

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL001-255</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/25/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ETHEL'S FOOTPRINTS II</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1010 MADISON STREET BURLINGTON, NC 27217</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on October 25, 2018. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></p> <p><b>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</b></p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and</p>	V 108	<p style="color: blue; text-align: center;">DHSR - Mental Health</p> <p style="color: red; text-align: center;">NOV 15 2018</p> <p style="color: blue; text-align: center;">Lic. &amp; Cert. Section</p>	

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

*Kim Marley* 11-10-18 *Director*

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V 108	Continued From page 1  clients.  This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to ensure staff had training in Cardiopulmonary Resuscitation and First Aid for one of three audited staff (Staff #2). The findings are:  Review of the facility's personnel records on 10/25/18 revealed: -Staff #2 had a hire date of 5/11/18. -Staff #2 was hired as a Paraprofessional. -Documentation of Cardiopulmonary Resuscitation and First Aid training on file for staff #2 expired on August 8, 2018.  Interview on 10/25/18 with the Director revealed: -He thought staff #2 had updated her training in Cardiopulmonary Resuscitation and First Aid. -Staff #2 worked the overnight shift (8 pm- 9 am). -Staff #2 worked alone at the home. -He confirmed staff #2's training in Cardiopulmonary Resuscitation and First Aid had expired. -He will have Staff #2 registered for an upcoming training on Cardiopulmonary Resuscitation and First Aid.	V 108		
V 114	27G .0207 Emergency Plans and Supplies  10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (a) A written fire plan for each facility and area-wide disaster plan shall be developed and	V 114		

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V 114	<p>Continued From page 2</p> <p>shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to conduct fire and disaster drills under conditions that simulate emergencies at least quarterly for each shift. The findings are:</p> <p>Record review on 10/25/18 of the facility's fire drill log revealed the following: -10/17/18- 3:41 PM -9/27/18- 10:00 AM -8/17/18- 6:00 PM -7/5/18- 8:00 AM -4/24/18- 6:30 AM -12/13/17- 11:45 PM -11/27/17- 10:30 PM -11/21/18- 6:00 AM -10/14/17- 5:30 AM -There were no fire drills conducted for the 1st quarter of 2018. -There were no fire drills conducted for the second shift on the 2nd quarter of 2018.</p> <p>Record review on 10/25/18 of the facility's disaster drill log revealed the following: -10/4/18- 11:00 PM -9/21/18- 7:00 PM</p>	V 114		

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V 114	<p>Continued From page 3</p> <p>-8/8/18- 4:30 PM -5/24/18- 6:30 PM -12/27/17- 3:30 PM -12/4/17- 10:30 AM -11/15/17- 2:00 PM -10/26/17- 11:15 PM</p> <p>-There were no disaster drills conducted for the 1st quarter of 2018. -There were no disaster drills conducted for the second shift on the 2nd and 3rd quarter of 2018.</p> <p>Interview with Client #1 and Client #2 on 10/25/18 revealed: -The group home staff did fire and disaster drills with them. -They were not sure how often the fire and disaster drills were conducted.</p> <p>Interview with the Director on 10/25/18 revealed: -Facility operated under two shifts (9:00 AM- 8:00 PM and 8:00 PM- 9:00 AM). -He was under the impression that fire and disaster drills had been conducted for all quarters in 2018. -He believed staff may had misplaced log sheet for drills done on the first quarter of 2018. -He confirmed staff failed to conduct drills under conditions that simulate fire and disaster emergencies quarterly for each shift.</p>	V 114		
V 121	<p>27G .0209 (F) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS (f) Medication review: (1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review</p>	V 121		

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V 121	<p>Continued From page 4</p> <p>shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated.</p> <p>(2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to obtain drug reviews every six months for one of three clients (Client #3) who received psychotropic drugs. The findings are:</p> <p>Review on 10/25/18 of Client #3's record revealed: -Admission date of 2/2/2014. -Diagnoses of Hypothyroidism, Hyperlipidemia, Schizophrenia, Extrapyramidal (Movement Disorder). -Physician's order dated 8/1/18 for Paroxetine 40 mg, 1 tablet at bedtime. -Physician's order dated 8/7/18 for Aripiprazole 20 mg, 2 tablets at bedtime. -Physician's order dated 9/1/18 for Lorazepam 1 mg, 1 tablet four times a day. -Physician's order dated 10/1/18 for Mirtazapine 45 mg, 1 tablet at bedtime; Divalproex Sodium ER 500 mg, 2 tablets at bedtime. -The August, September and October 2018 MAR revealed Client #3 was administered the above medications daily. -Last drug regimen review on file was dated 11/21/17. -There was no evidence of a six months psychotropic drug review for Client #3 conducted after 11/27/17.</p>	V 121		

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V 121	Continued From page 5  Interview on 10/25/18 with the Director revealed: -He was not aware the drug review for psychotropic medications had not been conducted lately for Client #3. -He confirmed the six months psychotropic drug review for Client #3 was not completed.	V 121		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int.  10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually).	V 536		

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V 536	<p>Continued From page 6</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <ol style="list-style-type: none"> <li>(1) knowledge and understanding of the people being served;</li> <li>(2) recognizing and interpreting human behavior;</li> <li>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</li> <li>(4) strategies for building positive relationships with persons with disabilities;</li> <li>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</li> <li>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</li> <li>(7) skills in assessing individual risk for escalating behavior;</li> <li>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</li> <li>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</li> </ol> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <ol style="list-style-type: none"> <li>(1) Documentation shall include: <ol style="list-style-type: none"> <li>(A) who participated in the training and the outcomes (pass/fail);</li> <li>(B) when and where they attended; and</li> <li>(C) instructor's name;</li> </ol> </li> <li>(2) The Division of MH/DD/SAS may</li> </ol>	V 536		

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V 536	<p>Continued From page 7</p> <p>review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p>	V 536		



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V 536	<p>Continued From page 8</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure two of three audited staff (Staff #1 and Staff #2) had current training in the use of alternatives to restrictive interventions. The findings are:</p> <p> </p> <p>Review of the facility's personnel records on 10/25/18 revealed: -Staff #1 had a hire date of 5/11/18. -Staff #1 was hired as a Paraprofessional. -Documentation of Training on Alternatives to Restrictive Intervention expired on September 5,</p>	V 536		

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V 536	<p>Continued From page 9</p> <p>2018.</p> <p>Review of the facility's personnel records on 10/25/18 revealed: -Staff #2 had a hire date of 5/11/18. -Staff #2 was hired as a Paraprofessional. -Documentation of training on Alternatives to Restrictive Intervention expired on September 5, 2018.</p> <p>Interview on 10/25/18 with the Director revealed: -The group home was using North Carolina Interventions for training in Alternative to Restrictive Interventions. -Staff #1 and #2 started working in May of this year. -He was under the impression that Staff #1 and #2 had recently completed the training. -He confirmed Staff #1 and #2 did not have current training on Alternatives to Restrictive Intervention.</p>	V 536		
V 537	<p>27E .0108 Client Rights - Training in Sec Rest &amp; ITO</p> <p>10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT</p> <p>(a) Seclusion, physical restraint and isolation time-out may be employed only by staff who have been trained and have demonstrated competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually.</p> <p>(b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including</p>	V 537		

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V 537	<p>Continued From page 10</p> <p>service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated.</p> <p>(c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Acceptable training programs shall include, but are not limited to, presentation of:</p> <ol style="list-style-type: none"> <li>(1) refresher information on alternatives to the use of restrictive interventions;</li> <li>(2) guidelines on when to intervene (understanding imminent danger to self and others);</li> <li>(3) emphasis on safety and respect for the rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention);</li> <li>(4) strategies for the safe implementation of restrictive interventions;</li> <li>(5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and</li> </ol>	V 537		

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V 537	<p>Continued From page 11</p> <p>psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention;</p> <p>(6) prohibited procedures;</p> <p>(7) debriefing strategies, including their importance and purpose; and</p> <p>(8) documentation methods/procedures.</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualification and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out.</p> <p>(3) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(4) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant</p>	V 537		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL001-255</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/25/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ETHEL'S FOOTPRINTS II</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1010 MADISON STREET BURLINGTON, NC 27217</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 537	<p>Continued From page 12</p> <p>to Subparagraph (j)(6) of this Rule.</p> <p>(6) Acceptable instructor training programs shall include, but not be limited to, presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) evaluation of trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule.</p> <p>(8) Trainers shall be currently trained in CPR.</p> <p>(9) Trainers shall have coached experience in teaching the use of restrictive interventions at least two times with a positive review by the coach.</p> <p>(10) Trainers shall teach a program on the use of restrictive interventions at least once annually.</p> <p>(11) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcome (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(l) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three</p>	V 537		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL001-255</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>10/25/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ETHEL'S FOOTPRINTS II</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1010 MADISON STREET BURLINGTON, NC 27217</b>
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V 537	<p>Continued From page 13</p> <p>times, the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(m) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure two of three audited staff (Staff #1 and Staff #2) had current training in the use of seclusion, physical restraint and isolation time out. The findings are:</p> <p>Review of the facility's personnel records on 10/25/18 revealed: -Staff #1 had a hire date of 5/11/18. -Staff #1 was hired as a Paraprofessional. -Documentation of Training in Seclusion, Physical Restraint and Isolation Time Out expired on September 5, 2018.</p> <p>Review of the facility's personnel records on 10/25/18 revealed: -Staff #2 had a hire date of 5/11/18. -Staff #2 was hired as a Paraprofessional. -Documentation of Training in Seclusion, Physical Restraint and Isolation Time Out expired on September 5, 2018.</p> <p>Interview on 10/25/18 with the Director revealed: -The group home was using North Carolina Interventions for training in Seclusion, Physical Restraint and Isolation Time Out. -Staff #1 and #2 started working in May of this year. -He was under the impression that Staff #1 and</p>	V 537		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL001-255</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/25/2018</b>
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V 537	Continued From page 14  #2 had recently completed the training. -He confirmed Staff #1 and #2 did not have current training on Seclusion, Physical Restraint and Isolation Time Out.	V 537		
V 736	27G .0303(c) Facility and Grounds Maintenance  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.  This Rule is not met as evidenced by: Based on observation and interview, the facility failed to ensure facility grounds were maintained in a clean, safe and attractive manner. The findings are:  Observation on 10/25/18 at 3:05 p.m. revealed: -There were numerous dark stains on the carpet in bedroom #2. -There was a strong urine smell on bedroom #2. -There were numerous spots on the carpet covered with coffee grounds in bedroom #2.  Interview on 10/25/18 with the Director revealed: -He was aware of the stains on the carpet in bedroom #2. -He was aware of the smell in bedroom #2. -Client #3 had been having urine accidents in his bedroom. -Client #3 used adult diapers. -Client #3 had been going to the Doctor's office to address his incontinence. -Director had placed coffee grounds on top of the	V 736		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL001-255</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/25/2018</b>
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V 736	Continued From page 15  stains on the carpet in order to mask the smell. -Director had spoken with landlord to change the carpet. -Director was awaiting for the landlord to change the carpet. -He acknowledged facility failed to ensure grounds were maintained in a clean, safe and attractive manner.	V 736		



## Ethel's Footprints II

1010 Madison St.

Burlington N.C. 27217

MHL-#001-255 POC

V-108 : All personnel will be trained in CPA and First Aid before being allowed to work with clients. This training must be updated every year. It will be monitored quarterly by the Director and QP. This training was completed on 11-1-2018.

V-114 : All fire drills will be done quarterly on both shifts. It will be monitored by the Director and the QP. This was completed on 10-26-2018.

V-121: All clients on psychotropic drugs shall have a med review done every 6 months by a licensed pharmacist or physician. It will be monitored every 6 months by the director and QP. This will be completed by 11-30-2018

V-536:All personnel shall be trained in NCI before being allowed to work with clients. Training shall be done on a yearly basic. Training will be performed by a licensed trainer approved by Division of MH/DD/SA. This will be monitored by Director and QP. This was completed on 10-26-2018

V-537:All personnel should be trained in Client Rights Ethel's Footprints II uses NCI training at the time we do not use Seclusion, Physical Restraint, and Isolation Time –Out. This will be monitored by the Director.

V-736: The facility grounds shall be in a safe and attractive manner. The facility shall be inspected by staff and report any needs that may need addressing to the Director on a daily basic . The Director will inspect the facility quarterly and plan repairs cordially. This will be completed by 12/15/2018



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MARK PAYNE • Director, Division of Health Service Regulation

October 29, 2018

Vince Marley, Director  
Vince Marley, LLC  
PO Box 163  
Randleman, NC 27317

Re: Annual Survey completed October 25, 2018  
Ethel's Footprints II, 1010 Madison Street, Burlington, NC 27217  
MHL # 001-255  
E-mail Address: ethelfootprints@att.net

DHSR - Mental Health

NOV 15 2018

Lic. & Cert. Section

Dear Mr. Marley:

Thank you for the cooperation and courtesy extended during the annual survey completed October 25, 2018.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form, and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

**Type of Deficiencies Found**

- All other tags cited are standard level deficiencies.

**Time Frames for Compliance**

- Standard level deficiencies must be **corrected** within 60 days from the exit of the survey, which is December 24, 2018.

**What to include in the Plan of Correction**

- Indicate what measures will be put in place to **correct** the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to **prevent** the problem from occurring again.
- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records. **Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.**

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603  
MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718  
www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

October 29, 2018  
Vince Marley, LLC  
Vince Marley

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Bryson Brown, Team Leader at 919-855-3822.

Sincerely,



Edgar Garrido, MSW  
Facility Compliance Consultant I  
Mental Health Licensure & Certification Section

Cc: Victoria Whitt, Director, Sandhills Center LME/MCO  
Mary Kidd, Quality Management Director, Sandhills Center LME/MCO  
File