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	MHL019-023	A. BUILDING: _____ B. WING _____	R-C 10/08/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GRIFFIN HOUSE	323 MARTIN LUTHER KING BOULEVARD SILER CITY, NC 27344

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V 000	INITIAL COMMENTS A complaint survey was completed on October 8, 2018. The complaint was substantiated (intake #NC00141856). There was a deficiency cited. This facility is licensed for the following service category: 10A NCAC 27G. 5600C Supervised Living for Adults with Developmental Disabilities	V 000		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals. (d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court	V 291		

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V 291	Continued From page 1 or legal system is involved or when health or safety issues become a primary concern. This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to coordinate services to ensure clients received services including medical devices and guardianship representation to support and address personal care for one of three audited clients (#1). The findings are: Review on 10/8/18 of Client #1's record revealed: -Admission date of 8/26/15. -Diagnoses of Unspecified Schizophrenia Spectrum by History, Other Psychotic Disorder, Impaired Cognitive Functioning, Intellectual Disability, Moderate, Diabetes, Hypertension, Leukoplakia, Allergic Rhinitis, Hyperlipidemia, and Hearing Impairment (right ear). -Client #1 has a Cochlear Prosthesis to assist with hearing. Review on 10/8/18 of Client #1's Psychological Evaluation dated November 2010 revealed: -"It appears that [client #1] adaptive functioning is below average and commensurate with [client #1's] cognitive functioning. [Client #1] communication skills fell in the low range with a standard score of 21. Standard scores for daily living skills, socialization, and motor skills were not obtained due to insufficient information. In terms of communication skills, [client #1] follows two-step direction and sometimes follows three-step directions. [Client #1] speech is difficult to understand due to poor articulation. [Client #1] is mostly independent in her daily living skills, including taking care of personal hygiene, cooking and cleaning. [Client #1] complies with	V 291		

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her medicine as directed, knows how to care for minor cuts, washes clothing and knows how to perform maintenance tasks as needed. [Client #1] is able to order a complete meal in the fast food restaurant and carries or stores money safely. [Client #1] is not able to count change after making a purchase. [Client #1] recognizes what the colors on a street light mean, but does not know the meaning of certain community signs, such as enter, exit, poisonous or phrase indicating that a store is closed. "
-"The results from the intellectual testing placed [client #1] in the moderate mental retardation range. Testing observations as well as information provided by [client #1] indicate severe deficits in adaptive functioning including communication, daily living skills and social functioning. These results support a diagnosis of Moderate Mental Retardation. [Client #1] should be considered eligible for services and benefits for persons with psychiatric and developmental disabilities and intellectual limitations as all are medically necessary to ameliorate the symptoms and the effects of [client #1's] disability, to ensure [client #1's] personal health and safety to prevent [client #1] from being exploited by others, and to maintain an adequate quality of life within the least restrictive setting possible."

Review on 10/8/18 of Client #1's Psychological Evaluation dated September 13, 2018 revealed:
- "[Client #1's] reading, writing and mathematical skills are all in the extremely low range and would not be considered functional for most vocational tasks or day-to-day independent living. As measured by the [case manager's] responses to the ABAS-3, [client #1's] overall adaptive functioning skills are in the extremely low range of adaptive functioning. This indicates [client #1] is performing at a level that is significantly below her

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V 291	Continued From page 3 same-aged peers in all expected daily living activities, including effectively taking care of herself, structuring her time, completing home living tasks, navigating the community, utilizing functional academic skills, communicating, maintaining her health and safety, socializing, developing recreational activities and hobbies, and coping with stressors. These results are consistent with the examiner's impressions of [client #1's] overall abilities and should be considered valid representation of [client #1's] abilities. Due to [client #1's] measured cognitive functioning abilities and several global adaptive impairments, [client #1] meets the criteria from Diagnostic Statistical Manual % for intellectual disability (Intellectual Developmental Disorder, formerly Mental Retardation), Moderate, 319. [Client #1] appears to have a longstanding history of cognitive impairments based upon collateral reports and records, with noted decompensation within the past few years that might be related to medication side effect, [client #1's] multiple conditions (i.e. hypertension and diabetes), and/or [client #1's] psychotic disorder. [Client #1] will likely experience significant difficulties in a wide variety of situations that require age-appropriate- insight, judgment, and reasoning abilities. Individuals with limited reasoning abilities often exhibit difficulties with maintaining attention, impulsivity, and reduced behavioral control. [Client #1's] level of self-sufficiency is unlikely to improve in the future." -Recommendations: -"[Client #1] will require 24-hour supports and assistance now and in the foreseeable future. [Client #1] will continue to need close supervision in the form of the presence of at least one other responsible adult to provide [client #1] with	V 291		

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V 291	Continued From page 4 companionship and to deal with any significant events that may arise. Given [client #1's] past and current level of functioning, [client #1] would be unable to complete daily living tasks without assistance, and unable to make her own decisions about her finances without assistance. Thus, she will be in need of a guardian." -"[Client #1] will continue to require a high level of care and would likely benefit from continued treatment in a residential or group home facility that can assist [client #1] with [client #1's] difficulties in adaptive functioning and support her mental health. In regards to [client #1's] communication, [client #1] requires assistance to learn skills such as clearly and effectively expressing her wants and needs, consistently looking at others when they are talking, providing multi-step instructions, listening closely for at least 5 minutes when others are talking with her, not interrupting others, and distinguishing truthful from exaggerated/false claims made by others. [Client #1] will require more assistance than her peers with structuring her leisure time, developing a hobby, organizing activities with others or joining organized groups. [Client #1] also needs support with developing social skills, such as establishing and maintaining friendships, showing good judgment when making friends, refraining from doing something that might embarrass others, expressing her feelings, and recognizing when someone is making an unreasonable request. In regards to functional academic skills, [Client #1] will need assistance with managing money, making small purchases, finding telephone numbers, reading and obeying common signs, writing notes, locating dates on a calendar, and completing written forms to apply for jobs. Self-direction activities that [client #1] will need more assistance with include working on activities for an extended period of tie, completing	V 291		

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activities in a timely manner, saving her money, working independently, and managing stressors. With community use, [client #1] will need assistance with navigating place in the community, looking both ways before crossing the street, and finding information and resources. [Client #1] will need additional assistance with following general safety rules and taking precautions to protect her health, such as taking medications and being cautious around hot or sharp items. Within home living, [client #1] will require more assistance in completing chores, cleaning, using electrical appliances, and learning to cook simple meals on a stove. [Client #1] also requires assistance in self-care task including buttoning clothing, cutting [client #1's] fingernails or brushing her teeth when needed, keeping [client #1's] hair neat during the day, avoiding unhealthy foods and drinks and exercising at least 2 hours weekly."
-"If not already receiving, [client #1] may qualify for and would benefit from receiving CAP/MR/DD services under the Innovations Waiver program to improve [client #1's] adaptive, behavioral, social, and overall functioning."

Interview on 10/10/18 with Client #1 revealed:
-Surveyor had to ask questions several times and different ways.
-When asked, client reported she would like to live alone.
-Minutes later client mumbled the word sister.
-When asked if she wanted to live with her sister, client said yes.
-Client responded to other questions with yes or no.
-Client confirm having a hearing aid.
-Client said she received calls from her sister.

Interview on 10/3/18 with the Peer Support

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V 291	Continued From page 6 Specialist revealed: -She worked at Local Management Entity. -Client #1 was assessment a couple of years ago while in a psychiatric hospital. -The LME provided a list of names to pursue for community supportive living and wraparound services. -She started working on client #1's case for several months. -It took some time to locate client #1. -When client #1 was located she contacted the group home before visiting. -She made contact with the Case Manager and made an appointment to visit. -Client #1 was not allowed to take her calls. -She was not able to talk with client #1 alone during visit. -Client #1 could not hear over the phone. -The Executive Director informed her client #1 had no ability to live independently because client #1could not read or write. -The Executive Director told her she would go to the magistrate and deem client #1 incompetent. -She reported the facility did not have TTY equipment for client #1 to communicate with caller(s). -She felt client #1 rights were being violated because she was unable to speak with client #1 alone, there was no TTY system and not allowing client #1 to make her own decisions. Interview on 10/10/18 with the Case Manager revealed: -Client #1's ability to do things on her own had declined since admitted. -In the past client #1 was able to change the battery in her hearing aid. -Client #1 now had to be reminded to change the battery. -Client #1 would report that she took her	V 291		

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V 291	Continued From page 7 medication when client #1 actually did not. -Client #1 was in contact with her sister. -She did not think TTY system was needed because client #1 had the hearing aid. -She was not sure why client #1 did not have a guardian. Interview on 10/10/18 with the Executive Director/QP revealed: -Client #1's was her own guardian. -Client #1 sister was involved and provided support. -Client #1's family was never able to provide the type of care needed. -She talked to client #1's sister about being the guardian in the past. -She spoke with client #1's sister due to Local Management Entity representative visited client #1. -She reported the representative was planning to transition client #1 from the group home to independent living within 2 weeks of her visit. -The representative spoke to client #1 alone. -She and the case manager also asked the representative questions regarding her services. -She was concerned with the decision to move client #1 out of the group home to an independent living setting. -She did not know what information or assessment the representative had on client #1 to make that decision. -Client #1 was not capable or had the ability to live independently. -She informed client #1's sister the concern and suggested that she applied for guardianship. -Client #1's sister petition for guardianship on 8/9/18. -A hearing was scheduled for 9/24/18. -Guardianship case was pending.	V 291		