

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-836	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/04/2019
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NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME AND COMMUNITY SERVICE	STREET ADDRESS, CITY, STATE, ZIP CODE 413 NORMANDY STREET CARY, NC 27511
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V 000	<p>INITIAL COMMENTS</p> <p>A Follow-Up Survey was completed on March 4, 2019. 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 290	<p>27G .5602 Supervised Living - Staff</p> <p>10A NCAC 27G .5602 STAFF</p> <p>(a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs.</p> <p>(b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time.</p> <p>(c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present:</p> <p>(1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or</p> <p>(2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or</p>	V 290		

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

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V 290	<p>Continued From page 1</p> <p>more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interviews the facility failed to ensure one of three audited clients (#5) was supervised in the home. The findings are:</p> <p>Review on 2/25/19 of client #5's record revealed: -Admission date of 3/10/18. -Diagnoses of Schizophrenia Paranoid type, Bipolar type, Alcohol Abuse (remission).</p> <p>Further review on 2/25/19 of "Level of Supervision Assessment" dated 3/10/18 revealed: -No unsupervised time.</p> <p>Observation on 2/25/19 at 1:00 PM revealed: -Upon arrival to the home, client #5 was standing in the street/driveway talking with a neighbor.</p> <p>During interview on 2/25/19 client #5 stated: -He was home alone.</p>	V 290		

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V 290	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Staff #1 and other clients had gone to the grocery store. -"I can stay home alone, just not in the house." -The home was locked, had to stay outside until they returned. -Can no longer have unsupervised time in the home because of recent hospitalization. -Went to the hospital about three weeks ago, not sure why, "I was having some issues." -Had been outside today about thirty minutes. -Can go out to work with his dad who did construction. <p>During interview on 2/25/19 staff #1 stated:</p> <ul style="list-style-type: none"> -A few weeks ago, client #5 went to crisis and assessment and was admitted to the hospital. -He was home alone and called his mother stating he wanted to harm himself, he told his mom if he had a gun, he would "blow his brains out." -Arrived from the grocery store and the police were at the home because his mother had called them. -Since being discharged from the hospital, he can not be home alone. -He had unsupervised time in the community, but not in the home. -The Qualified Professional (QP) told her he could not be home alone, so when she goes to the store, he will just stay outside because he had unsupervised time in the community. -The QP did not really say how many hours he could be in the community unsupervised since being discharged from the hospital. <p>During interview on 3/4/19 the QP stated:</p> <ul style="list-style-type: none"> -Prior to hospitalization client #5 could be in the home and community unsupervised. -Client #5 is not allowed to be in the home or 	V 290		

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V 290	Continued From page 3 community unsupervised at this time. -Since being discharged from the hospital a few weeks ago, told staff he could only go out in the community with his parents. -Not aware of client #5 being left locked out of the home while staff was out with other clients, "that is unacceptable." -Will discuss with staff client #5's supervision.	V 290		
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 observation, record review and interview the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are: Observation on 2/25/19 at 3:00 PM revealed: -Both windows in client #1 and #2's room would only open about an inch. -Multiple attempts by staff #1 and surveyors to open further were unsuccessful. During interview on 2/25/19 staff #1 stated: -She had been opening the window every other day since last survey. -She would clean the room and open the windows to air it out. -She had tried to open the windows earlier	V 736		

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V 736	<p>Continued From page 4</p> <p>that morning, and it would not open.</p> <p>During interview on 2/25/19 The Qualified Professional (QP) stated:</p> <ul style="list-style-type: none"> -The handyman had "shaved" the windows since last survey, and was told they had been opened. -Had not checked them in a while, but staff stated they had. -They thought with "shaving" the sides of the windows, they would open better. <p>Observation on 2/25/19 at 4:00 P.M. while waiting on handyman to arrive, client #5 physically worked on one window by pushing on it and was able to open one bedroom window.</p> <p>During interview on 2/25/19 client #5 stated:</p> <ul style="list-style-type: none"> -He worked construction during the day and was able to push it up. -Client #1 and #2 would not be strong enough to open those windows. -Client #1 is older, walks with a cane and very weak. -Had not seen those windows open, so was not sure if it had been opened in a while. <p>During interview on 3/4/19 Client #2 stated:</p> <ul style="list-style-type: none"> -Not sure if the windows in his room opened. -Had never tried to open them before. -Never seen staff open them. -No one had asked him to open them in the past. <p>During interview in 3/4/19 the QP stated:</p> <ul style="list-style-type: none"> -She had spoken with the Licensee and they are going to install new windows to ensure there are no more problems with the older windows. <p>Review on 2/25/19 of Plan of Protection</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>completed by the QP on 2/25/19 revealed: - "Effective today the repair person is coming to the home to remove the window and investigate the problem that is causing the window to stick. The problem will be identified and repaired/replaced today."</p> <p>During a follow up survey, an observation of the home, client #1 and #2's bedroom windows would not open to ensure safety of egress. Multiple attempts by staff #1 and surveyor were unsuccessful in opening the windows. Staff #1 stated she had been opening the windows every other day since last survey (12/7/18) with no problems. Client #2 who resides in the room stated he had never seen the windows open, and never been asked to open them. Client #1 who also shared the room is in fragile health and uses a cane to walk, therefore would not be able to open windows that needed a lot of exertion. This failure to ensure safety & welfare of the clients constitutes an Imposed Type B rule violation. An administrative penalty of \$200.00 per day is imposed for failure to correct within 45 days.</p>	V 736		