

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-386	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED SEP 20 2018 08/15/2018
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DHSR - Mental Health

Lic. & Cert. Section

NAME OF PROVIDER OR SUPPLIER LIVINGSTONE'S HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 212 BALDWIN ROAD ARDEN, NC 28704
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed 8/15/18. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .5100 Community Respite Services for Individuals of all Disability Groups 10A NCAC 27G Supervised Living for Individuals of all Disability Groups-Alternative Family Living.</p>	V 000	<p><u>Medication Requirements</u></p> <p>The RN will retrain Medication Administration specifically for this home by 9/1/18. Competency testing will occur at the end of training. RN will review all current medications and related documentation for accuracy.</p>	
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(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.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(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.</p> <p>(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:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or</p>	V 118	<p>The QP will verify that the home has the "How To" Quick Reference To Medication in the home by 9/1/18</p> <p>Monthly and ongoing, QP will compare: prescription to medication bottle to MAR looking for inconsistency</p> <p>Monthly and ongoing, the QP will document the review of the prescription and medication bottle and MAR looking for inconsistency on the Home Inspection document</p> <p>At a regional QP meeting Program Managers will retrain all QPs on the process for reviewing medications in the AFL homes, by 10/1/18</p> <p>QPs will review all current medications and related documentation in all AFL homes by 11/1/18</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Jean Good *OPBSA* *9/18/18*

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V 118	<p>Continued From page 1</p> <p>checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to keep the MAR current and failed to follow the written order of a physician affecting 2 of 2 clients (Client #1 and #2). The findings are:</p> <p>Record review on 8/15/18 for Client #1 revealed: -Admission date of 1/1/16 with diagnoses of Mild Intellectual Disability, Impulse Control Disorder and Oppositional Defiant Disorder. -Physician order dated 5/22/18 for Fiber Powder 2 teaspoons 1-2 times daily. Review on 8/14/18 of MARs for June-August 2018 revealed: -Fiber Powder not administered on 6/10/18, 6/14/18, 7/2/18, 7/3/18, 7/5/18, 7/6/18, 7/8/18, 7/20/18, 7/26/18, 7/27/18, 7/28/18, 7/30/18, 8/1/18-8/13/18.</p> <p>Record review on 8/15/18 for Client #2 revealed: -Admission date of 8/17/16 with diagnoses of Moderate Intellectual Disability, Hypothyroidism, High Cholesterol, Parkinson's, COPD (Chronic Obstructive Pulmonary Disease) and Major Depressive Disorder. -Physician order dated 6/6/18 for Loratadine 10mg once daily. Review on 8/14/18 of MARs for June-August 2018 revealed: -Loratadine 10mg take 1 tab three times daily (TID). -Administered once daily except 7/28/18 when it</p>	V 118	<p><u>Criminal History Records Check</u></p> <p>Hiring process was reviewed and amended. When an application is reviewed and it is determined they have not lived in the state for at least 5 years the HR Manager will have the fingerprint document completed before initiating other steps to complete the background checks. This information will be added to the New Hire Checklist.</p>	

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V 118	<p>Continued From page 2</p> <p>was administered twice.</p> <p>Interview on 8/14/18 with AFL Caregiver revealed: -She thought the Fiber Powder for Client #1 was PRN (as needed) and had administered it that way. -She was not aware the order for Fiber Powder was to give every day. -She administered the Loratadine to Client #2 daily and did not know why she had documented that it was given twice on 7/28/18. "That was a mistake." -She had not noticed the instructions on the MAR were written incorrectly to give Loratadine TID. -She got the monthly MARs from her QP (qualified professional).</p> <p>Interview on 8/15/18 with the Qualified Professional revealed: -She began working for Licensee in November 2017. -She was responsible for reviewing medications and MARs at the facility. -She had not noticed the MAR for Client #2 was written incorrectly for the administration of Loratadine.</p>	V 118		
V 133	<p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.</p> <p>(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter.</p> <p>(b) Requirement. - An offer of employment by a</p>	V 133		

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V 133	<p>Continued From page 3</p> <p>provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared</p>	V 133		

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V 133	<p>Continued From page 4</p> <p>with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. 	V 133		

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V 133	Continued From page 5 (7) The subsequent commission by the person of a relevant offense. The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant. (d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for: (1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual. (2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section. (e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious	V 133		

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V 133	<p>Continued From page 6</p> <p>Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant</p>	V 133		

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V 133	<p>Continued From page 7</p> <p>prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on personnel record review and staff interviews the facility failed to request a State Bureau of Investigation (SBI) national criminal background check within 5 days of making the conditional offer of employment for 1 of 3 sampled staff (Qualified Professional (QP) who had lived in North Carolina for less than 5 years prior to employment. The findings are:</p> <p>Record review on 8/15/18 for QP revealed: -Date of Hire 11/1/17 -Criminal background check conducted 10/10/17. -SBI fingerprint check sent 11/22/17.</p> <p>-Interview on 8/15/18 with QP revealed: -She had previously lived in Florida and had not been in NC for 5 years.</p> <p>Interview on 8/15/18 with Human Resources Manager revealed: -The Licensee criminal background review included a national check. -She was not aware a specific SBI check was required as part of that.</p>	V 133		

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