

Division of Health Service Regulation

PRINTED: 02/18/2019  
FORM APPROVED

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  MHL034-382	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED  02/15/2019
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NAME OF PROVIDER OR SUPPLIER <b>HOME CARE SOLUTIONS AT FOLKSTONE RIDGE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE 1166 FOLKSTONE RIDGE LANE WINSTON SALEM, NC 27127
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V 000 INITIAL COMMENTS

An annual survey was completed on February 15, 2019. Deficiencies were cited.

V 000

This facility is licensed for the following service category: 10A NCAC 27G. 5600 Supervised Living for Adults with Developmental Disabilities.

V 110 27G .0204 Training/Supervision Paraprofessionals

V 110

10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS

(a) There shall be no privileging requirements for paraprofessionals.

(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.

(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.

(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.

(e) Competence shall be demonstrated by exhibiting core skills including:

- (1) technical knowledge;
- (2) cultural awareness;
- (3) analytical skills;
- (4) decision-making;
- (5) interpersonal skills;
- (6) communication skills; and
- (7) clinical skills.

(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.

DHSR - Mental Health  
APR 24 2019  
Lic. & Cert. Section

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*[Signature]*

Director

TITLE

(X6) DATE

4-18-19

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V 110	Continued From page 1  This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 4 staff (#1) failed to demonstrate the knowledge, skills and the abilities required by the population served. The findings are:  Review on 2/14/19 of staff #1's record revealed: -A hire date of 1/31/19 -A job description of Paraprofessional -Completed client specific training on 1/28/19 for client #1  Interview on 2/14/19 with staff #1 revealed: -Client #1 had not returned to the facility after school -Was not sure where she was -"[Client #1] returns from school at 4:08pm, but the bus has not come and it is 5:05pm" -Asked "should I call someone?" -Surveyor stated yes -Called the Team Lead -Client #1's bus was late per information from the Team Lead after calling the school -"I don't know much about [client #1]. I don't know her history. I don't know where she goes to school, but she's in 10th grade ... -Was not aware of client #1's history of self-injurious behaviors, aggression or property destruction. I knew she has trouble hearing out of one ear, but I don't know which one." -When asked about client #1's goals staff #1 stated "I forget her initial ones and sometimes my mind slips." -Further stated she had a seizures where she blacked out	V 110	- All new hire staff are required to have processed background checks State/Federal on the second day of HCS orientation (6 days) before hands on contact with HCS clients  - All staff are given a job description on the first day of orientation training - Staff start date is 01/22/19 which is the first day of General orientation. - Hire date is the first day of hands on contact - Staff one met require of completing client specifics before Hire date - Client specific training includes school is, time arrive	

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STATE FORM

6879

DYRD11

If continuation sheet 2 of 8

- Also a medical history will be inquired about from all new hires

From school, use his story and bus contact information Client specific quizzes have also been develop for quarterly review.



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V 110 Continued From page 2.

"I can usually feel them coming on. The last time I had one, I walked to [a local department store] and I don't know how I got there ..."

Interview on 2/15/19 with the Qualified Professional revealed:

- Staff #1 was recently hired at the end of January (2019)
- Had attended the agency's orientation which included client specific training, behaviors and goals and strategies in the client's treatment plan.
- "We need competent people working for us. I don't think she's a good fit ..."

V 110

This is effective immediately

The AP is responsible for the content of the training

The management team, which consists of the AD, QP Supervisors, owners & Administrative Assistant will review content as new ideas are developed and implemented.

V 133 G.S. 122C-80 Criminal History Record Check

G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.

(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter.

(b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned

V 133

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NAME OF PROVIDER OR SUPPLIER  
**HOME CARE SOLUTIONS AT FOLKSTONE RIDGE**

STREET ADDRESS, CITY, STATE, ZIP CODE  
**1166 FOLKSTONE RIDGE LANE  
WINSTON SALEM, NC 27127**

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V 133	Continued From page 3  on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the	V 133		

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V 133	<p>Continued From page 4</p> <p>conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> <li>(1) The level and seriousness of the crime.</li> <li>(2) The date of the crime.</li> <li>(3) The age of the person at the time of the conviction.</li> <li>(4) The circumstances surrounding the commission of the crime, if known.</li> <li>(5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.</li> <li>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.</li> <li>(7) The subsequent commission by the person of a relevant offense.</li> </ol> <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer</p>	V 133		



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V 133	<p>Continued From page 5</p> <p>or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense: - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article</p>	V 133		
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V 133	<p>Continued From page 6</p> <p>29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10, 19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p>	V 133	<p>The Record as well as per ordering, printing &amp; placing documents in file.</p>	
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V 133	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to request the required state and/or nationwide criminal record checks within 5 business days of offering employment for 1 of 4 audited staff (#1). The findings are:</p> <p>Review on 2/14/19 of staff #1's record revealed: -A hire date of 1/31/19 -A job description of Paraprofessional -A criminal records check requested on 2/1/19</p> <p>Interview on 2/15/19 with the Associate Professional (AP) revealed: -Was responsible for staff #1's criminal record check -Was not aware the required state and/or nationwide criminal record check within 5 business days of offering employment -"I do apologize for that. Now that I know, I will make sure I do them ahead of time."</p> <p>Interview on 2/15/19 with the Qualified Professional revealed: -The AP was responsible for the criminal record checks -"His (the AP) role is different than mine and I don't know how he does the checks."</p>	V 133	<p>Ap has created a plan of action whereby the criminal background checks for all new hires is processed and completed by the second day of orientation training and 6 business days before hands on contract.</p> <p>Note: HCS has a start day (the day orientation starts) as a hire date (the first day that new hires go out into the homes to perform hands-on work with the clients.</p> <p>This is effective immediately The AP + Administrative Assistant are responsible for auditing</p>	
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