

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-954</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/29/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>INREACH/CHELMSFORD ROAD</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4231 CHELMSFORD ROAD CHARLOTTE, NC 28211</b>
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(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 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 4-29-19. The complaint was substantiated (#NC00149836). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600C Supervised Living for Adults Whose Primary Diagnosis is a Developmental Disability.</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</p>	V 290		

Division of Health Service Regulation 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>one staff present for every one to three clients present and two staff present for every four or 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 interviews and observation the facility failed to ensure that 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 effecting 3 of 3 clients (clients #1,#2 and #3). The findings are:</p> <p>Finding A:</p> <p>Review on 4-25-19 of former staff #1's personnel record revealed: -Hire date 10-8-18, termination date 3-18-19</p>	V 290		

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V 290	<p>Continued From page 2</p> <p>-Orientation, core values-10-18-18</p> <p>Review on 4-25- 2019 of IRIS (Incident Response Improvement System) dated 3-16-19 of incident dated 3-2-19 revealed:</p> <p>-Provider comments: "A customer residing in the group home reported to a staff member that [weekend relief manager (Former staff #1)] left [client #3] and another customer alone for 10 minutes with;e she went to [grocery store]. When [former group home manager] questioned [former staff #1], she stated that she left the home for 'a very quick second to run and grab something for dinner'. She stated the [client #3] refused to go with her and he was already addressed for bed so she told the other consumer she'd be right back and to keep an eye on him."</p> <p>-Allegation description: "Staff member left customers unattended at facility to run personal errands. Tow of the customers do not have 'alone time.'"</p> <p>Review on 4-25-19 of incident report dated 3-13-19 revealed:</p> <p>-While speaking with [client #1] about his past weekend, he informed staff that there was something he wanted to tell her but did not want to get another staff in trouble because he had promised not to tell. Staff told [client #1] that he could share anything with her as long as he was telling the truth. He stated that [Former staff #1] WRM (weekend relief manager) staff person had left him ([client #1] has 4 hours of alone time) in the house alone with two other residents (who do not have alone time) for around 10 minutes during the first weekend on March 2019. When asked why he didn't inform staff earlier, he said he did not want to get staff in trouble." Staff asked client #1 to repeat the story to another staff and it was the same.</p>	V 290		

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V 290	<p>Continued From page 3</p> <p>Interview on 4-25-19 with the facility manager revealed: -He had only been working there for approximately 3 weeks. -He knew that client #1 had alone time but the other two did not.</p> <p>Interview on 4-25-19 with staff #2 revealed: -He worked second shift. -The only client with alone time was client #1</p> <p>Interview on 4-29-19 with client #1 revealed: -He had 4 hours of alone time where he could stay without staff. -The other clients did not. -A former staff member had left him with the clients one time. -He had been worried that he would get in trouble if something happened.</p> <p>Interview on 4-29-19 with client #2 revealed: -He had never been left alone in the facility.</p> <p>Interview on 4-29-19 with client #3 revealed: -he had never been left alone in the facility.</p> <p>Interview on 4-25-19 with the Director revealed: -They had fired the staff member and assured client #1 that he had done the right thing telling people what had happened. -"We don't tolerate that sort of thing."</p> <p>Finding B:</p> <p>Review on 4-25-19 of client #1's record revealed: -Admitted 12-1-04 -Diagnoses of down Syndrome and mild Intellectual Developmental Disability. -Unsupervised Group Home Stay Alone Time:</p>	V 290		

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V 290	<p>Continued From page 4</p> <p>"Customer must first demonstrate mastery of skills 1-8. Staff will sign off and date indicating mastery of each skill."                      -"6. Opens the door only for customers/staff."                      -"7. Does not open door for strangers."                      -Skill achievement for #6 and #7 signed by "NC and signed by the director 2-15-19.</p> <p>Observation on 4-25-19 at approximately 10:00 revealed:                      -Surveyor knocked on the front door, client #1 opened the door and invited surveyor inside.                      -Surveyor inquired was there any staff at the facility and was told there was not.                      -Surveyor remained on the porch and asked if client #1 could call staff and was told that he could not.                      -Surveyor stated she could not come inside without staff and client #1 shut the door.</p> <p>Interview on 4-29-19 with client #1 revealed:                      -He has 4 hours of alone time.                      -He can only open the door to his family or best friend.                      -When asked why he opened the door for the surveyor he replied "I did ask who it was first."                      -When reminded that he didn't know the surveyor her responded; "That was my mistake, I shouldn't have done that."</p> <p>Interview on 4-29-19 with the Qualified Professional revealed:                      -They would have to have client #1 brush up on his skills so is was safe for him to stay by himself.</p>	V 290		