

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL096-149</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>01/10/2019</b>	
NAME OF PROVIDER OR SUPPLIER  <b>HOWELL &amp; HOWELL'S</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>725 LUTHER DRIVE</b> <b>GOLDSBORO, NC 27530</b>		
(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  An annual and follow up survey was completed on January 10, 2019. 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 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). (f) Content of the training that the service	V 536		

Division of Health Service Regulation

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

TITLE

(X6) DATE

STATE FORM

6889

VI0411

If continuation sheet 1 of 5

*Kevin Adair*

*Qualified Professional*

*1-23-19*

Division of Health Service Regulation

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V 536	<p>Continued From page 1</p> <p>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> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</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>	V 536		
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**RECEIVED**  
By DHSR-Mental Health Licensure at 8:25 am, Jan 30, 2019

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V 536	<p>Continued From page 2</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> <p>(j) Service providers shall maintain</p>	V 536		
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V 536	<p>Continued From page 3</p> <p>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>This Rule is not met as evidenced by: Based on record review, observation and interviews, the facility failed to ensure three of three audited staff (#1, #2 and Licensee/Qualified Professional (QP)) received annual training updates in alternatives to restrictive interventions. The findings are:</p> <p>Review on 01/09/19 of staff #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Date of Hire: 04/04/12</li> <li>- Job Title: Paraprofessional.</li> <li>- North Carolina Interventions (NCI) training in alternatives to restrictive interventions expired effective 12/29/18.</li> </ul>	V 536		

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V 536	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- No current training updates in alternatives to restrictive interventions.</li> </ul> <p>Review on 01/09/19 of the staff #2's record revealed:</p> <ul style="list-style-type: none"> <li>- Date of hire: 01/11/10</li> <li>- Job Title: Paraprofessional.</li> <li>- NCI training in alternatives to restrictive interventions expired effective 12/03/18.</li> <li>- No current training updates in alternatives to restrictive interventions.</li> </ul> <p>Review on 01/09/19 of Licensee/QP's record revealed:</p> <ul style="list-style-type: none"> <li>- NCI training in alternatives to restrictive interventions expired effective 12/02/18.</li> <li>- No current training updates in alternatives to restrictive interventions.</li> </ul> <p>Interview on 01/09/19 the Licensee/QP revealed:</p> <ul style="list-style-type: none"> <li>- She was aware all staff needed to have current training in alternative to restrictive interventions.</li> <li>- She had been unable to locate a trainer and had been continuing to try and find someone to provide the training.</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 536		
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725 Luther Drive  
Goldsboro, NC 27534  
919-751-0031

**Howell & Howell's, LLC**

# Fax

<b>To:</b> Emily Stanley	<b>From:</b> Gwen Howell Adair
<b>Fax:</b> 919-715-8078	<b>Pages:</b> 7
<b>Phone:</b>	<b>Date:</b> 1-30-2019
<b>Re:</b>	<b>cc:</b>
<input type="checkbox"/> <b>Urgent</b> <input type="checkbox"/> <b>For Review</b> <input type="checkbox"/> <b>Please Comment</b> <b>Please Reply</b> <input type="checkbox"/> <b>Please Recycle</b>	

Enclosed you will find corrected action

If you have any question please call Gwen Adair at this number 919-641-2825  
or [howellandhowell@hotmail.com].

Thanks Gwen Adair

**RECEIVED**

By DHSR-Mental Health Licensure at 8:25 am, Jan 30, 2019

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Thank You

725 Luther Drive  
Goldsboro, NC, 27534

Phone: 919-751-0031  
Fax: 919-751-0031  
howellandhowell@hotmail.com

## Howell & Howell's

January 25, 2019

To: Division of Health Service Regulation  
Emily Stanley  
Facility Survey Consultant I

From: Howell & Howell's Group Home  
725 Luther Drive  
Goldsboro, NC, 27534

Dear Ms. Stanley,

Enclosed you will find a copy of the plan of correction that address issues that were founded on the Statement of Deficiencies form dated 1/15/2019. This plan will explain the measures that will be put in place to correct the deficient area.

Deficiency	Plan of Correction	Complete Date
V 536-27E.0107 Clients Rights- Training on Alternative to Restrictive Interventions (NCI)	Employee training will be provided to all staff on Alternatives to Restrictive Interventions training by a knowledgeable trainer and documentation may be added to the personnel records. Residential manager and QP will arrange for training for all staff to receive training on Alternatives to Restrictive Interventions, and will review personnel files quarterly and make sure each new staff receive training before hiring and annually.	2/15/19

If there are any questions or concerns, please contact Gwen Adair at: 919-641-2825.

Thank You

*Gwen Adair*

Gwen Adair MS, QP