

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  MHL100-024	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  C 10/02/2018
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NAME OF PROVIDER OR SUPPLIER  
**HAWTHORNE HOUSE**

STREET ADDRESS, CITY, STATE, ZIP CODE  
**281 WHEELER HILLS ROAD  
BURNSVILLE, NC 28714**

(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  A complaint survey was completed on October 2, 2018. The complaint was substantiated (intake #NC00142906). A deficiency was cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000		
V 540	27F .0103 Client Rights - Health, Hygiene And Grooming  10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING (a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the: (1) opportunity for a shower or tub bath daily, or more often as needed; (2) opportunity to shave at least daily; (3) opportunity to obtain the services of a barber or a beautician; and (4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil. (b) Bathtubs or showers and toilets which ensure individual privacy shall be available. (c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.  This Rule is not met as evidenced by:	V 540		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Luray Rominger*

TITLE

*Regional Administrator*

(X6) DATE

*10/2/18*

STATE FORM

6999

9BZR11

If continuation sheet 1 of 4

DHSR - Mental Health

OCT 19 2018

Lic. & Cert. Section

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V 540	<p>Continued From page 1</p> <p>Based on record review and interviews, the facility failed to ensure the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care for 1 of 3 audited clients (#1). The findings are:</p> <p>Record review on 10/2/18 for Client #1 revealed: -Admitted on 11/22/14 with diagnoses of White Matter Disease, Intellectual Disability, Attention Deficit Disorder, Explosive Mood Disorder, Anxiety Disorder, Gastro esophageal Reflux Disorder, obesity, gastro paresis, and Leukemia in remission. -Personal care documented daily as provided.</p> <p>Interview on 10/1/18 with Client #1 revealed: -She had lived at the facility for 9 years. -Staff helped her shave and sometimes helped her with her bath. -She took a bath daily. -She did not need any help with her toileting and she could dress herself independently.</p> <p>Interview on 10/1/18 with the Guardian for Client #1 revealed: -Client #1 came home 1-2 times per month. -Client #1 had an odor a couple of times and she reminded the staff that they have to make sure that she bathed thoroughly. -She had also talked to the staff about using depends with her when she had her menstrual cycle and about making sure that she was dressed appropriately. -Client #1 had been picked up by her aunt recently for a weekend visit and indicated that Client #1 had never smelled that bad. -She had talked to the Qualified Professional (QP) four times about her concerns. -She felt that the QP had now addressed the problem with the staff and did not have ongoing</p>	V 540		

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V 540	<p>Continued From page 2</p> <p>concerns.</p> <p>-She saw Client #1 yesterday and Client #1 looked very good.</p> <p>Interview on 10/1/18 with Staff #1 revealed: -"[Client #1] can do more than she lets on." -When Client #1 took showers they checked in after the shower to make sure she washed her hair. -Sometimes the staff had to help clean her when she had her menstrual cycle. -Client #1 did not need assistance with toileting. She indicated that Client #1 could complete that task on her own.</p> <p>Interview on 10/2/18 with Staff #2 revealed: -Staff checked behind Client #1 to make sure she bathed thoroughly and washed her hair. -Client #1 sweated heavily throughout the day. Sometimes she refused to shower. -Client #1 could toilet independently. If Client #1 asked for help they would help her.</p> <p>Interviews on 10/1/18 and 10/2/18 with the House Manager revealed: -Approximately one month ago the Guardian for Client #1 was very concerned about her personal care and hygiene and requested that staff pay more attention. -An in-service was conducted with staff to review protocols about personal care assistance for clients. -A couple of weeks ago Client #1 went with her aunt for a visit. The aunt was very upset and indicated when she got home with Client #1 she had a very strong odor and that her underwear was filthy. She was very sweaty and had to be immediately bathed upon her arrival home. The aunt addressed her concerns with the staff. -She indicated that on the day Client #1 left with</p>	V 540		

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V 540	<p>Continued From page 3</p> <p>her aunt she had showered that morning but had been at the workshop all day. -The QP then assigned each staff member specific clients that they were to provide personal care for. -Staff were to double check each client once dressed to ensure they are properly showered and sent back if not clean and properly dressed.</p> <p>Interview on 10/2/18 with the QP/Director revealed: -It has become more evident that Client #1 may not be as independent with her personal care as they had thought. -The guardian of Client #1 had expressed concern about how her laundry was managed. This was addressed with staff involved. -She was aware of the weekend that Client #1 went home with her aunt and that her personal care was not up to par. She felt that this had been an isolated incident. The House Manager had addressed this issue with the staff on site at the time of the incident. -She had created personal care checklists for each client and assigned a staff person to each client. The staff were to provide the assistance needed and document that the personal care was completed. -The House Manager was responsible for monitoring that staff completed the personal care.</p>	V 540	<p>To support the personal health, hygiene, and grooming care of each Person Supported, the following procedures are to be implemented:</p> <p>1) Personal care protocol will continue to be enforced. A weekly chart and check-list is to be used, outlining the personal care needs of each Person Supported. The House Manager is responsible for monitoring that support staff complete personal care and documentation, which will be monitored daily for a period of one month and then on a weekly basis. 12/01/2018</p> <p>2) Project Specialist/QP will impliment In-Service training for all support staff to double check each person as they begin their day going to work and ensure that they are properly/thoroughly showed and dressed well. Home Manager, Vocational Instructor, and Program Specialist/QP will provide oversite of daily appearance, cleanliness, and overall hygiene for each Person Supported once they report to work. 12/01/2018</p> <p>3) As Client #1 is typically independent with toileting, she does not always notify support staff when she is going to the bathroom. To address her specific needs as it relates to toileting, Program Specialist/QP will impliment In-Service training to support staff, who will monitor Client #1's toileting by verbally asking her if she has had a bowel movement. If Client #1 replies that she has, support staff will aid Client #1 with returning to the restroom and assist her to thoroughly clean herself, as tolerated. 12/01/2018</p> <p>4) Program Specialist/QP will partner with Client #1's guardian and Care Coordinator to update Client #1's Total Care Plan, indicating changes in personal care and toileting needs. 12/01/2018</p> <p>5) Program Specialist/QP will update Client #1's Short Range Goals to include updates in personal care and toileting needs.</p> <p>In the future the clinical team will continue to support Client #1 in their personal health, hygiene, and grooming care.</p>	