

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL081-076 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 01/04/2019 |
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| NAME OF PROVIDER OR SUPPLIER KELLY'S CARE II | STREET ADDRESS, CITY, STATE, ZIP CODE 521 OSCAR JUSTICE ROAD RUTHERFORDTON, NC 28139 |
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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>INITIAL COMMENTS</p> <p>An annual survey was completed on January 4, 2019. 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> <p>For confidentiality purposes and to protect the identities of staff and/or clients, some identifiers and specific interview dates have been omitted. All interviews were conducted between 1/3/19 and 1/4/19.</p> | V 000 | | |
| V 110 | <p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p> <p>(3) analytical skills;</p> <p>(4) decision-making;</p> <p>(5) interpersonal skills;</p> <p>(6) communication skills; and</p> | V 110 | | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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| V 110 | <p>Continued From page 1</p> <p>(7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on interviews and record review 2 of 3 staff, (Staff #2 and Staff #3) failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Confidential interviews revealed: -staff were really set in their ways, things had to be done a certain way or they "freaked" -staff yelled and cussed if something was spilled, and it was not cleaned-up, or not cleaned up the right way -staff said things like "get out...get out of my kitchen..." -staff liked to have clients do extra chores because they did not like to do it -they threatened to take away phones or power cords if these extra chores were not done.</p> <p>Interview on 1/4/19 with Staff #2 revealed: -she had a client fix coffee for everyone and the client had 2 cups of coffee for themselves, and no one else -now, no one had access to coffee, she fixed the coffee and everyone could only have one cup a day -"...they do not have to have coffee all day long" -her goal was to cut client's back on caffeine and nicotine</p> | V 110 | | |

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| V 110 | <p>Continued From page 2</p> <p>-one client would try to smoke two cigarettes without finishing the first - this client could only have 1 cigarette every hour</p> <p>-she took another client's cigarettes away because she could hear their chest "rattling" and felt the client did not need to be smoking.</p> <p>Interview on 1/4/19 with Staff #3 revealed:</p> <p>-a particular client was "stubborn" and wanted things their way or no way</p> <p>-a particular client could only have 1 cigarette an hour, otherwise they would chain smoke</p> <p>"I'm firm...I get onto them...I got my own routine or pattern...I'm not gonna lie, I do holler...I get frustrated."</p> <p>-when frustrated "I fuss...get out of my space...you'all gettin' on my nerves...right about now you'all don't need to be in my space...[client's name] I know you hear me, you need to go on and do what I asked you to do..."</p> <p>Interview on 1/4/19 with the Director/Qualified Professional revealed:</p> <p>-there were no restrictions on the number of cigarettes a client could have a day/hour</p> <p>-the only rule for times the client's could not smoke was after lights were out and everyone had gone to bed</p> <p>-Staff #2 and Staff #3 were going through a learning curve, or an adjustment period</p> <p>-they both were very caring; they definitely had different approaches and were "tightly wound"</p> <p>-he would ensure Staff #2 and #3 would be receiving additional training.</p> | V 110 | | |