

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>mhl074-139</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>02/20/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>KESWICK MANOR- KEEP HOPE ALIVE HUMAN</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1110 SE GREENVILLE BLVD GREENVILLE, NC 27858</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed February 20, 2019. Deficiencies were cited.</p> <p>This facility is cited for the following service category: 10A NCAC 27G .1700, Residential Treatment Staff Secure for Children and Adolescents.</p>	V 000		
V 118	<p><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></p> <p>(c) Medication administration:</p> <p>(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.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(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.</p> <p>(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:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation</p>	V 118		

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

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V 118	<p>Continued From page 1 with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to obtain a physician's order to self-administer medications for 1 of 3 audited clients (#1). The findings are:</p> <p>Review on 2/19/19 of client #1's record revealed: - 15 year old male admitted to the facility 3/8/18. - Diagnoses included Bipolar Disorder, Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder, Borderline Intellectual Functioning, and Acne. - Physician's order signed 6/13/18 for Benzacilin Gel 1-5% (treats acne), apply to affected areas twice daily. - No physician's order authorizing client #1 to self-administer any medication. - MARs for November 2018 - February 2019 included staff documentation that Benzacilin Gel had been administered twice daily.</p> <p>During interview on 2/19/19 client #1 stated he took his medications every day. He would ask for his Benzacilin Gel twice a day, in the morning and at night, and staff would give it to him. He would rub the gel on his face and sometimes on his back. The gel was for his acne.</p> <p>During interview on 2/20/19, staff #1 stated client #1 took his medications daily, including his Benzacilin Gel. Sometimes staff would apply the gel, sometimes they would give it to the client and he would apply it.</p>	V 118		

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V 118	Continued From page 2  During interview on 2/19/19 the Qualified Professional stated client #1 would apply his Benzacilin Gel himself since it was a topical. He would request a physician's order for client #1 to self-administer his topical acne treatment.	V 118		
V 736	27G .0303(c) Facility and Grounds Maintenance  10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.  This Rule is not met as evidenced by: Based on observations and interviews the facility was not maintained in a safe, clean, orderly manner and free from offensive odors. The findings are:  Observations of the facility on 2/19/19 at approximately 10:40 am revealed: - Windows in each of the bedrooms were extremely difficult to open, creating a safety hazard in the event of an evacuation emergency. - The drawer fronts and cabinet doors under the sink in the kitchen were dirty. - Dried food splatters inside the microwave. - Dried food and liquid splatters on the side of the cabinets on each side of the stove. - A chair at the dining table with a loose back rest. - A sour odor in client #1's bedroom. - The blades on client #1's ceiling fan were heavily dusty. - Metal brackets for a towel rack, but no towel	V 736		

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V 736	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- rack in client #1's bathroom.</li> <li>- The light switch on the wall in client #1's bathroom did not work.</li> <li>- Broken slats in the window blinds in client #2's bedroom.</li> <li>- A slight urine like odor in client #2's bedroom and closet.</li> <li>- 1 light bulb in a 3 bulb fixture was not working.</li> <li>- A window in client #2's bedroom was blocked by furniture.</li> <li>- 1 light bulb in a 3 bulb fixture in client #3's bedroom was not working.</li> <li>- A sour odor in client #3's bedroom.</li> <li>- The legs of client #3's bed were missing from the foot of his bed, leaving the head of the bed elevated approximately 6 - 8 inches higher than the foot; a wooden support from the underside of the bed was resting on the floor.</li> <li>- The ceiling air vent in client #4's bedroom was heavily dusty.</li> <li>- 2 approximately 3 feet long by approximately 1/2 inch linear areas in the carpet were missing carpet pile exposing the mesh in client #4's bedroom.</li> <li>- None of the bedrooms were equipped with bedside tables.</li> <li>- A crack in the wall beside the fireplace in the front "social room."</li> <li>- 1 light bulb in a 4 bulb fixture in the TV room adjacent to the kitchen was not working.</li> <li>- Paint on the door frame in the hall bathroom was peeling.</li> <li>- Damage to the wall over the sink in the hall bathroom.</li> <li>- The lights over the hall bathroom sink did not work.</li> <li>- Paint on the wall behind and next to the toilet tank was peeling.</li> <li>- 1 drawer pull and 1 door handle were missing under the bathroom sink.</li> </ul>	V 736		

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V 736	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- A gap approximately 1.5 - 2 inches wide at the back corner and top of the bath tub; the tub appears to have settled away from the walls causing the gap.</li> <li>- Damage to the wall at the floor next to the bath tub.</li> <li>- Black mildew stains around the bath tub spout.</li> <li>- A crack, approximately 3 inches long on the soap ledge of the bath tub.</li> <li>- The exhaust vent in the hall bathroom was heavily coated with dust.</li> <li>- Wooden window frames throughout the facility had extensive black splotchy stains.</li> <li>- Organic matter, including dead insects, was seen in windows throughout the facility.</li> </ul> <p>During interviews on 2/19/19 and 2/20/19, the Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>- Client #2 would urinate in his bedroom air vents and on the clothing in his drawers and in his closet when angry.</li> <li>- They would put kitty litter in the air vents to absorb the urine and use a "shop vac" to clean it out, and then disinfect it.</li> <li>- Client #2's team discussed keeping his clothing in the facility office but decided against it.</li> <li>- He was not aware client #3's bed was broken.</li> <li>- Client #3 would "flop" onto his bed and break it.</li> <li>- Client #3's bed had been replaced before; he would see about getting another new bed for client #3.</li> <li>- The windows in the bedrooms were difficult to open; some seemed to be "stuck"; he would see about getting them repaired.</li> </ul>	V 736		