

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL076-007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 01/22/2019
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NAME OF PROVIDER OR SUPPLIER MANGUM HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 841 EAST PRITCHARD STREET ASHEBORO, NC 27203
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, follow-up and complaint survey was completed on January 22, 2019. The complaints were substantiated (intake #NC00147510 & #NC00147549). There were deficiencies cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 5600E Supervised Living for Adults with Substance Abuse.</p>	V 000		
V 106	<p>27G .0201 (A) (8-18) (B) GOVERNING BODY POLICIES</p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(8) use of medications by clients in accordance with the rules in this Section;</p> <p>(9) reporting of any incident, unusual occurrence or medication error;</p> <p>(10) voluntary non-compensated work performed by a client;</p> <p>(11) client fee assessment and collection practices;</p> <p>(12) medical preparedness plan to be utilized in a medical emergency;</p> <p>(13) authorization for and follow up of lab tests;</p> <p>(14) transportation, including the accessibility of emergency information for a client;</p> <p>(15) services of volunteers, including supervision and requirements for maintaining client confidentiality;</p> <p>(16) areas in which staff, including nonprofessional staff, receive training and continuing education;</p> <p>(17) safety precautions and requirements for facility areas including special client activity</p>	V 106		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 106	<p>Continued From page 1</p> <p>areas; and (18) client grievance policy, including procedures for review and disposition of client grievances. (b) Minutes of the governing body shall be permanently maintained.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility management failed to adhere to its transportation policy. The findings are:</p> <p>Review on 1/22/19 of the facility's emergency response policy dated 4-16-02 revealed: -"The Program has established a variety of procedures to assist employees in responding to various emergency situations. Employees are expected to follow these procedures in order to protect themselves and others. "</p> <p>-"Some Program employees may drive agency owned vehicles or their personal vehicle in providing services. As is the case when anyone drives a motor vehicle, there are potential risks that can be decreased with the use of proper equipment (seat belt), proper care and maintenance, and skills in defensive driving. The Program is dedicated to the care and up-keep of all agency owned vehicles ..."</p> <p>Review on 1/17/19 of the facility's service receipts for the van revealed: -Serviced dated 12/16/18 on tires, steering, wipers, lights and transmission. -Serviced dated 1/12/19 on the engine and changed brakes pads, rotors, rotated tires and steering.</p>	V 106		

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V 106	<p>Continued From page 2</p> <p>Observation on 1/17/18 at 10:00 - 10:30 a.m. of the facility's van revealed:</p> <ul style="list-style-type: none"> -Twelve seat van. -Driver seat material torn with metal rod exposed. -Driver seat arm torn with metal rod exposed. -Passenger seat torn with metal rod exposed. -First row seating was dirty, stained and cushion torn with metal exposed. -First row and seat next to the door seatbelt and plastic covering was broke and not working. -Second row seating near door seatbelt was broken. -The top part of the passenger side of the door panel did not latch on and was wobbly. -There were no sharp edges or metal edges sticking out. <p>Interview on 1/18/19 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -He worked at the facility. -He worked at the facility for about 4 years. -Transported clients to programs, appointments and other services. -Denied any client falling out of the van. -Denied the van door opening while driving. -He was not aware a client at the other facility was scratched by a metal object. -He would report problems with the van to Lead Support Staff. -Lead Support Staff would get the van serviced and fixed. <p>Interview on 1/18/19 with Staff #4 revealed:</p> <ul style="list-style-type: none"> -She worked at the women's facility. -She shared van with the men facility. -She also had to pick up the male clients from the men's facility. -She transported clients to programs, services and appointments. -One of the women was scratched on the leg by a 	V 106		

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V 106	<p>Continued From page 3</p> <p>metal piece sticking out of the van seat. -Staff at the male facility removed the metal object. -First aid provided but no bleeding occurred. -The van door never opened while she was driving. -She had not heard of any client male or female "almost" falling out the van. -The van would get serviced when problems were reported. -The facility needed a new van.</p> <p>Interview on 1/22/19 with the Lead Support Staff revealed: -Staff transported clients from the men and women's facility. -There were no reports of client injuries. -He would get the van fixed as needed. -He was aware of the broken seat belts and van door. -He would work on getting the seat belts and van door fixed. -The facility needed a new van. -Van was serviced 12/16/18 and 1/12/19.</p> <p>Interview on 1/22/19 with the Administrator revealed: -She was aware of the problems with the van. -The van was serviced as reported by staff and as needed. -She was not aware of any injuries that occurred on the van. -She asked the local management entity for funding to purchase a new van. -She would continue to fix the van to prevent injuries.</p>	V 106		
V 115	27G .0208 Client Services	V 115		

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V 115	<p>Continued From page 4</p> <p>10A NCAC 27G .0208 CLIENT SERVICES</p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure services were made available 24 hours a day, every day in the year for 7 of 7 clients (#2, #3, #4, #5, #6, #7, FC #8). The findings are:</p> <p>Interview on 1/17/19 with Client #2 revealed: -He lived at the facility at the time of the winter</p>	V 115		

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V 115	<p>Continued From page 5</p> <p>weather storm.</p> <ul style="list-style-type: none"> -The electricity was out for about 3-4 days due to the storm. -They did not attend programs. -The electricity went out in the area. -Offered to take showers at the women ' s facility owned by the organization. -The facility had water; it was cold. -Staff was available at the facility during the storm. -They had candles and flashlights. -Staff bought food from fast food restaurants for the days without electricity. -FC#8 made a make shift oven outside the house to cook food. -Staff told him to shut it down. - " I think FC#8 created the oven before the electricity went out. " <p>Interview on 1/18/19 with Client #6 revealed:</p> <ul style="list-style-type: none"> -He lived at the facility when the electricity went out. -They offered us to take showers at the women ' s facility. -FC#8 made a make shift oven. -The facility provided food, candles and flashlights. -Staff was available and grilled food from the freezer. <p>Interview on 1/18/19 with FC#8 revealed:</p> <ul style="list-style-type: none"> -He lived at the facility when the electricity went out. -Reported no staff at the facility during the storm. -He created the make shift oven to warm beans. -There was no food in the house. -Staff did not get us any food. -When asked question again, he reported staff provided food throughout the day. -Staff provided flashlights and candles. 	V 115		

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V 115	<p>Continued From page 6</p> <p>-There was water but it was cold.</p> <p>Note: other clients was either not admitted during storm or not at facility during survey.</p> <p>Interview on 1/22/19 with the Lead Support Staff revealed:</p> <ul style="list-style-type: none"> -He and staff #2 worked during the storm. -He worked most of the hours. -Electricity went out on Friday and back on Sunday about noon. -Food was provided throughout the storm. -Purchased breakfast, lunch and dinner and food donated from soup kitchen. -FC#8 had a problem with the food; FC#8 only ate certain foods. -They had flashlights and candles but the water was cold. -He learned FC#8 made a make shift oven but was asked to take it down. -FC#8 violated rules all the time which was due to his discharge. <p>Interview on 1/22/19 with the Administrator revealed:</p> <ul style="list-style-type: none"> -Staff was available during the storm. -There was always staff at the facility. -Confirmed electricity went out but did not think relocation was needed. -There was water but the water was cold. -Clients were offered to take showers at the women ' s house. -Food was provided by the soup kitchen and fast food take out by staff. -Staff also grilled in the backyard. -They had a lot of food in the freezer. -All the food in the refrigerator was placed in the freezer. -The electricity went out Friday and came back on early Sunday. 	V 115		

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