

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-366</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/01/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGWELL NETWORK, INC-RAVEN RIDGE I</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>460 RAVEN RIDGE DRIVE KERNERSVILLE, NC 27284</b>
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(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	<p><b>INITIAL COMMENTS</b></p> <p>An Annual Survey was completed on November 1, 2018. A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 10A NCAC 27G .5600C: Supervised Living for Developmentally Disabled Adults</p>	V 000		
V 540	<p><b>27F .0103 Client Rights - Health, Hygiene And Grooming</b></p> <p>10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING</p> <p>(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:</p> <p>(1) opportunity for a shower or tub bath daily, or more often as needed;</p> <p>(2) opportunity to shave at least daily;</p> <p>(3) opportunity to obtain the services of a barber or a beautician; and</p> <p>(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.</p> <p>(b) Bathtubs or showers and toilets which ensure individual privacy shall be available.</p> <p>(c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.</p>	V 540		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 540	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility staff failed to ensure linens, towels, toilet paper, soap and other individual personal hygiene articles included but not limited to; toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensils were provided for each client. The findings are:</p> <p>Observation at approximately 3:10 to 3:25 pm on 11-1-18 revealed:</p> <ul style="list-style-type: none"> <li>- client #1 and client #2 had toiletry baskets in their rooms</li> <li>- their baskets contained shampoo, deodorant and other items</li> <li>- items in each client ' s baskets were different</li> </ul> <p>Interview on 11-1-18 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- clients purchase their own toiletry and hygiene items</li> <li>- these purchases are made with the client ' s own money</li> <li>- if clients are feeling well enough to go to a store and select these items, staff will use the client ' s money and make purchases for them, based on the client ' s preferences for products</li> <li>- sometimes, "if staff finds a good deal on a big tub of laundry detergent, they ' ll split the cost (between the clients using their personal money), if everybody agrees on the brand (of detergent)."</li> </ul> <p>Review on 11-1-18 of client #1 and client #2 ' s</p>	V 540		

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V 540	<p>Continued From page 2</p> <p>individual, "Resident Personal Working Funds Record" revealed each sheet had:</p> <ul style="list-style-type: none"> <li>- a ledger for each client</li> <li>- columns for "Transaction Date," "Type of Transaction," "Amount IN," "Amount out," "Current Balance," "Recording Staff Signature"</li> <li>- on 10-24-18 client #1 purchased, "personal items"</li> <li>- on 10-24-18 client #2 purchased, "personal items"</li> </ul> <p>Interview on 11-1-18 with the Supervisor/House Manager (S/HM) revealed:</p> <ul style="list-style-type: none"> <li>- on 10-24-18 client #1 and client #2 ' s purchases of "personal items" were things like soap, deodorant, shampoo, etc.</li> <li>- each client has their own personal toiletry and hygiene products</li> <li>- one of her duties was to take clients to retail stores to purchase toiletry and hygiene products</li> <li>- the clients purchase, "whatever their budget allows"</li> <li>- the S/HM stated, "I just talked to a guardian the other day and told them he needed new bedding (bed linens)"</li> </ul> <p>Interview on 11-1-18 with the Qualified Professional/Operations Director (QP/OD) revealed:</p> <ul style="list-style-type: none"> <li>- the clients did purchase hygiene and toiletry products</li> <li>- these purchases were made with their own personal funds</li> <li>- she was unaware this was not standard practice</li> <li>- she requested the rule area from the State of North Carolina General Statutes</li> <li>- the rule area was provided</li> </ul>	V 540		

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