:</p> <p>September, 2018 Clinical Training will focus specifically on the requirement for acquiring & maintaining a current Doctor's Order specifying the Client's ability to self-administer a Finger Stick Blood Sugar Check.</p> <p>Who Will Monitor:</p> <p>Program's QP will assign training and ensure it has been satisfactorily completed. Regional Manager will conduct routine unannounced site visits to examine Client Medical Records and document by their initials that the appropriate/current Physician's Order for FSBS is present in the Client's Record.</p> <p>How Often:</p> <p>Regional Manager will conduct on-site Medication Records Audits monthly.</p> <p>Note:</p> <p>Client #5's Physician Signed Order to Self Administer has been located and placed in her Medical Record. Please see attached.</p>	<p>09/15/2018</p> <p>09/20/2018</p> <p>1st Site Visit: 9/5/2018</p>
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V 118	<p>Continued From page 3</p> <ul style="list-style-type: none"> - There was no Physician's order for client #1 to perform his own FSBS checks. - Staff taught client #1 to do his FSBS checks. - Client #5 performed her own FSBS checks prior to her admission to the facility, so they allowed her to continue to do so. - She thought client #5 had a physician's order to do her own FSBS checks, but she could not find the order. - Client records had recently been purged and the order may have been removed from the facility's copy of her record. - She would request Physician's orders for client #1 and client #5 to self-administer FSBS checks. 	V 118		
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V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility was not maintained in a safe, clean and orderly manner. The findings are:</p> <p>Observations of the facility on 8/22/18 at approximately 9:30 am revealed:</p> <ul style="list-style-type: none"> - No globe over the light bulb over the kitchen sink. - Black stains to the carpet in the small den. - Unpainted repairs to the wall at the toilet paper holder in the hall bath near the small den. - Damage to the side of the bathroom vanity. 	V 736		
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GOLDSBORO, NC 27533**

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V 736	<p>Continued From page 4</p> <ul style="list-style-type: none"> - The water controls in the bath tub leaked. - The ceiling exhaust vent was dusty. - A door knob was missing from the door to the cabinet below the sink. - A large black stain to the carpet in the hallway. - Clothing cluttered the floor in client #2's bedroom. - Dark staining to the carpet in client #3's bedroom. - A light fixture in the bathroom across the hall from client #4's bedroom was not working. - The exhaust vent was dusty. - A wasp nest in the corner of the ceiling on the front porch. - A bucket on the front porch contained sand and cigarette butts. <p>During interview on 8/22/18 the Program Manger stated:</p> <ul style="list-style-type: none"> - They were aware of some of the issues cited. - The carpet stains were cited during the facility's recent inspection by the Construction Section. - The carpet stains had been reported to the HUD (Housing and Urban Development) authority. - The bathroom light bulb needed to be replaced; she would make sure a new bulb was installed in the fixture. - Client #2 changed clothes frequently throughout the day and would leave her clothes on the floor; she sometimes didn't want staff to be in her room and she would become agitated if staff asked her to clean her room. - She would call the exterminator to remove the wasp nest. - The clients sat on the front porch to smoke. 	V 736	<p>Measure to Correct:</p> <ul style="list-style-type: none"> •Globe for light bulb over the kitchen sink has been replaced •Damage to side of bathroom vanity has been repaired •Water Controls in the bath tub have been fixed •Door Knob on the cabinet door beneath the sink has been replaced •Light Fixture in the bathroom across the hall from Resident Unit #4 has had the bulb replaced (unit is now fully functional) •Exhaust vent cover has been cleaned •Wasp nest has been removed •Containers specifically designed for cigarette butt disposal with a lid or cover on-order and will be used in all designated outside smoking areas •Condition of the carpet has been reported to the responsible party; The ARC who are financially responsible for replacement of the carpet. Their response has been that the plan is to replace the carpet with a more suitable product - Laminate Flooring. The delay has been the cost; estimated at \$55,000. While we agree the Laminate Product is a better choice than carpet, it is being recommended that action be taken immediately and that new carpet be installed if the Laminate Flooring is not scheduled for installation in the next (45) days. The Carpet has been cleaned; modest improvement noted. ARC has indicated that replacement of the Carpet is a priority. <p>Prevent:</p> <p>Change-of-Shift Check List will be generated with facility buildings & grounds items to be checked listed. Out-Going & In-Coming Staff will acknowledge by their initials they have checked each item and indicate any corrections/repairs that are necessary.</p> <p>Who Will Monitor & How Often:</p> <p>Group Home Manager will review the list on a weekly basis and indicate what measures have or will be taken to correct any deficiencies. Regional Manager will review the list and note any outstanding issues during their monthly inspection of the facility.</p> <p>Note:</p> <p>Staff responsible for Monitoring Facility and Medical Records are registered for DHR Training Class in Raleigh on 10/08/2018.</p>	<p>All Repairs Completed 8/28/2018 Except Floor Replacement Anticipate Completion by 10/22/2018 Cigarettee Receptical has been ordered</p> <p>09/20/2018</p>
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MEDICAL CARE
 MARIANA CHEN, RN
 DEPARTMENT OF HEALTH SERVICES, 1000 N. MILPITAS AVENUE, SUITE 1000, MILPITAS, CA 95035
 DEPARTMENT OF HEALTH SERVICES, 1000 N. MILPITAS AVENUE, SUITE 1000, MILPITAS, CA 95035
 DEPARTMENT OF HEALTH SERVICES, 1000 N. MILPITAS AVENUE, SUITE 1000, MILPITAS, CA 95035

[REDACTED]

[REDACTED]

[REDACTED] is capable
 of independently check
 her own blood sugars,
 & blood pressures.


 Mariana Chen, RN

07-08-18

[REDACTED]
 [REDACTED]

INSPECTION/SERVICE

Termite Benefect Moisture

We have either performed an inspection or treatment on your property today. A report of our findings will be mailed to you within seven days.

EXTERIOR SERVICE

Pest Control Mosquito Control

We have protected your home from the outside to prevent unwanted pests from entering. The Service Report will tell you exactly where we treated your home, and the materials we used. Should you encounter a problem, call us. We'll return and take care of the situation at no extra charge.

Sprayed wasp & Took down

SERVICE NOT RENDERED

Please call our office and advise when service can be rendered.

*Nest
NO OTHER NEST
FOUND*

Signature: *M. Fulmer*

9/6/18

Office Telephone #: 1-800-284-7911

TERMINIX®

www.insect.com

Davidson Service Company
 301 Selover Ave New Bern, NC 28560
 252-670-8542 DavidsonServiceCo@Gmail.com

Invoice

Site name	Wayne CHC	Date of order:	8-28-18
Service address	404 Claiborne St. Goldsboro	Date order complete	8/28/18
Payment terms:	30 days	Work order number	
Contact name	Helen Clark	Invoice date:	8/29/18
Contact phone #		Invoice number	751

LOCATION	ITEM	DESCRIPTION	PRICE EACH	AMOUNT
bath	wall	patch and paint		
kitchen	vanity	patch, paint add new knob		
std bedroom	light	new ceiling fixture over sink		
	light	new ceiling fixture		
		Tax rate:	6.75	
			Sub total:	
			Tax:	
			estimate	
			Invoice	

NEW DESTINATIONS

Phone: 919-773-2706
Fax: 866-929-2834

DHSR - Mental Health

SEP 06 2018

Lic. & Cert. Section

Fax

To: Licensure & Certification

From: Larry Lackey

Fax: 919-715-8078

Pages: 9

Re: MHL-096-225 POC

Date: September 06, 2018

Plan of Correction for Claiborne Place Survey conducted 8/22/2018.

Please contact me if you have questions or concerns.

Sincerely,

Larry Lackey

Cell Phone: (919) 414-2860

5720 TURNER STORE LANE, RALEIGH, NC 27603