

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 02/28/2019
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G160	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 02/19/2019
NAME OF PROVIDER OR SUPPLIER WESTRIDGE			STREET ADDRESS, CITY, STATE, ZIP CODE 1609 WESTRIDGE ROAD GREENSBORO, NC 27405		
(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) COMPLETION DATE	
W 242	<p>INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(6)(iii)</p> <p>The individual program plan must include, for those clients who lack them, training in personal skills essential for privacy and independence (including, but not limited to, toilet training, personal hygiene, dental hygiene, self-feeding, bathing, dressing, grooming, and communication of basic needs), until it has been demonstrated that the client is developmentally incapable of acquiring them.</p> <p>This STANDARD is not met as evidenced by: The facility failed to assure the person centered plan (PCP) for 1 of 3 sampled clients (#1) included training in personal skills essential for independence in toilet training and communication of basic need as evidence by observation, interview and record verification. The finding is:</p> <p>Observations during the 2/18-19/19 survey, substantiated by interview with staff, revealed client #1 to be non-verbal and respond to prompts from staff by ignoring, pushing away or going with desired staff. Further observation revealed staff on 2/18/19 at 5:31 PM to verbally and physically prompt the client to go to the bathroom. Interview with staff revealed the client requires assistance in the bathroom and is prompted throughout the day to go.</p> <p>Review of client #1's PCP dated 6/12/18 revealed the client to have 4 objectives including dry leg after shower, put spoon at his place at the lunch table, take plate to sink after dinner and pick out his under clothes to wear the next day. Further review of the objectives revealed all of the</p>	W 242			

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

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 242	Continued From page 1 objectives require "full physical assistance" to complete. Interview with the qualified intellectual disabilities professional (QIDP) revealed client #1 currently does not have a communication objective to teach the client basic communication skills to increase understanding and active treatment. Further interview with the QIDP revealed client #1 does not often have toileting accidents but does need help with wiping skills as the client can not complete toileting independently.	W 242			
W 247	INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(6)(vi) The individual program plan must include opportunities for client choice and self-management. This STANDARD is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure 2 of 3 sampled clients in the home (#1 and #4) were provided opportunities for choice and self-management relative to meal preparation and 2 sampled clients (#4 and #6) relative to medication administration. The findings are: A. Clients #1 and #4 were not provided opportunities for choice and self management relative to food preparation. Evening observations in the group home on 2/18/19 from 4:45pm to 5:45pm revealed staff preparing salmon cakes, mashed potatoes, broccoli and fruit for the dinner meal. Staff was observed operating a food processor to process various food items for clients #1 and #4. Other examples of meal preparation by staff were	W 247			

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W 247	<p>Continued From page 2</p> <p>getting food from the refrigerator and cabinet, putting food items into the blender and blending them, stirring food items on the stove, putting all prepared food into bowls, and taking all prepared food to the table to be served to clients #1 and #4.</p> <p>Review of the record for client #1 reveal a person centered plan (PCP) dated 6/12/18. Review of the 6/12/18 PCP revealed client #1 to have a "diet with ground consistency." Continued review of a current Adaptive Behavioral Inventory (ABI) for client #1 revealed the client to "use utensils with assistance."</p> <p>Review of records for client #4 revealed a PCP dated 4/21/18. Review of client #4's PCP revealed the PCP client #4 to have a diet of ground consistency. Further review of the client #4's PCP revealed the client "can utilize utensils independently."</p> <p>Interview with the QIDP on 2/19/19 confirmed client #1 and client #4 could have processed their own food items for the dinner meal independently or with assistance and should have been allowed the opportunity to exercise their skills in this area.</p> <p>B. Clients #4 and #6 were not provided opportunities for choice and self management relative to medication administration.</p> <p>Observations of the medication administration for client #4 at approximately 7:20 AM on 2/19/19 revealed staff measuring and pouring water, preparing the applesauce and administering all medications to client #4 without his participation in the medication pass except for punching his medications with assistance. Observations of the</p>	W 247			

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W 247	Continued From page 3 medication administration for client #6 at approximately 7:35 AM on 2/19/19 revealed staff measuring and pouring water, preparing the applesauce and administering all medications to client #6 without his participation in the medication pass except for assistance with punching his medications. In addition there was no teaching by staff of the names of medications or their possible benefits and side effects. Record review for client #4 on 2/19/19 revealed a PCP dated 4/21/18 which stated client #4 is able to "pour water from a pitcher, measure his own liquid with assistance, disperse and rub on topicals and punch and measure". Continued record review for client #6 on 2/19/19 revealed a PCP dated 1/02/19 which stated client #6 is able to "pour water from a pitcher, measure his own liquid with assistance, disperse and rub on topicals, and punch and measure". Interview with the QIDP on 2/19/19 confirmed client #4 and #6 could have participated in their medication administration by demonstrating skills of pouring, punching, and measuring independently or with assistance. Therefore, the facility did not allow clients #4 and #6 the opportunity for self management, nor to demonstrate skills to their abilities.	W 247			
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the	W 249			

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W 249	<p>Continued From page 4</p> <p>objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: The facility failed to assure the person centered plan (PCP) for 1 of 3 sampled clients (#1) included needed interventions and services in sufficient number and frequency to provide a continuous active treatment program as evidenced by observation, interview and record verification. The finding is:</p> <p>Afternoon observations in the group home on 2/18/19 from 3:45 PM until 5:45 PM revealed client #1 to sit on the couch in the living room unengaged for all but 4 minutes of the 120 minutes of observations. During the 4 minutes of engagement staff was able to prompt the client to go to the bathroom. Further afternoon observations revealed during the 116 minutes of unengaged client #1 was observed to sit unengaged on the couch feeling the fabric on his pants, ritualistic rocking, finger flicking and licking the arm of the couch. Staff were observed to verbally prompt the client from across the room at 4:00 PM, 4:40 PM and 4:55 PM to come to the table to play games but client #1 was observed to ignore staff.</p> <p>Morning observations in the group home on 2/19/19 from 6:15 AM until 8:45 AM revealed client #1 to again sit unengaged in the same manner for 120 of 150 minutes of observation. During the remaining 30 minutes staff were able to get the client up twice at 6:40 AM and 7:30 AM to go to the kitchen for something to drink, participate in taking his medications and eat</p>	W 249			

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W 249	<p>Continued From page 5</p> <p>breakfast. Staff was also observed to attempt to get client #1 to clean the arm of the couch where the client licks and give him a toy piano which the client refused. Interview with staff revealed the client is difficult to engage and communicates with grabbing staff to take them to what he wants or pushing items away that he doesn't like.</p> <p>Review of client #1's PCP dated 6/12/18 revealed the client to have 3 objectives trained in the home including dry leg after his shower, take plate to the kitchen sink after dinner and pick out his underclothes to wear the next day. Client #1's 4th objective trained at the day program is for the client to place his spoon at his place at the lunch table. Interview with the qualified intellectual disabilities professional (QIDP) revealed client #1 currently has not other active treatment programming.</p> <p>Further review of the PCP revealed a behavior support plan (BSP) dated 3/1/18 to address the client's self-injurious behavior and sitting on the floor in unsanitary situations. Further review of the BSP revealed client #1 is very strong willed in his personal preferences but loves personal attention from staff and should be engaged frequently. Continued review of the BSP, substantiated by interview with staff, revealed client #1 loves eating and drinking which could be developed to help motivate client #1 to participate in active treatment programming. Further interview with the QIDP revealed no programming has been developed to include the information contained in the BSP to further client #1's active treatment.</p>	W 249			