STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL013-178	A. BUILDING: _____ B. WING _____	05/09/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SERENITY HOUSE, A DIVISION OF HOPE HAVEN	172 SPRING STREET, SW CONCORD, NC 28025

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V 000	INITIAL COMMENTS An annual survey was completed on 5/9/19. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600E Supervised Living for Adults with Substance Abuse	V 000		
V 108	27G .0202 (F-I) Personnel Requirements 10A NCAC 27G .0202 PERSONNEL REQUIREMENTS (f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following: (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. (h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and	V 108		

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V 108	Continued From page 1 controlling infectious and communicable diseases of personnel and clients. This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure at least one staff trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation(CPR) and trained in the Heimlich maneuver was available in the facility at all times when a client was present for the Residential Assistant. The findings are: Review on 5/9/19 of staff #2's record revealed: -hire date of 5/10/13 with job title of Residential Assistant(RA); -CPR/First Aid certification dated 4/22/16 with an expiration date of 4/2018; -no current CPR/First Aid certification present in the record. Interview on 5/8/19 and 5/9/19 with the RA revealed: -work at the facility night shifts; -also a live-in staff; -does not have current CPR/First Aid certification; -signed up to take CPR/First Aid recertification course on Tuesday, 5/14/19. Interview on 5/9/19 with the Program Manager revealed: -the RAi is out of compliance with his CPR/First Aid recertification; -has missed last two classes due to	V 108		

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V 108	Continued From page 2 transportation issues; -signed up to attend upcoming class.	V 108		
V 114	27G .0207 Emergency Plans and Supplies 10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority. (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies. (d) Each facility shall have basic first aid supplies accessible for use. This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure fire and disaster drills were held at least quarterly and were repeated for each shift. The findings are: Interview on 5/8/19 with the Substance Abuse Counselor revealed he worked at the facility Monday Through Friday from 7am-3pm. Interview on 5/9/19 with the Peer Support Specialist revealed he worked at the facility on the weekends from 7am-11pm on Saturdays and Sundays.	V 114		

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V 114	Continued From page 3 Interview on 5/8/19 with the Residential Assistant revealed he worked third shift at the facility and was in live-in staff. Interviews on 5/8/19 with clients #1, #2 and #3 revealed they participated in drills monthly. Review on 5/9/19 of the fire and disaster drill log from 6/2018-5/2019 revealed: -no night time drill conducted from 10/1/18-12/31/18; -no day time drill conducted from 1/1/19-3/31/19. Interview on 5/9/19 with Administrative staff revealed the issues if missing drills will be addressed.	V 114		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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	V 118		

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V 118	Continued From page 4 MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician. This Rule is not met as evidenced by: Based on records review, observations and interviews, the facility failed to ensure medications were only administered to a client on the written order of a person authorized by law to prescribe drugs and a MAR of all drugs administered to each client was kept current with medications administered were recorded immediately after administration affecting 1 of 3 clients (2). The finding are: Review on 5/8/19 of client #2's record revealed: -admission date of 5/22/18; -diagnoses of Opiate Use Disorder and Cocaine Use Disorder; -physicians' orders dated 2/28/19 for the following medications: Losartan Potassium 50mg once a day, Vitamin D 1.25mg one tablet weekly, Gabapentin 300mg one tablet three times a day, Vytorin 10/20mg one tablet daily and Jentadueto 500mg one tablet twice daily; -discontinue physician's order dated 3/4/19 for Vytorin 10/20mg one tablet daily.	V 118		

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V 118	Continued From page 5 Observation on 5/8/19 at 11:40am of client #2's medications on site revealed: -Losartan Potassium 50mg once a day a half-full bottle dispensed 3/5/19 and a full bottle dispensed 4/29/19; -Vitamin D 1.25mg one tablet weekly dispensed 4/29/19; -Gabapentin 300mg one tablet three times a day dispensed 3/5/19, empty bottle, on instructions label, "three" times a day was marked through with blue ink and "once" a day was handwritten in blue ink; -Vytorin 10/20mg one tablet daily dispensed 4/29/19; -Jentadueto 500mg one tablet twice daily dispensed 4/13/19. Review on 5/8/19 of client #2's MARs from 3/1/19-5/8/19 revealed the following: -Losartan Potassium 50mg once a day dosing dates left blank 4/22-4/30 and 5/1-5/2; -Vitamin D 1.25mg one tablet weekly documented as administered only two times in the month of April (4/5 and 4/12); -Gabapentin 300mg one tablet three times a day documented as administered twice daily instead of three times daily for 3/1-3/31, 4/1-4/26 and dosing dates left blank for 4/27-5/8; -Vytorin 10/20mg one tablet daily documented as administered from 3/5-4/19 despite discontinue order; -Jentadueto 500mg one tablet twice daily listed on 3/2019, 4/2019 and 5/2019 MARs as one tablet once daily but administered twice daily from 3/1-5/7. Interview on 5/8/19 with client #2 revealed: -takes his own medications;	V 118		

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V 118	Continued From page 6 -takes his medications as prescribed daily. Interview on 5/8/19 with the Program Manager revealed: -client #2 has no insurance and must rely on a free medical clinic for his medications; -sometimes there is a lapse in his refills; -sometimes he gets medications discontinued without bringing order; -will address client #2's medication issues with him to resolve issue.	V 118		