

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-833	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 10/05/2018
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NAME OF PROVIDER OR SUPPLIER CARE ONE HOMES	STREET ADDRESS, CITY, STATE, ZIP CODE 926 EDISON ROAD RALEIGH, NC 27610
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed 10/5/18. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p>	V 109		

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

TITLE

(X6) DATE

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By DHSR-Mental Health Licensure at 11:26 am, Feb 18, 2019

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V 109	<p>Continued From page 1</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record review, observation, and interview the facility failed to ensure the Licensee/Registered Nurse (RN) demonstrated knowledge, skills and abilities required by the population served. The findings are:</p> <p>A. Review on 9/6/18 of client #3's record revealed: - Admission date of 9/24/17 -Diagnoses of Schizoaffective Disorder, Bi-polar Type and Social Anxiety. -Treatment Plan dated 12/3/17 revealed the following goals: - "Attend Day Program."</p> <p>During interview on 9/7/18 client #3 stated: -He had attended a day program, but stopped about three weeks ago. -Licensee/RN told him she could not afford the taxi to take him to his day program any longer. -Enjoyed going to the day program and wanted to go back.</p> <p>During interview on 9/7/18 client #3's legal guardian/brother stated: -Client #3 was attending a day program, but Licensee/RN told him she could not afford transportation. -The Licensee/RN told him client #3 would</p>	V 109	<p>V 109 Privileging/Training Professionals</p> <p>As of 9/29/18, the QP and administrator have met to discuss and ensure that all concerns and needs were addressed. The following is the plan:</p> <p>A. The facility now has a vehicle. The clients who are not transported via TRACS are transported by the facility staff and those who are approved to access public. All clients will be engaged in programs in the next 2 weeks.</p> <p>B. The newly hired staff has located all the face sheets and updated as needed.</p>	

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V 109	<p>Continued From page 2</p> <p>have to find a program that provided transportation. -Client #3 is "private pay" and options for programs are limited.</p> <p>B. Review on 9/7/18 of client #1, #2, #3, #4, #5 & #6's records revealed no face sheet identifying the following, -Admission Date -Diagnoses -Date of Birth -Emergency contact information -Legal Guardian contact information</p> <p>During interview on 9/7/18 the Qualified Professional (QP) stated: -Not sure where the "face sheets" for the clients are located. -Sometimes the clients had two records and the QP had asked the Licensee/RN to compile all information into one book as its difficult to find.</p> <p>C. Observation on 9/6/18 at 9:00 AM of the pantry, refrigerator and deep freezer revealed: -Multiple packs of frozen bologna, hotdogs and cheese. -The refrigerator revealed eggs, bologna and hotdogs. -The pantry revealed various cans of vegetables, boxes of rice, macaroni and cheese, cereal and a large case of Ramen noodles. -No fresh fruits or fresh vegetables present.</p> <p>During interview on 9/6/18 staff #2 stated: -She just came to work two days ago as a "fill in." -Very limited on food, all there is to cook is chicken legs, canned vegetables and rice every night. -The clients had only been getting a bowl of</p>	V 109	<p>C. The newly hired staff is involved in menu planning and provides a variety of foods to ensure balanced meals. Previous staff had knowledge that she could have prepared something other than rice as there were choices (mac & cheese, corn etc..).</p> <p>D. The transportation needs are being met. The newly hired staff has implemented a schedule of activities for the clients, which includes activities in the home and community.</p> <p>E. The order for the Clonazepam is as it was written on the MAR. It has been changed again and the order to change is present in the record. All changes in orders are reflected on the MAR. The previous staff was aware of the changes to the medication as this was indicated in the appropriate place.</p>	

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V 109	<p>Continued From page 3</p> <p>cereal for breakfast and one bologna or peanut butter and jelly sandwich for lunch with nothing else.</p> <ul style="list-style-type: none"> -There is no fresh fruit or vegetables here to serve. -The Licensee/RN buys the same stuff every week and the clients had been asking for other things besides hot dogs and Ramen noodles. -Since coming in two days ago, "I have been trying to fill their bellies." -"These clients are all so skinny, they need more food to eat, they are grown men." -Client #2 and #3 are home all day as they do not attend a day program and they have no snacks or fruit to eat during the day. -Worked at the facility a few months ago, and it was the same food with no variety, very little to serve and it was all starchy. <p>Observation on 9/11/18 at 12:00 PM revealed:</p> <ul style="list-style-type: none"> -Client #3 had a peanut butter and jelly sandwich for lunch, no other side. <p>During interview on 9/11/18 staff #3 stated:</p> <ul style="list-style-type: none"> -Came in to work on 9/8/18 as a relief. -Licensee/RN brought by some frozen vegetables, but no other food. -Feeding clients hot dogs, bologna sandwich, peanut butter sandwich. -She took down the sign in the kitchen on the refrigerator that said "Staff only" because clients should be able to get food if they are hungry. <p>D. During interviews on 9/6/18-9/11/18 clients #1, #2, #3, #4, #5 and #6 stated:</p> <ul style="list-style-type: none"> -The home did not have transportation. -The staff that worked did not have a car. -Client #2 and #3 did not attend day programs and are home all day. -On the weekends, they did not go anywhere. 	V 109			

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V 109	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Only attend Doctor Appointments or day program. -There are no planned activities or outings for them to go on. -There was no transportation to use to go out. <p>E. Review on 9/6/18 of client #3's physician order dated 8/17/18 revealed:</p> <ul style="list-style-type: none"> -"Clonazepam 1 mg one time a day. -Clonazepam 1 mg, 1/2 BID (twice a day) for anxiety." <p>Review on 9/6/18 of client #3's September 2018 medication administration record (MAR) revealed:</p> <ul style="list-style-type: none"> -"Clonazepam 1 mg three times a day PRN (as needed)." <p>No order was present in the record for Clonazepam 1 mg three times a day PRN.</p> <p>Further review on 9/6/18 of client #3's MAR revealed it had been initialed beside the Clonazepam 1 mg three times a day PRN and not beside the orders for Clonazepam dated 8/17/18.</p> <p>F. Review on 9/20/18 of medical records from local Emergency Room (ER) department dated 9/6/18 at 6:01 PM regarding client #6 revealed:</p> <ul style="list-style-type: none"> -"...Presents at emergency department via EMS (Emergency Medical Services) for injury he sustained to his right ear on van door... -Patient has small abrasions/hemostatic granulated blood to his right auricle... -...No signs of skull fracture, facial trauma, no appreciable neurologic deficit. -No reported prodromal symptoms. -Discharge back to his group home. -No further intervention warranted or imaging warranted at this time." 	V 109		

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V 109	<p>Continued From page 5</p> <p>Further review 9/20/18 of client #6's ER record from the Social Work Department at 8:27 PM revealed:</p> <ul style="list-style-type: none"> - "SW (social worker) attempted contact with all numbers listed with no success. SW spoke to RN (registered nurse) who doesn't believe patient is a good candidate for a cab voucher. SW contacted [local police department] to ask if an officer be dispatched to patient's group home to notify staff that patient is ready for d/c (discharge) and needs transport." - "8:29 PM [staff #2 from facility] called regarding patient, gave report to her. [Staff #2] states with officer present that [local police department] will be picking up patient and taking him home." - "8:43 PM discharge instructions reviewed with patient." <p>During interview on 9/7/18 staff #2 stated:</p> <ul style="list-style-type: none"> - On 9/6/18 client #6 arrived to the home from day program and said he hit his ear on the van from his day program. - His ear was swollen with some dried blood around it. - Contacted the Licensee/RN. - The Licensee/RN asked her to send a picture of the ear. - There was a little blood around the ear, - After observing the picture, the Licensee/RN instructed her to call EMS and send him to the ER. - Later that evening a police officer was knocking on the door wanting to know if anyone was home because the hospital had been trying to contact someone from the group home because client #6 was ready to be discharged a few hours ago. - Called the nurse at the ER by number provided by police to verify they were home. 	V 109	<p>F. The QP has instructed staff that if an emergency requiring EMS arises that the staff is to provide the facility # and the facility mobile # to the EMS squad. The staff is also to provide his/her mobile # so that the hospital can contact the staff directly when the client is ready for pick up. The facility now has a vehicle.</p> <p>G. As of 9/29/18, the QP has conducted an extensive in-service with administrator, director and staff. Part of this involved discussion on the requirement for the facility to provide necessities for indigent clients (as outlined in the regulations). All clients have been getting their hair cut regularly, have hygiene/personal supplies and perform laundry activities as needed.</p>	

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V 109	<p>Continued From page 6</p> <p>-The nurse was so upset because they could not get up with anyone from the contact numbers they were provided.</p> <p>-"That's when I realized the land line was not working."</p> <p>-The nurse said she had been calling the home and it would just ring with no answer.</p> <p>-The police officer then left and returned a few minutes later with client #6 around 9:00 PM.</p> <p>G. Review of financial records on 9/6/18-9/7/18 for clients #1, #2, #4, #5, & #6 revealed the Licensee/RN received Special Assistance in order to meet the clients needs. Client #3 was a private pay resident, which the Licensee was paid \$1500.00 a month for his care by his brother/legal guardian.</p> <p>Observation on 9/6/18 of client #2 at 9:00 AM revealed the client's hair to be long, facial hair unkept and clothes appeared dirty/stained.</p> <p>Observation on 9/6/18 of client #4 at 1:00 PM revealed the client's hair was long and unkept and did not appear to have been washed. Client #4 also had long facial hair.</p> <p>Observation on 9/7/18 at 11:30 AM client #5's hair was oily and long, his clothes looked dirty and stained.</p> <p>Observation on 9/7/18 at 11:30 AM client #6's hair was long, oily and his clothes appeared dirty.</p> <p>Observation on 9/11/18 at 12:00 PM of client #1's hair was long, clothes appeared dirty/stained.</p> <p>During interview on 9/6/18 staff #2 stated: -She came into work two days ago as a "fill in" because the full time staff was sick.</p>	V 109		

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V 109	Continued From page 7 -Worked at the home once before a few months ago. -Client #2 smelled so bad, he was wearing dirty, soiled clothes. -Immediately washed all his clothes. -Client #6 has accidents in his clothes and he had soiled clothes laying around his room that needed washing. -Asked client #6 to take a shower because he smelled so bad. -Realized there were no towels or washcloths to use for clients to shower. -Gave client #6 a roll of paper towels to dry off with after he showered. -"I went out and bought him a toothbrush and two T-shirts for him to put on because all of his clothes were so bad." -Could not find any soap for the clients to use for a shower, or toothpaste for them to brush their teeth. -Contacted the Licensee/RN last night and asked her about towels, washcloths and toiletries. -The Licensee/RN stated "They will have to buy those things themselves." -"Very frustrating" because when prompted, the clients would shower, they just didn't have the supplies needed to do so. -All the clients looked dirty and needed hair cuts. -"[Client #2] told me he wanted a hair cut, but he had to save his money." -"[Client #2] asked me today, 'Can you take me to get a haircut, I will pay for it' -These clients need to all be taken to a barber to get their hair cut, but from what they tell her, they have to pay and they didn't have the money to do so. -"These guys would shower more if they had the stuff they needed to do so, it just takes some prompting."	V 109		

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V 109	<p>Continued From page 8</p> <p>Observation on 9/6/18 at 10:00 AM, there was no soap nor shampoo present in the home for clients #1, #2, #4, #5, #6. -Client #3 had his own products bought by his guardian/brother</p> <p>Observation on 9/7/18 at 9:00 AM of towels that were brought by Licensee/RN on 9/6/18 revealed: -A pack of 60 "Terry Towels 14 inch by 17 inch multipurpose restaurant, automotive, household and more." -The picture on the cover of the package had a chef using the example of towels wiping kitchen counter top.</p> <p>During interview on 9/7/18 staff #2 stated: -The Licensee/RN brought by a package of towels last night, that appear to be "dish cloths." -These are not "towels" to use for showering. -Contacted QP last night to let her know what the Licensee/RN brought by and that would not work. -The QP bought towels and brought them over "asap" (immediately). -The Licensee/RN should know better, but she was just trying to be "cheap."</p> <p>During interview on 9/18/18 client #1's Legal Guardian stated: -Had issues a few weeks ago when he saw Client #1 at an appointment. -Client #1's hair was long and his clothes looked dirty. -The Licensee/RN had brought him to the appointment, "I was upset in how he looked." -Client #1 used to be homeless and this is how he looked then. -Expressed his concern to the Licensee/RN about how client #1 presented on that day.</p>	V 109		

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V 109	Continued From page 9 -Mentioned to the Licensee/RN that day she needed to take him for a hair cut and provided a location to take the clients to, a Barber school where it would be cheaper H. Observation on 9/6/18 at 9:00 AM revealed: -Kitchen floor very dirty (dirt/dust/food crumbs) with dirty baseboards. -Kitchen blinds were broken and hanging sideways on window. -Molding under kitchen sink and cabinets, laying under cabinets, not attached. -A one foot long by five inches wide hole under kitchen sink exposed where molding was off. -Broken microwave and extra microwave present on kitchen counter. -Hallway to the upstairs base boards were covered in black dust and dirt. -Upstairs bathroom used by all clients was dirty, shower curtain was covered with black mildew as well and bath tub/shower. -Bathroom vanity cabinets broken with missing door/drawer. -Bathroom walls dirty. -An old rusted vent cover leaning against the wall beside toilet. -Bathroom sink full of water, appeared to be clogged. -Toilet dirty with feces and urine around the edge. -Bathroom floor dirty/wet and smelled of urine. -Client Bedrooms: -Client #1: - bed had no sheets/ just a mattress covered in plastic, pillow worn/stained. -mattress had a deep worn area in the middle. -Client #2:	V 109	H. The facility has contracted with a contractor who is performing all of the needed repairs. The facility has purchased pillows, blinds and linen. Shower curtains have been replaced. The newly hired staff was able to locate a storage which contained bed linen for all the beds.	

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V 109	<p>Continued From page 10</p> <ul style="list-style-type: none"> -room had a strong urine smell with a urine soaked pull up sitting on his night stand. -bedding was stained/worn with a stain/worn pillow. -blinds were half broken and hanging down the window. -bedroom had an electrical outlet hanging out and exposed. -Client #3 and Client #4: <ul style="list-style-type: none"> -shared a bedroom -both had worn/dirty bedding and worn/stained pillow. -had dirty stained carpet with a strong body odor smell. -Client #5: <ul style="list-style-type: none"> -bed frame was broken and sitting sideways. -bedding had holes in it as well as stained pillow was stained/worn. -Hallway leading downstairs was covered in black dirt and dust. -Floor in the down stairs was ripped with exposed base board and uneven tile. -Downstairs bathroom ceiling was completely ripped out with pipes exposed over the toilet area. -Smoke detector was chirping down stairs. <p>During interview on 9/6/18 staff #2 stated:</p> <ul style="list-style-type: none"> -She came into work two days ago as a "fill in" because the full time staff was sick. -Worked at the home once before a few months ago. -The home was "extremely nasty", had been trying to get it straight since arrived two days ago. -Not anything to clean with, so "doing the best I can." -The house smelled so bad, client #2 had soiled clothes and pull ups all over his room. -Immediately washed all his clothes and cleaned his room to help with the smell. 	V 109		

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V 109	<p>Continued From page 11</p> <ul style="list-style-type: none"> -Noticed the sink in the bathroom was stopped up, the clients told her it had been this way for months. -Client #6 has accidents in his clothes and he had soiled clothes laying around his room that needed washing. -The bathroom shower curtain and bathtub was so dirty, but didn't have a new shower curtain to put up. -When she worked a few months ago the home was "nasty." -Wanted to wash all the clients sheets/bedding, but they don't have a spare set to use. -Client #1 didn't even have sheets on his bed, he sleeps on the mattress. -The bathroom down stairs that is designated for staff, has the ceiling missing over the toilet. -There are exposed pipes, "I'm scared something is going to fall out on top of me while I am using the bathroom." <p>Further interview on 9/7/18 staff #2 stated:</p> <ul style="list-style-type: none"> -The Licensee/RN came by last night and "I tried to get her to go up stairs and show her the bathroom, but she refused." <p>I. During interview on 9/7/18 staff #2 stated:</p> <ul style="list-style-type: none"> -The facility phone does not work. -Came on shift two days ago and it has not worked since. -Not sure how long the phone had been out of service. -On 9/6/18 client #6 went to the Emergency Room (ER) for an abrasion to his ear. -Later in the evening between 8:30-9:00 a City Police Officer arrived to the home asking was anyone present because the ER was ready to discharge client #6 and they could not get up with anyone at the home. 	V 109	<p>I. The facility director has consistently contacted the telephone service provider. There were problems with the line that have occurred over the past few months. The provider has assigned a technician who is immediately dispatched when the service goes out. This is an issue that requires the service provider to correct. This has been done each time the line is down. The staff is responsible for notifying the administrator when the line is out. The facility has secured a backup phone to be used when the primary line is out. All clients are or will be returning to their programs within the next 2 weeks. The facility has a vehicle and will transport as necessary. The facility has purchased pillows, blinds and linen. Shower curtains have been replaced. The newly hired staff was able to locate a storage which contained bed linen for all the beds. The QP has completed weekly inspections to ensure that clients have their personal hygiene items, towels, etc..</p>	

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V 109	<p>Continued From page 12</p> <ul style="list-style-type: none"> -Staff #2 called the nurse at the ER and she was very upset because they had been calling the home multiple times with no success and client #6 had been ready for discharge for several hours. -The city police officers then transported client #6 to the home. <p>During interview on 9/7/18 client #3's brother/legal guardian stated:</p> <ul style="list-style-type: none"> -The phone at the facility has been off and on since Christmas. -Very difficult to make contact with his brother, had to call Licensee/RN or just ride over to speak to client #3. <p>During interviews on 9/7/18-10/5/18 the Licensee/RN stated:</p> <ul style="list-style-type: none"> -Client #3 stopped going to day program because of transportation issues. -The day program told him he could not come back until he had transportation that picked him up timely. -The taxi driver that transported client #3 to and from day program had issues picking him up on time. -The taxi picked him up late everyday and the day program was upset about this. -The facility did not have transportation to take client #3 at the time, "trying to coordinate new transportation" for client #3 to attend a day program. -She had the information for the clients, not sure where its located. -Had all emergency contacts in her phone. -She purchased all the groceries in the home. -Brought groceries to the home daily as needed. -Clients told her what they wanted to eat, and they helped plan the menu. 	V 109		

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V 109	<p>Continued From page 13</p> <ul style="list-style-type: none"> -Clients never told her they did not get enough to eat. -Clients liked hot dogs and bologna. -"Clients are lying about what they eat, they eat healthy." -"You always believe the clients over me." -"I always buy fresh fruit and vegetables." -No fresh fruit and vegetables are present now, "I stopped buying them because they go bad." -Not sure when last time purchased fresh fruit and vegetable. -She took them to the store for them to buy items they wanted. -Clients walked to the store and around the neighborhood on the weekends. -Had taken the clients out the eat. -She is at the home daily, "I check the house when I am here...I check on the clients daily." -Checks the medications several times a month. -Staff should be giving the Clonazepam per the order of 8/17/18. -Not sure if the doctor had sent a discontinue order to the pharmacist. -Staff #2 contacted her on 9/6/18 to let her know client #2 had hit his ear on the van at the day program. -Told staff #2 to take a picture and text it to her of the ear. -Staff #2 told her there was blood around it. -The picture looked "really bad" so instructed staff to call EMS to transport client to the ER. -The Licensee/RN stated she is a Registered Nurse and felt he needed to be seen at the ER and there was no transportation at the facility, so staff had to call EMS. -She lived about 10-15 minutes from the group home, but did not go over to check client #2's ear. 	V 109		

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V 109	<p>Continued From page 14</p> <ul style="list-style-type: none"> -The clients shower everyday. -They have towels, wash cloths and toiletries. -She buys soap, shampoo and toothpaste for the clients. -Not sure they had run out of those toiletry items. -Clients do not want to shower. -The bedding is new , had not seen it looking stained or torn. -Always took the clients to get haircuts and paid for the hair cuts. -Brought new towels yesterday after the QP called and said the clients did not have any. -Did not pay attention to the size of the towels, just saw it said "60 towels" on the package. -The QP bought more for the clients to use. -These clients are "lying" if they say they didn't have supplies to shower with, "the State always believe them over me." -"I give the clients everything they need." -"The home just got this way." -Had planned to have everything fixed on "Saturday" (9/8/18). -The house is always clean. -Not been upstairs, "did not see the shower curtain in the bathroom." -Bathroom sink had been fixed, "Its not broken." -The bathroom sink, "just broke and no one had told her." -The down stairs had a leak, not sure when, "getting it fixed Saturday" (9/8/18). -"Nothing is wrong with the clients bedding, pillows and mattress, its fine." -Staff cleans the home daily. -"I always fix all the repairs immediately." -Surveyor along with Licensee/RN toured the home again to point out the areas of concern. -When asked to the Licensee/RN "Would you 	V 109		

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V 109	Continued From page 15 shower in this bathroom?" She replied "No." -Not aware the phone had been not working until two days ago. -Called the service provider multiple times, "its something in the wires." This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.	V 109		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112	V 112 Assessment/Treatment Habilitation Plan The facility hired a new staff person prior to the survey exit. That staff person has been trained by the QP on ensure active treatment. Training included: Medical needs and treatment orders, Treatment/PCP goals, Process of assessment and implementation of PCP goals, Reporting Procedures (to include reporting protocols- Dr's, guardians, treatment team, residential QP, etc..), Treatment plans were reviewed and specific goals identified. During weekly monitoring by the QP it has been observed that clients treatment goals are being addressed. Clients are actively engaged in activities and strategies are appropriately implemented to address identified needs. This includes implementing strategies to ensure that transportation to programs is provided.	

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V 112	<p>Continued From page 16</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to implement existing strategies for five of six clients (#1, #2, #3, #4, & #6). The findings are:</p> <p>A. Review on 9/6/18-9/7/18 of client #1's record revealed: -Admission date of 12/14/17. -Diagnoses of Mental Retardation and Personality Disorder. -Treatment Plan dated 1/12/18 revealed the following goals. -"Increase his participation in house hold activities, menu planning, meal prep, completing laundry, keep room clean free of clutter, cleaning bathroom and other housekeeping. -Bathe three times a week..."</p> <p>During interview on 9/11/18 client #1 stated: -Not allowed to go in the kitchen, "staff only." -Never helped prepare a meal. -Never requested food to do menu planning. -Did not have bathing supplies to shower. -"splashed water on his body one time a day.</p> <p>Review on 9/20/18 of Qualified Professional's (QP) note for client #1 dated 6/17/18 revealed: -"He continues to require reminders to bathe. -He will wear the same clothing if not redirected. -He will also wear soiled clothing if allowed to." -"Recommendations: Encourage independent</p>	V 112		

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V 112	<p>Continued From page 17</p> <p>completion of ADL's daily."</p> <p>Review on 9/20/18 of client #1's QP note dated 8/17/18 revealed: - "Recommendations: Ensure that he has something productive to do... Allow him to make his lunch daily."</p> <p>B. Review on 9/7/18 of client #2's record revealed: - Admission date of 6/21/15 - Diagnoses of Paranoid Schizophrenia, Mild Mental Retardation, Seizure Disorder and History of Depression. - Treatment Plan dated 3/1/18 revealed the following goals: - "Bathing and attending personal hygiene." - Change and washing clothes."</p> <p>Attempted interview on 9/6/18 client #2 was unable to interview based on his inability to answer questions and provide information regarding his treatment plan goals.</p> <p>Review on 9/20/18 of client #2's QP note dated 6/17/18 revealed: - "Daily living activities (bathing, grooming, etc.) require staff assistance for safety reasons."</p> <p>Review on 9/20/18 of client #2's QP note dated 8/17/18 revealed: - "He needs help to keep his room clean on a daily basis."</p> <p>C. Review on 9/6/18 of client #3's record revealed: - Admission date of 9/24/17 - Diagnoses of Schizoaffective Disorder, Bi-polar Type and Social Anxiety.</p>	V 112		

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V 112	<p>Continued From page 18</p> <p>-Treatment Plan dated 12/3/17 revealed the following goals: -"Attend Day Program."</p> <p>During interview on 9/7/18 client #3 stated: -Had attended a Day Program, but stopped about three weeks ago. -Licensee/RN told him she could not afford the taxi to take him to his program any longer. -Enjoyed going to the day program and wanted to go back.</p> <p>During interview on 9/7/18 client #3's legal guardian/brother stated: -Client #3 was attending a day program, but Licensee/RN/RN told him she could not afford transportation. -The Licensee/RN told him client #3 would have to find a program that provided transportation. -Client #3 is "private pay" and options for programs are limited.</p> <p>Review on 9/20/18 of client #3's QP note dated 6/17/18 revealed: -"Recommendations: Engage in more group activities."</p> <p>Review on 9/20/18 of client #3's QP note dated 8/17/18 revealed: -"Continue to engage in more group activities."</p> <p>D. Review on 9/7/18 of client #4's record revealed: -Admission date of 6/22/15 -Diagnoses of Schizophrenia and History of Substance use. -Treatment Plan dated 7/2/18 revealed the following goal:</p>	V 112		

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V 112	<p>Continued From page 19</p> <p>-"Improve independent living skills."</p> <p>During interview on 9/7/18 client #4 stated: -Did not help clean the home. -Staff prepared all the meals, the Licensee/RN purchased groceries. -Not allowed in the kitchen.</p> <p>Review on 9/20/18 of client #4's QP note dated 8/17/18 revealed: -"Continue to encourage participation when making his snacks or lunch."</p> <p>E. Review on 9/6/18-9/7/18 of client #6's record revealed: -Admission date of 2/4/12 -Diagnoses of Schizophrenia-paranoid type-Schizoaffective Disorder. -Treatment Plan dated 2/20/18 revealed the following goals: -"Bathe, shower three times a week...Use soap when bathing...wearing clean clothing daily...clean room daily...clean up after himself after an incident."</p> <p>During interview on 9/6/18 Client #6 was unable to interview based on his inability to answer questions. Client #6 referenced himself as Jesus and spoke of delusions and could not provide information regarding his treatment plan goals.</p> <p>Review on 9/20/18 of client #6's QP note dated 6/17/18 revealed: -"[Client #6] continues to struggle with hygiene. He requires reminders and/or assistance to shower but staff reports he is resistant most of the time. -He needs assistance to clean up after himself, complete household chores etc.</p>	V 112		

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V 112	<p>Continued From page 20</p> <p>-He has not been engaging in meal prep, he prefers not to do this." -"Recommendations: Encourage him to keep his room clean and bathe."</p> <p>Review on 9/20/18 of client #6's QP note dated 8/17/18 revealed: -"He has been encouraged to use soap and other hygiene items when he showers. He is resistant to this, but staff monitor closely to ensure that he bathes sufficiently." -"Recommendations: Continue to assist with hygiene."</p> <p>During interview on 9/19/18 Staff #1 stated: -Started working in the home 6/20/18 as full time live in staff. -Always cleaned daily when at work. -The clients did not clean. -Clients did not want to shower. -Would ask them, but they did not show interest. -"I would really make them shower when I could smell them." -They may shower one time a week. -"I used to shave the clients, but had not done it in a while." -Did all the cooking, no clients helped with preparing meals or snacks. -Client #3 stopped going to his day program a few weeks ago because the taxi driver was going to charge the Licensee/RN/RN more due to when he picked client #3 up, he would have to sit outside and wait for him.</p> <p>During interview on 9/11/18 Staff #3 stated: -Since arriving in the facility on 9/8/18 to work, all clients have showered. -All clients have only taken one prompt to do so.</p>	V 112		

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V 112	<p>Continued From page 21</p> <ul style="list-style-type: none"> -Had no issues in getting them to bathe. -Clients have been cleaning and "joyous" to do so. -Doing meal prep for the clients, not aware they were to help. --Took down the sign in the kitchen on the refrigerator that said "Staff only" because clients should be able to get food if they are hungry. <p>During interview on 9/26/18 the QP stated:</p> <ul style="list-style-type: none"> -"Every time I came by clients would be in the kitchen." -Staff #1 told her he was working with clients on their hygiene and cleaning the home. -Would speak with the clients about working on independent skills, not aware the staff was not working the goals with them. -Client #3 was at a day program, but the taxi driver that took him got frustrated because he would always have to wait on client #3 outside. -This program was no cost to him. -Looking for another program as the legal guardian/brother stated they would pay for him to go. <p>During interview on 9/7/18 the Licensee/RN stated:</p> <ul style="list-style-type: none"> -Clients are working on their goals. -Staff is prompting them to do their goals, "they just won't do them." -Clients have input on the menu and help with meal prep. -Clients tell her what to buy and what they want to prepare. <p>Further interview on 10/5/18 the Licensee/RN stated:</p> <ul style="list-style-type: none"> -Client #3 stopped going to day program because of transportation issues. -The day program told him he could not come 	V 112		

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V 112	<p>Continued From page 22</p> <p>back until he had transportation that picked him up timely.</p> <p>-The taxi driver that transported client #3 to and from day program had issues picking him up on time.</p> <p>-The taxi picked him up late everyday and the day program was upset about this.</p> <p>-The facility did not have transportation to take client #3 at the time, "trying to coordinate new transportation" for client #3 to attend a day program.</p> <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 112		
V 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS</p> <p>(a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to:</p> <p>(1) an identification face sheet which includes:</p> <p>(A) name (last, first, middle, maiden);</p> <p>(B) client record number;</p> <p>(C) date of birth;</p> <p>(D) race, gender and marital status;</p> <p>(E) admission date;</p> <p>(F) discharge date;</p> <p>(2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV;</p> <p>(3) documentation of the screening and assessment;</p> <p>(4) treatment/habilitation or service plan;</p> <p>(5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of</p>	V 113	<p>V 113 Client Records</p> <p>The newly hired staff has located all the face sheets and updated as needed. QP has instructed administrator and staff not to purge any records unless the QP has knowledge of what is to be removed.</p>	

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V 113	<p>Continued From page 23</p> <p>sudden illness or accident and the name, address and telephone number of the client's preferred physician;</p> <p>(6) a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician;</p> <p>(7) documentation of services provided;</p> <p>(8) documentation of progress toward outcomes;</p> <p>(9) if applicable:</p> <p>(A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM);</p> <p>(B) medication orders;</p> <p>(C) orders and copies of lab tests; and</p> <p>(D) documentation of medication and administration errors and adverse drug reactions.</p> <p>(b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure client records were maintained for six of six clients (#1, #2, #3, #4, #5 & #6). The findings:</p> <p>Review on 9/7/18 of client #1, #2, #3, #4, #5 & #6's records revealed no face sheet identifying the following,</p> <ul style="list-style-type: none"> -Admission Date -Diagnoses -Date of Birth -Emergency contact information -Legal Guardian contact information 	V 113		

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V 113	<p>Continued From page 24</p> <p>During interview on 9/7/18 the Qualified Professional (QP) stated: -Not sure where the "face sheets" for the clients are located. -Sometimes the clients had two records and had asked the provider to compile all information into one book as its difficult to find.</p> <p>During interview on 9/7/18 the Licensee/RN stated: -She had the information for the clients, not sure where its located. -Had all emergency contacts in her phone.</p>	V 113		
V 115	<p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that: (1) space and supervision is provided to ensure the safety and welfare of the clients; (2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and (3) clients participate in planning or determining activities. (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. (c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious. (d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment. (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</p>	V 115	<p>V 115 Client Services The newly hired staff is involved in menu planning and provides a variety of foods to ensure balanced meals. Client #3 had been authorized by his physician to walk daily to relieve stress. He has lost weight but sees his primary care Dr. often. Client #3's family started offering to bring in food each week since admission. The QP had spoken with the family from the start of this practice and advised them that this was not necessary. Until recently, the family indicated that this was more of a "community service" for them. The transportation needs are being met. The newly hired staff has implemented a schedule of activities for the clients, which includes activities in the home and community.</p>	

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V 115	Continued From page 25 assist in supervision of the children. This Rule is not met as evidenced by: Based on interview and observation the facility failed to ensure nutritious meals were served and activities were available for six of six clients (#1, #2, #3, #4, #5, #6). The findings are: A. Observation on 9/6/18 at 9:00 AM of the pantry, refrigerator and deep freezer revealed: -Multiple packs of frozen bologna, hotdog's and cheese. -The refrigerator revealed eggs, bologna and hotdog's. -The pantry revealed various cans of vegetable, boxes of rice, macaroni and cheese, cereal and large case of Ramen noodles. -No fresh fruits or fresh vegetables present. During interview on 9/6/18 staff #2 stated: -She just came to work two days ago as a "fill in." -Very limited on food as what to cook. -All there is to cook is chicken legs, canned vegetables and rice every night. -The clients had only been getting a bowl of cereal for breakfast and one bologna or peanut butter and jelly sandwich for lunch with nothing else. -There is no fresh fruit or vegetables here to serve. -The Licensee/RN buys the same stuff every week and the clients had been asking for other things besides hot dogs and Ramen noodles.	V 115		

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V 115	<p>Continued From page 26</p> <ul style="list-style-type: none"> -Since coming in two days ago, "I have been trying to fill their bellies." -"These clients are all so skinny, they need more food to eat, they are grown men." -Client #2 and #3 are home all day as they do not attend a day program and they have no snacks or fruit to eat during the day. -Worked at the facility a few months ago, and it was the same food with no variety, very little to serve and it was all starchy. <p>During interview on 9/6/18 Client #2 stated:</p> <ul style="list-style-type: none"> -He eats a bowl of cereal for breakfast, sometimes a boiled egg with it. -Lunch, he eats one sandwich, bologna. -Dinner, he eats, hot dogs, beans, chicken with rice or Raman noodles. -No snacks or fresh fruits. <p>During interview on 9/6/18 client #3 stated:</p> <ul style="list-style-type: none"> -The food is very limited. -They get one bowl of cereal for breakfast or one bowl of oatmeal. -Lunch consist of one bologna or peanut butter sandwich, "every now and again have chips." -Never any fresh fruit or vegetable or snacks provided. -Dinner, they are served chicken, mixed vegetables and rice, hot dogs, Raman noodles. -The food is always the same. -Legal Guardian/Brother takes him to the grocery store for the extra food (snacks/fruit) he wants. <p>During interview on 9/7/18 Client #3's Legal Guardian/Brother stated:</p> <ul style="list-style-type: none"> -His brother has lost almost fifty pounds in the last two years while living in the home. -Had complained about the food not being 	V 115		

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V 115	<p>Continued From page 27</p> <p>nutritious or enough served.</p> <ul style="list-style-type: none"> -Took his brother weekly to the store to buy him food to have in the home. - "My wife had cooked food and took it over because they felt so bad for the other guys not having enough good food to eat." - "From what I can tell, all the guys in the home look severely under weight." <p>During interview on 9/7/18 client #4 stated:</p> <ul style="list-style-type: none"> -Eats the same food every day. -No one ever asked them what they would like to eat. -Breakfast is a bowl of cereal, nothing else. -Eats lunch at day program during the week, but weekend lunch was one bologna sandwich. -Dinner, usually chicken, rice, vegetable mix, hot dogs or noodles of some kind. <p>Observation on 9/11/18 at 12:00 PM revealed:</p> <ul style="list-style-type: none"> -Client #3 had a peanut butter and jelly sandwich for lunch, no other side. <p>During interview on 9/11/18 staff #3 stated:</p> <ul style="list-style-type: none"> -Came in to work on 9/8/18 as a relief. -Licensee/RN brought by some frozen vegetables, but no other food. -Feeding clients hot dogs, bologna sandwich, peanut butter sandwich. -Took down the sign in the kitchen on the refrigerator that said "Staff only" because clients should be able to get food if they are hungry. <p>During interview with on 9/19/18 staff #1 stated:</p> <ul style="list-style-type: none"> -Started working at the facility on 6/20/18. -The Licensee/RN is the one who brought the groceries over. -Breakfast would consist of sometimes a boiled egg and toast or cereal. 	V 115		

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V 115	<p>Continued From page 28</p> <ul style="list-style-type: none"> -Lunch was a bologna, ham or peanut butter and jelly sandwich, "sometimes chips." -Dinner, chicken, macaroni cheese, vegetable. -Had told the Licensee/RN what the house was out of with groceries, not the clients, and the Licensee/RN would pick it up. <p>During interview on 9/6/18 The Qualified Professional (QP) stated:</p> <ul style="list-style-type: none"> -She had told the Licensee/RN several times about the food in the home and not having more fresh fruits and fresh vegetables. -Came by a few months ago and check food and it was running low, called the Licensee/RN and asked her to buy groceries. -Followed up because the Licensee/RN told her she had purchased groceries and there was still not much food in the home. -She had been cited on this in the past and has reminded her of that it would happen again. -She used to buy fresh fruits and vegetable, but it had been a long time ago. -Client #3's guardian had complained about the food to her and the Licensee/RN in the past. <p>During interview on 9/7/18 The Licensee/RN stated:</p> <ul style="list-style-type: none"> -She purchased all the groceries in the home. -Brought groceries to the home daily as needed. -Clients told her what they wanted to eat, and they helped plan the menu. -Clients never told her they did not get enough to eat. -Clients liked hot dogs and bologna. -"Clients are lying about what they eat, they eat healthy." -"You always believe the clients over me." 	V 115		

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V 115	<p>Continued From page 29</p> <ul style="list-style-type: none"> - "I always buy fresh fruit and vegetables." - No fresh fruit and vegetables are present now, "I stopped buying them because they go bad." - Not sure when last time purchased fresh fruit and vegetable. <p>B. During interviews on 9/6/18-9/11/18 clients #1, #2, #3, #4, #5 and #6 stated:</p> <ul style="list-style-type: none"> - The home did not have transportation. - The staff that worked did not have a car. - Client #2 and #3 did not attend day programs and are home all day. - On the weekends, they did not go anywhere. - Only attend Doctor Appointments or day program. - There are no planned activities or outings for them to go on. - There was no transportation to use to go out. <p>During interview on 9/6/18 staff #2 stated:</p> <ul style="list-style-type: none"> - Clients sit here all day everyday. - Only the ones who go to day programs get out. - "I don't have a car to take them, and if I did, I wouldn't drive the clients in it." - The Licensee/RN came by to take clients to doctor appointments and not outings. - Client #3 went out with his legal guardian/brother or took walks around the neighborhood. - Client #2 stayed in the home 24-7 unless he had a doctor appointment. - Told the Licensee/RN she needed to purchase a van for clients to go out. <p>During interview on 9/18/18 staff #1 stated:</p> <ul style="list-style-type: none"> - Worked at the facility since 6/20/18 as live in staff until two weeks ago due to medical issues. - Did not have transportation while working in 	V 115		

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V 115	<p>Continued From page 30</p> <p>the home.</p> <ul style="list-style-type: none"> -Client #3 went out with his legal guardian/brother to eat and shopping. -Client #3 would walk around the neighborhood. -Client #5 had walked to the store for cigarettes. -Did not go anywhere on the weekends, just watch television and walk around the neighborhood. -The Licensee/RN would take them to doctor appointments. <p>During interview on 9/7/18 the QP stated:</p> <ul style="list-style-type: none"> -Had told the Licensee/RN for a while she needed to purchase a van for clients to go out in the community. -Some clients had unsupervised time and they walked to the store. -Client #3 went out with his legal guardian/brother weekly. <p>During interview on 9/7/18 the Licensee/RN stated:</p> <ul style="list-style-type: none"> -She took them to the store for them to buy items they wanted. -Clients walked to the store and around the neighborhood on the weekends. -Had taken the clients out the eat. <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 115		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p>	V 118		

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V 118	<p>Continued From page 31</p> <p>(c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interview the facility failed to ensure one of three audited client's (#3) medication was administered on the order of the physician and six of six (#1, #2, #3, #4, #5 & #6) audited clients' MAR's were kept current. The findings are:</p>	V 118	<p>V 118 Medication Requirements Effective 9/29/18, the administrator/RN has completed training with staff on medication orders and documentation. To ensure that medications are documented properly on individual MARs. The administrator/RN will review MARs weekly and address any concerns at the time of the review. Going forward the medication training will be conducted quarterly for direct care staff on following medication orders, ensuring appropriate documentation of medication changes and documenting the medications as prescribed by medical personnel. Staff will only take directives from the medical provider or RN on how to implement and document medication changes. The QP checks for the presence of all meds weekly. Staff has been instructed to contact the RN when PRN meds are needed and to ensure that the QP is aware as well.</p>	

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V 118	<p>Continued From page 32</p> <p>A. Review on 9/6/18 of client #3's record revealed: - Admission date of 9/24/17 -Diagnoses of Schizoaffective Disorder, Bi-polar Type and Social Anxiety.</p> <p>Review on 9/6/18 of client #3's physician order dated 8/17/18 revealed: -"Clonazepam 1 mg one time a day. -Clonazepam 1 mg, 1/2 BID (twice a day) for anxiety."</p> <p>Review on 9/6/18 of client #3's September 2018 MAR revealed: -"Clonazepam 1 mg three times a day PRN (as needed)."</p> <p>No order was present in the record for Clonazepam 1 mg three times a day PRN.</p> <p>Further review on 9/6/18 of client #3's MAR revealed it had been initialed beside the Clonazepam 1 mg three times a day PRN and not beside the orders for Clonazepam dated 8/17/18.</p> <p>Review on 9/6/18 of August 2018 MAR revealed staff #1 had written in 8/17/18 orders for Clonazepam and those blocks were initialed.</p> <p>During interview on 9/6/18 staff #2 stated: -She had been giving client #3 the Clonazepam 1 mg three times a day. -Staff #1 told her to give it this way before he left a few days ago. -The bubble pack present says to give it three times a day PRN, but had just been giving it three times because that is what staff #1 told her.</p> <p>Observation on 9/6/18 at 11:30 AM revealed a</p>	V 118		

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V 118	<p>Continued From page 33</p> <p>bubble pack of Clonazepam revealing "1 mg three times a day PRN."</p> <p>During interview on 9/6/18 the Pharmacist stated:</p> <ul style="list-style-type: none"> -Received a new order for Clonazepam on 8/17/18 from his doctor. -There was no order to discontinue the old order of Clonazepam. -Was concerned about this as staff could possibly give all the Clonazepam based on what is present on the MAR. -Contacted client #3's doctor for a discontinue order because he had standing orders for "too much Clonazepam." -Did not send out a new order of Clonazepam because she had just filled the old order on 8/10/18 and felt that would be too much controlled medication in the home. -Assumed staff was giving the Clonazepam per the new order of 8/17/18. <p>During interview on 9/7/18 the Licensee/RN stated:</p> <ul style="list-style-type: none"> -She is at the home daily. -Checks the medications several times a month. -Staff should be giving the Clonazepam per the order of 8/17/18. -Not sure if the doctor had sent a discontinue order to the pharmacist. <p>B. During interview and observation on 9/6/18 at 10:00 AM of staff #2 filling in MAR's with her initials, staff #2 stated:</p> <ul style="list-style-type: none"> -"I 'm sorry, I just had a crazy morning and did not get a chance to initial clients' MAR's this morning." -Had not slept well the night before and was "out of it this morning." -Usually initials the MAR after giving clients 	V 118		

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V 118	<p>Continued From page 34</p> <p>their medications.</p> <p>C. Review on 9/6/11-9/7/18 of client #1's record revealed: -Admission date of 12/14/17. -Diagnoses of Mental Retardation and Personality Disorder.</p> <p>Review on 9/6/18 of client #1's physician order dated 12/14/17 "Acetaminophen 600 mg, PRN (as needed)."</p> <p>Observation on 9/6/18 at 10:30 of client #1's medications, the Acetaminophen was not present.</p> <p>Observation and interview on 9/6/18 at 10:30 AM staff #2 walked into kitchen area where medications were kept and surveyor was working with a plastic bag from local pharmacy. Staff #2 stated: -The Licensee/RN had pulled into the driveway outside and called her to come out to her car. -The Licensee/RN handed her a bag of some over the counter medications and told her to "sneak" them into the medication cabinet before surveyor could see they medications were not there. -"I didn't know what to do, so I just walked in with them, I am not trying to hide anything."</p> <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 118		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE</p>	V 289		

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V 289	<p>Continued From page 35</p> <p>(a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is</p>	V 289	<p>V 289 Scope</p> <p>The QP meets with administrator and staff weekly to inspect the physical environment, review changes, check food supply, etc..</p> <p>The current staff contacts QP as needed (usually several times per week) to discuss plans, appts, changes to medication, program issues, transportation needs). QP reports information obtained during the inspections, reviews and meetings to the Director at least biweekly. When there are concerns or things needed the QP provides a time line for this to be addressed and follows up with the Director.</p>	
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V 289	<p>Continued From page 36</p> <p>mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to provide residential services in a home environment and supervision for six of six clients (#1, #2, #3, #4, #5, and #6). The findings are:</p> <p>A. Cross Reference 10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS (Tag 109). Based on record review, observation, and interview the facility failed to ensure the Licensee/Registered Nurse (RN) demonstrated knowledge, skills and abilities required by the population served.</p> <p>B. Cross Reference 10A NCAC 27G .0205 ASSESSMENT AND</p>	V 289		

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V 289	<p>Continued From page 37</p> <p>TREATMENT/HABILITATION OR SERVICE PLAN (Tag 112). Based on record review and interviews the facility failed to implement existing strategies for five of six clients (#1, #2, #3, #4, & #6).</p> <p>C. Cross Reference 10A NCAC 27G .0208 CLIENT SERVICES (Tag 115). Based on interview and observation the facility failed to ensure nutritious meals were served and activities were available for six of six clients (#1, #2, #3, #4, #5, #6).</p> <p>D. Cross Reference 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (Tag 118). Based on record review, observation and interview the facility failed to ensure one of three audited client (#3) medication was administered on the order of the physician and six of six (#1, #2, #3, #4, #5 & #6) audited clients MAR's were kept current.</p> <p>E. Cross Reference 10A NCAC 27G .5603 OPERATIONS (Tag 291). Based on record review and interview the facility failed to coordinate services for one of six clients (#6).</p> <p>F. Cross Reference 10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING (Tag 540). Based on observation and interview the facility failed to ensure the right to dignity and humane care in the provision of personal health, hygiene and grooming care for six of six client (#1, #2, #3, #4, #5 & #6).</p> <p>G. Cross Reference 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (Tag 736). Based on record review, observation and interview the facility failed to ensure the home was maintained in a safe, clean, attractive</p>	V 289		

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V 289	<p>Continued From page 38</p> <p>and orderly manner kept free from offensive odor for six of six (#1, #2, #3, #4, #5, #6).</p> <p>H. Cross Reference 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT Tag (744). Based on record review and interview the facility was failed to be maintained with equipment to ensure safety of the clients.</p> <p>Review on 9/26/18 of "Plan of Correction" completed by the Qualified Professional (QP) dated 9/26/18 revealed: -"The facility QP will revise all treatment plans to reflect clients current participation in treatment goals/efforts. The QP will meet with the Administrators immediately to ensure that nutritious foods are purchased and that clients have input into menu selections. The Administrator will ensure that hygiene supplies are available for clients at all times. The QP will develop a checklist to monitor supplies and repairs. Any needed supplies will be purchased immediately. The facility is undergoing repairs at this time. The facility has been cleaned and weekly inspections will be performed by the staff and QP and any issues will be addressed at that time."</p> <p>Upon entering the facility on 9/6/18 the home had a strong urine and body odor, the floors, bedding, walls were extremely dirty/stained, the client bathroom sink was clogged and inoperable along with shower/curtain coated in black mildew. The home needed multiple repairs throughout as a result from a leak almost a year ago. Interviews with all clients and staff #2 revealed the home had been this way for many months. There were no towels, washcloths or hygiene products to even bathe with. Several clients stated they had</p>	V 289		

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V 289	<p>Continued From page 39</p> <p>not showered in weeks due to absence of hygiene supplies and were brushing their teeth in trash cans or bathtub. All clients looked unkempt with long hair, dirty clothes and were wearing soiled clothes to their day program. Although treatment plans were present, goals/strategies were not implemented in the care of the clients. Once Licensee/RN was informed of the lack of hygiene supplies by surveyor, she purchased "multipurpose" towels used for cleaning restaurants (the size of average washcloth) and claimed the clients could use that as a towel to dry off with. Food present and served in the home was minimal and high in carbohydrates and sodium, offering no fresh fruit/vegetables. Physicians orders not correctly followed resulting in client #3 receiving the wrong dose of his medication. The lack of coordination of services resulted in client #2 being sent to Emergency Room by EMS for an "ear abrasion" and left sitting there for hours after discharge due to not being able to make contact with group home staff due to phone line in the home not working. There is no transportation in the home resulting in client #3 having to leave his day program, client #2 and #4 sitting in the home seven days a week with no planned activities and no actives for all clients on weekends. The Licensee/RN failed to exhibit competency when ensuring these clients needs were met. These systemic failures resulted in serious neglect and constitutes a Type A1 rule violation and must be corrected within 23 days. An administrative penalty in the amount of \$2000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 289		

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V 291	Continued From page 40	V 291			
V 291	<p>27G .5603 Supervised Living - Operations</p> <p>10A NCAC 27G .5603 OPERATIONS</p> <p>(a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to coordinate services for one of six clients (#6). The findings are:</p>	V 291	<p>V 291 Operations</p> <p>The facility will not use EMS for transportation to the ER for nonemergency situations. The facility has transportation at this time and will provide transportation according to the client's need at that time. The facility's phone service is active. An AT &T technician has been assigned to the facility to ensure that need to maintain service is addressed immediately. Staff will provide the back-up phone number as well as the staff person's cell #, when a client need to go to the ER via EMS.</p>		

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V 291	<p>Continued From page 41</p> <p>Review on 9/6/18-9/7/18 of client #6's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 2/4/12 -Diagnoses of Schizophrenia-paranoid type-Schizoaffective Disorder. <p>Review on 9/20/18 of medical record from local Emergency Room (ER) department dated 9/6/18 at 6:01 PM revealed"</p> <ul style="list-style-type: none"> "...Presents at emergency department via EMS (Emergency Medical Services) for injury he sustained to his right ear on van door... -Patient has small abrasions/hemostatic granulated blood to his right auricle... -...No signs of skull fracture, facial trauma, no appreciable neurologic deficit. -No reported prodromal symptoms. -Discharge back to his group home. -No further intervention warranted or imaging warranted at this time." <p>Further review 9/20/18 of client #6's ER record from Social Work Department at 8:27 PM revealed:</p> <ul style="list-style-type: none"> "SW (social worker) attempted contact with all numbers listed with no success. SW spoke to RN (registered nurse) who doesn't believe patient is a good candidate for a cab voucher. SW contacted [local police department] to ask if an officer be dispatched to patient's group home to notify staff that patient is ready for d/c (discharge) and needs transport." "8:29 PM [staff #2 from facility] called regarding patient, gave report to her. [Staff #2] states with officer present that [local police department] will be picking up patient and taking him home." "8:43 PM discharge instructions reviewed with patient." 	V 291		

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V 291	<p>Continued From page 42</p> <p>During interview on 9/7/18 staff #2 stated:</p> <ul style="list-style-type: none"> -On 9/6/18 client #6 arrived to the home from day program and said he hit his ear on the van from his day program. -His ear was swollen with some dried blood around it. -Contacted the Licensee/RN. -The Licensee/RN asked her to send a picture of the ear. -There was a little blood around the ear, -After observing the picture, the Licensee/RN instructed her to call EMS and send him to the ER. -Later that evening a police officer was knocking on the door wanting to know if anyone was home because hospital had been trying to contact someone from the group home because client #6 was ready to be discharged a few hours ago. -Called the nurse at the ER by number provided by police to verify they were home. -The nurse was so upset because they could not get up with anyone from the contact numbers they were provided. -"That's when I realized the land line was not working." -The nurse said she had been calling the home and it would just ring with no answer. -The police officer then left and returned a few minutes later with client #6 around 9:00 PM. <p>During interview on 9/26/18 The Qualified Professional stated:</p> <ul style="list-style-type: none"> -She was not aware client #6 went to the hospital with an ear abrasion on 9/6/18. -The Licensee/RN is RN and usually checks the clients with that kind of stuff. -Not sure why staff #2 would have called EMS for that or why the Licensee/RN would have told her to call EMS for his ear abrasion. 	V 291		

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V 291	<p>Continued From page 43</p> <p>During interview on 10/5/18 the Licensee/RN stated:</p> <ul style="list-style-type: none"> -Staff #2 contacted her on 9/6/18 to let her know client #2 had hit his ear on the van at the day program. -Told staff #2 to take a picture and text it to her of the ear. -Staff #2 told her there was blood around it. -The picture looked "really bad" so instructed staff to call EMS to transport client to the ER. -The Licensee/RN stated she is a Registered Nurse and felt he needed to be seen at the ER and there was no transportation at the facility, so staff had to call EMS. -Lived about 10-15 minutes from the group home, and did not go over to check client #2's ear. <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 291		
V 540	<p>27F .0103 Client Rights - Health, Hygiene And Grooming</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> <ol style="list-style-type: none"> (1) opportunity for a shower or tub bath daily, or more often as needed; (2) opportunity to shave at least daily; (3) opportunity to obtain the services of a barber or a beautician; and 	V 540	<p>V 540 Client Rights – Health, Hygiene and Grooming</p> <p>As of 9/29/18, the administrator, Director and all staff were in-serviced by the QP on assuring that the right to privacy, dignity and humane care is protected. This included training on requirements for the provision of healthcare, personal hygiene, grooming care as well as the requirements to ensure that all necessities are available and provided by the facility. Going forward the QP will interview clients & staff at least monthly to ensure that hygiene products have been provided by the facility.</p>	

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V 540	<p>Continued From page 44</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> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure the right to dignity and humane care in the provision of personal health, hygiene and grooming care for six of six clients (#1, #2, #3, #4, #5 & #6). The findings are:</p> <p>Record review on 9/6/18-9/7/18 of clients #1, #2, #4, #5, & #6 revealed the Licensee/RN recieved Special Assistance in order to mmet the clients needs. Client #3 is a private pay resident, which the Licensee is paid 1500.00 a month for his care by his brother/legal guardian.</p> <p>Observation on 9/6/18 of Client #2 at 9:00 AM revealed clients' hair to be long, face hair unkept and clothes appeared dirty/stained.</p> <p>Observation on 9/6/18 of client #4 at 1:00 PM revealed the clients' hair was long and unkept and did not appeared to have been washed. Client #4 also had facial long facial hair.</p> <p>Observation on 9/7/18 at 11:30 AM client #5's hair looked "oily" and long, his clothes looked dirty and</p>	V 540		

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V 540	<p>Continued From page 45</p> <p>stained.</p> <p>Observation on 9/7/18 at 11:30 AM client #6's hair was long, oily and his clothes appeared dirty.</p> <p>Observation on 9/11/18 at 12:00 PM of client #1's was long, clothes appeared dirty/stained.</p> <p>During interview on 9/6/18 staff #2 stated:</p> <ul style="list-style-type: none"> -She came into work two days ago as a "fill in" because the full time staff was sick. -Worked at the home once before a few months ago. -Client #2 smelled so bad, he was wearing dirty, soiled clothes. -Immediately washed all his clothes. -Client #6 has accidents in his clothes and he had soiled clothes laying around his room that needed washing. -Asked client #6 to take a shower because he smelled so bad. -Realized there was no towels or washcloths to use for clients to shower. -Gave client #6 a roll of paper towels to dry off with after he showered. -"I went out and bought him a toothbrush and two T-shirts for him to put on because all of his clothes were so bad." -Could not find any soap for the clients to use for a shower, or toothpaste for them to brush their teeth. -Contacted the Licensee/RN last night and asked her about towels, washcloths and toiletries. -The Licensee/RN stated "They will have to buy those things themselves." -"Very frustrating" because when prompted, the clients would shower, they just didn't have the supplies needed to do so. -All the clients look dirty, and need hair cuts. -"[Client #2] told me he wanted a hair cut, but 	V 540		

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V 540	<p>Continued From page 46</p> <p>he had to save his money." -"[Client #2 asked me today, 'Can you take me to get a haircut, I will pay for it' -These clients need to all be taken to a barber to get their hair cut, but from what they tell her, they have to pay and they didn't have the money to do so. -"These guys would shower more if they had the stuff they needed to do so, it just takes some prompting."</p> <p>Observation on 9/6/18 at 10:00 AM, there was no soap nor shampoo present in the home for clients #1, #2, #4, #5, #6. -Client #3 had his own products bought by his guardian/brother.</p> <p>During interview on 9/6/18 client #2 stated: -Showers a few days a week. -Sometimes used soap if he had it. -Couldn't buy soap, did not have the money. -Would like a haircut, had not had one in a long time. -He paid five dollars last time he had a haircut.</p> <p>During interview on 9/6/18 Client #3 stated: -Had been living in the home for two years. -Showers a few times a week. -Has his own two towels and washcloth he brought to the home with him. -Buys his own soap, shampoo, toothpaste and shaving supplies. -Never known the Licensee/RN to provide toiletries. -His roommate (client #4) does not have a towel or washcloth -Not sure when his roommate last showered. -"My brother takes me to get a haircut." -Not aware of the other clients going to get</p>	V 540		

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V 540	<p>Continued From page 47</p> <p>haircuts.</p> <p>During interview on 9/6/18 client #4 stated:</p> <ul style="list-style-type: none"> - "I cant remember the last time I showered." - Did not have towels, only one wash cloth. - Would like to take a shower, but didn't have the stuff needed to do so. - "I will sit on the edge of bathtub and wash off with my washcloth and water." - Would use washcloth and water to wipe himself down. - Would do this type of bathing every few days. - "I have bought my own soap, toothpaste and shampoo before, I don't have any now." - Had asked the Licensee/RN for soap in the past, she said the clients had to buy it. - Would like to get a hair cut, but the Licensee/RN said we would have to pay for it, "I don't have the money." <p>During interview on 9/7/18 client #5 stated:</p> <ul style="list-style-type: none"> - Took a shower a few times a week. - Had been buying his own shampoo, soap, toothpaste and razors. - When he would run out, he had asked the Licensee/RN and she told him to "Yall should buy your own stuff with your own money." - Had not had a haircut in a while, if the Licensee/RN took them, they (clients) would have to pay for it. - Gets hair cut through the day program, they take them for free. - Staff #1 would tell them to shower if they started to smell. - Client #6 always smells because he has accidents in his clothes and wears the same clothes and not showering. - Client #6 did not take a shower but one time every two to three weeks. 	V 540		

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V 540	<p>Continued From page 48</p> <ul style="list-style-type: none"> -Did not have but one towel to use, other clients didn't have one. <p>Attempted interview on 9/7/18 client #6: -Unable to interview due to diagnoses.</p> <p>During interview on 9/11/18 client #1 stated: -Been living in the group home for a year. -Had not been able to shower much, "Didn't have towels and washcloths." -Had a "rag" so would splash water on face and body one time a day. -Last time had a hair cut was prior to coming to the group home. -No one had ever offered to take him for haircut. -Not asked anyone to take him to get a hair cut, "I don't have any money to go."</p> <p>During interview on 9/7/18 Staff at client #5 & #6 Day Program stated: -Clients #5 and #6 come in with "dirty looking" clothes on. -Client #6 always has a smell of urine and body odor. -Feels like no one is making him wear clean clothes and shower. -Client #5 and #6's hair is long and oily looking. -Staff had indicated that client #6 smells when he gets on the van in the mornings.</p> <p>During interview on 9/7/18 client #3's Brother/Legal Guardian stated: -Took his brother weekly shopping for groceries and toiletries. -Client #3 would tell him he needed shampoo, soap, toothpaste, etc. -"I just assumed the clients were responsible for them."</p>	V 540		

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V 540	<p>Continued From page 50</p> <p>where it would be cheaper.</p> <p>During interview on 9/6/18 The Qualified Professional (QP) stated:</p> <ul style="list-style-type: none"> -Not aware the clients did not have the supplies to bath, "I just assumed they did." -Not aware the Licensee/RN had not been buying the toiletries for them, no one had mentioned this to her. -Staff #1 told her he couldn't get the clients to bathe. -Client #6 soiled his pants often, and is difficult to get him to bathe. -Will contact the Licensee/RN immediately to purchase supplies, "If not I will buy them myself this afternoon." <p>Observation on 9/7/18 at 9:00 AM of towels that were brought by Licensee/RN on 9/6/18 revealed:</p> <ul style="list-style-type: none"> -A pack of 60 "Terry Towels 14 inch by 17 inch multipurpose restaurant, automotive, household and more." -The picture on the cover of the package had a chef using the example of towels wiping kitchen counter top. <p>During interview on 9/7/18 staff #2 stated:</p> <ul style="list-style-type: none"> -The Licensee/RN brought by a package of towels last night, that appear to be "dish cloths." -These are not "towels" to use for showering. -Contacted QP last night to let her know what the Licensee/ RN brought by and that would not work. -The QP bought towels and brought them over "asap" (immediately). -The Licensee/RN should know better, but she was just trying to be "cheap." <p>During interview on 9/7/18 the Licensee/RN stated:</p>	V 540		

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V 540	<p>Continued From page 49</p> <ul style="list-style-type: none"> -Client #3 is private pay, "I pay 1,500 dollars a month for him to stay there, and I am not sure what it is they do for him." -Often worried about the other clients there who didn't have family to buy their "basic needs" items. <p>During interview on 9/11/18 staff #3 stated:</p> <ul style="list-style-type: none"> -Since arriving in the facility on 9/8/18 to work, all clients have showered. -All clients have only taken one prompt to do so. -Had no issues in getting them to bath. <p>During interview on 9/18/18 staff #1 stated:</p> <ul style="list-style-type: none"> -Clients did not want to shower. -Would ask them, but they did show interest. -"I would really make them shower when I could smell them." -They may shower one time a week. -"I used to shave the clients, but had not done it in a while." -Not aware of the Licensee/RN taking clients to get hair cuts. <p>During interview on 9/18/18 of client #1's Legal Guardian stated:</p> <ul style="list-style-type: none"> -Had issues a few weeks ago when he saw Client #1 at an appointment. -Client #1's hair was long and his clothes looked dirty. -The Licensee/RN had brought him to an appointment, "I was upset in how he looked." -Client #1 used to be homeless and this is how he looked. -Expressed his concern to the Licensee/RN about how client #1 presented on that day. -Mentioned to the Licensee/RN that day she needed to take him for a hair cut and provided a location to take the clients to, a Barber school 	V 540		

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V 540	<p>Continued From page 51</p> <ul style="list-style-type: none"> -The clients shower everyday. -They have towels, wash clothes and toiletries. -Buys soap, shampoo and toothpaste for them. -Not sure they had run out of those toiletry items. -Clients do not want to shower. -The bedding is new , had not seen it looking stained or torn. -Comes by the home everyday to check on the clients and what they need. -Always took the clients to get haircuts and paid for the hair cuts. -Brought new towels yesterday after the QP called and said the clients did not have any. -Did not pay attention to the size of the towels, just saw it said "60 towels" on the package. -The QP bought more for the clients to use. -These clients are "lying" if they say they didn't have supplies to shower with, "the state always believe them over me." -"I give the clients everything they need." <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 540		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>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.</p>	V 736	<p>V 736 Facility and Grounds Maintenance</p> <p>The facility has hired new staff. An in-service on job responsibilities was conducted by the QP. Staff are responsible for ensuring that the clients are keeping their immediate living environment in a neat and clean state. Staff is to provide training and assistance as needed.</p>	

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V 736	<p>Continued From page 52</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interview the facility failed to ensure the home was maintained in a safe, clean, attractive and orderly manner kept free from offensive odor for six of six clients' (#1, #2, #3, #4, #5, #6). The findings are:</p> <p>Observation on 9/6/18 at 9:00 AM revealed:</p> <ul style="list-style-type: none"> -Kitchen floor very dirty (dirt/dust/food crumbs) with dirty baseboards. -Kitchen blinds were broken and hanging sideways on window. -Molding under kitchen sink and cabinets, laying under cabinets, not attached. -A one foot long by five inches wide hole under kitchen sink exposed where molding was off. -Broken microwave and extra microwave present on kitchen counter. -Hallway to the upstairs base boards were covered in black dust and dirt. -Upstairs bathroom used by all clients was dirty, shower curtain was covered with black mildew as well and bath tub/shower. -Bathroom vanity cabinets broken with missing door/drawer. -Bathroom walls dirty. -An old rusted vent cover leaning against the was beside toilet. -Bathroom sink full of water, appeared to be clogged. -Toilet dirty with feces and urine around the edge. -Bathroom floor dirty/wet and smelled of urine. -Client #1's bed had no sheets/ just a 	V 736	<p>Additionally, staff will ensure that the house is clean and will document all needed repairs and present to the administrator immediately. The administrator will provide the request for repairs to the Director. The Director is also provided with the results of biweekly inspections completed by the QP. He will follow up to ensure that need for repairs, replacement, etc.. are completed in a timely manner. The facility has contracted with a contractor who is performing all of the needed repairs. All areas requiring immediate attention were addressed prior to the completion of the survey. Staff will implement treatment goals to address needs as identified in the individual PCPs. The current staff located a box which contained what appears to be the bed linen which was missing from the client's rooms. In addition to this new supplies has been purchased to ensure that client's have change of linen, extra hygiene items & supplies. Weekly inspections are conducted by the QP and results are shared with the</p>	

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V 736	<p>Continued From page 53</p> <p>mattress covered in plastic, pillow worn/stained.</p> <ul style="list-style-type: none"> -Client #1's mattress had a deep worn area in the middle. -Client #3 had worn/dirty bedding and worn/stained pillow. -Client #2's room had a strong urine smell with a urine soaked pull up sitting on his night stand. -Client #2's bedding was stained/worn with a stain/worn pillow. -Client #2's blinds were half broken and hanging down the window. -Client #2's bedroom had an electrical outlet hanging out and exposed. -Client #5's bed frame was broken and sitting sideways. -Client #5's bedding had holes in it as well as stained pillow was stained/worn. -Hallway leading down stairs was covered in black dirt and dust. -Floor in the down stairs was ripped with exposed base board and uneven tile. -Downstairs bathroom ceiling was completely ripped out with pipes exposed over the toilet area. -Client #3 and #4's bedroom had dirty stained carpet with a strong body odor smell. -Clients #3 and #4 both had stained/worn bedding. -Smoke detector was chirping down stairs. <p>During interview on 9/6/18 staff #2 stated:</p> <ul style="list-style-type: none"> -She came into work two days ago as a "fill in" because the full time staff was sick. -Worked at the home once before a few months ago. -The home was "extremely nasty", had been trying to get it straight since arrived two days ago. -Not anything to clean with, so "doing the best I can." 	V 736		

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V 736	<p>Continued From page 54</p> <ul style="list-style-type: none"> -The house smelled so bad, client #2 had soiled clothes and pull ups all over his room. -Immediately washed all his clothes and cleaned his room to help with the smell. -Noticed the sink in the bathroom was stopped up, the clients told her it had been this way for months. -Client #6 has accidents in his clothes and he had soiled clothes laying around his room that needed washing. -The bathroom shower curtain and bathtub was so dirty, but didn't have a new shower curtain to put up. -When she worked a few months ago the home was "nasty." -Wanted to wash all the clients sheets/bedding, but they don't have a spare set to use. -Client #1 didn't even have sheets on his bed, he sleeps on the mattress. -The bathroom down stairs that is designated for staff, has the ceiling missing over the toilet. -There are exposed pipes, "I'm scared something is going to fall out on top of me while I am using the bathroom." <p>Further interview on 9/7/18 staff #2 stated:</p> <ul style="list-style-type: none"> -The Licensee/RN came by last night and "I tried to get her to go up stairs and show her the bathroom, but she refused." <p>During interview on 9/6/18 client #3 stated:</p> <ul style="list-style-type: none"> -The bathroom sink has been stopped up for a few months. -Sometimes the water goes down, but if you turn it on, it fills back up. -Someone came by a few months ago to check it, but its still broke. -The house looks "bad." -Staff is supposed to clean, but he (staff #1) 	V 736		

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V 744	<p>Continued From page 58</p> <p>- "SW (Social Worker) attempted will all numbers listed with no success. SW spoke to RN (Registered Nurse) who doesnt beleive patient is a good candidate for a cab voucher. SW contacted (City Police Department) to ask that an officer be dispatched to patient's group home to notify staff that patient is ready for discharge and needs transport."</p> <p>During interview on 9/7/18 Staff #2 stated:</p> <ul style="list-style-type: none"> -The facility phone does not work. -Came on shift two days ago and it has not worked since. -Not sure how long the phone had been out of service. -On 9/6/18 client #6 went to the Emergency Room (ER) for an abrasion to his ear. -Later in the evening between 8:30-9:00 a City Police Officer arrived to the home asking was anyone present because the ER was ready to discharge client #6 and they could not get up with anyone at the home. -Staff #2 called the nurse at the ER and she was very upset because they had been calling the home multiple times with no success and client #6 had been ready for discharge for several hours. -The city police officers then transported client #6 to the home. <p>During interview on 9/7/18 client #3 stated:</p> <ul style="list-style-type: none"> -The house phone has been out for several months. -Not sure if anyone had fixed it, but everyone knew it had been out. <p>During interview on 9/7/18 client #3's brother/legal guardian stated:</p> <ul style="list-style-type: none"> -The phone at the facility has been off and on since Christmas. 	V 744		

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V 736	<p>Continued From page 55</p> <p>never does.</p> <ul style="list-style-type: none"> -No one has asked him to clean the house. -Some clients brush their teeth and wash their hands in the bathtub. <p>During interview on 9/6/18 client #4 stated:</p> <ul style="list-style-type: none"> -Been living in the home a few years. -"Supposed to clean, but not anymore." -Staff didn't clean or ask them to clean. -Bathroom sink is stopped up, been that way "a long time." -"Wash my hands in the bathtub." -Since the sink is stopped up, "I brush my teeth in my trash can in my room, I'm careful not to spill on the floor." -The bathroom is a "mess," the shower curtain is "nasty," been there for a long time. -Downstairs had a leak a few months ago, they had not fixed it yet. <p>During interview on 9/7/18 client #5 stated:</p> <ul style="list-style-type: none"> -Staff never cleaned the house. -Sink in bathroom been broken for at least six months, brushed his teeth in the bathtub. -Downstairs had a leak about a year ago, they pulled up the carpet and ripped out the ceiling. -No one came back to repair. -Bed frame broke 5-6 months ago, not sure if staff saw it. -The house often smells because of other clients not washing clothes and cleaning. <p>During interview on 9/11/18 client #1 stated:</p> <ul style="list-style-type: none"> -The sink in the bathroom broke almost a year ago. -Washes his hands and brushes teeth with the bathtub faucet. -His bed hasn't had sheets in a while, "I don't know what happened to them." 	V 736		
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V 736	Continued From page 56 During interview on 9/7/18 client #2's Brother and Legal Guardian stated: -Goes by the home several times a month. -Brother has been there for two years. -The home always has an "odor" in it. -Client #3 told him the home was "dirty" and the staff didn't clean. During interview on 9/19/18 staff #1 stated: -Started working in the home 6/20/18 as full time live in staff. -Always cleaned daily when at work. -The clients did not clean. -The sink had issues with stopping up since starting there. -Someone came out to fix it, but it just stopped up again. During interview on 9/6/18 The Qualified Professional (QP) stated: -Not aware the home had got this bad. -The sink was fixed, not aware it had stopped back up again. -This new staff (staff #1) had not care for the home as well as the previous staff. -Had not checked client rooms in a while. -There was a leak twice down stairs where it was repaired, then there was another leak, not sure when that happened. During interview on 9/7/18 The Licensee/RN stated: -"The home just got this way." -Had planned to have everything fixed on "Saturday" (9/8/18). -Visited the home everyday, "I check the house when I am here." -The house is always clean. -Not been upstairs, "did not see the shower	V 736		

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926 EDISON ROAD
RALEIGH, NC 27610

(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 736	<p>Continued From page 57</p> <p>curtain in the bathroom." -Bathroom sink had been fixed, "Its not broken." -The bathroom sink, "just broke and no one had told her." -The down stairs had a leak, not sure when, "getting it fixed Saturday" (9/8/18). -"Nothing is wrong with the clients bedding, pillows and mattress, its fine." -Staff cleans the home daily. -"I always fix all the repairs immediately." -Surveyor along with Licensee/RN toured the home again to point out the areas of concern. -When asked to the Licensee/RN "Would you shower in this bathroom?" She replied "No."</p> <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 736		
V 744	<p>27G .0304(b) Safety</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility was failed to be maintained with equipment to ensure safety of the clients. The finidngs are: Review on 9/20/18 of client #6 ER (Emergency Room) medical record revealed:</p>	V 744	<p>V 744 Safety - The facility has an AT & T technician assigned to this account to ensure that the facility's need to maintain phone service is addressed immediately as needed. Additionally, the facility has secured a back up phone. At no time will the facility be without a working phone. The Director calls the home at least weekly to ensure the line is working.</p>	

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-833	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/05/2018
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NAME OF PROVIDER OR SUPPLIER CARE ONE HOMES	STREET ADDRESS, CITY, STATE, ZIP CODE 926 EDISON ROAD RALEIGH, NC 27610
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V 744	<p>Continued From page 59</p> <p>-Very difficult to make contact with his brother, had to call Licensee/RN or just ride over to speak to client #3.</p> <p>During interview on 9/11/18 client #1 stated: -The phone line had been out for a few months. -Would like to be able to call his brother, but unable to do so.</p> <p>During interview on 9/11/18 staff #3 stated: -The phone line is not working.</p> <p>During interview on 9/18/18 client #1's legal guardian stated: -He had not been able to make contact with his client in the home. -Client #1 would always call him from his one to one worker's phone to make contact with him. -If he needed to speak to client or relay information, he would call the Licensee/RN.</p> <p>During interview on 9/18/18 Staff #1 stated: -He had started working in the home on 6/20/18. -The phone was not working when he started, used his personal cell phone to make phone calls and for clients to use. -The Licensee/RN told him the phone had been out about two weeks prior to his employment.</p> <p>During interview on 9/7/18 the Licensee/RN stated: -Not aware the phone had been not working until two days ago. -Called the service provider multiple times, "its something in the wires."</p> <p>This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope</p>	V 744		

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V 744	Continued From page 60 (V289) for a Type A1 rule violation and must be corrected within 23 days.	V 744		