

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-676	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/09/2019
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NAME OF PROVIDER OR SUPPLIER RALPH DRIVE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 413 RALPH DRIVE CARY, NC 27513
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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	INITIAL COMMENTS An Annual and Follow Up Survey was completed 04/09/19. A deficiency was cited. This facility is licensed for the following service category 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000		
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (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. (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. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (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 (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	V 290		

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

Rakhu Arj. Sures

TITLE

QA/QC MGR

(X6) DATE

5/8/19

RECEIVED
By DHSR-Mental Health Licensure at 3:36 pm, May 09, 2019

#016 P.029/031

05/09/2019 15:30

From:

Division of Health Service Regulation

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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 record review and interview the facility failed to ensure to maintain staff client ratios to enable the staff to meet the needs of four of four clients (#1-#4). The findings are :</p> <p>Review on 04-04-19 of 3 of 3 audited clients revealed ;</p> <ul style="list-style-type: none"> - Client #1: admission date 10-19-85 and diagnosis including profound intellectual and developmental disabilities (IDD) Bell Palsy and Dandy Walker Syndrome. He is non-verbal, needs assistance with safety awareness and hygiene. - Client #3: admission date 10-18-85 and diagnosis of severe IDD, Down Syndrome and Hypothyroidism. He is non-verbal and showing early signs of dementia. - Client #4: admission date 08-25-16 and diagnosis of severe IDD, chromosomal abnormality, cleft palate, Hypoglycemia, hearing loss, Williebrand Syndrome, Diabetes and febrile 	V 290	<p>Tammy Lynn Center for Developmental Disabilities (TLCDD) is currently in compliance with by having at least one staff member being present on all shifts with all adult residents. TLCDD has seen it as best practice to have at least 2 staff on the 2nd shift but this has difficult to achieve and maintain.</p> <p>TLCDD is currently in process of hiring new staff to maintain staff/resident ratios and enable the staff to meet the needs of the four residents in this facility.</p> <p>The QP/Residence Manager will monitor the schedule to ensure that there is proper coverage as prescribed for each shift. We are currently advertising and interviewing for DSPs weekly to fill all vacant positions.</p> <p>We have already hired one DSP on 4/22 to improve the staffing ratios at this facility.</p>	5/9/2019

#016 P.030/031

05/09/2019 15:31

From:

Division of Health Service Regulation

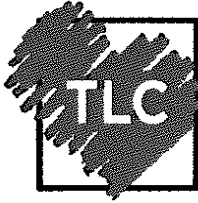
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V 290	<p>Continued From page 2</p> <p>seizures. He is non-verbal and required a treatment plan February 2019 to address aggression property destruction and tantrums.</p> <p>Review on 04-05-19 of schedule documentation revealed single coverage on second shift on the following dates: -March 9,12,15,16,21,23,24,25,26,27,28,31 -April 2,3,4,</p> <p>During and interview on 04-04-19 the Program Coordinator reported that the expected staff ratio on second shift is 2:4 but this has not been possible recently due to staff shortage.</p> <p>During interviews on 04-04-19 and 04-05-19 the Qualified Professional reported they are in interviews to find staffing to fill the vacant positions.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30days.</p>	V 290		

#016 P.031/031
05/09/2019 15:32

From:



Tammy Lynn Center for Developmental Disabilities

739 Chappell Drive | Raleigh, NC 27606 | Office (919) 832-3909 | Fax (919) 755-7421 | www.tammylynncenter.org

*Holly J. Richard, President & CEO
TLC Operations, Inc.*

May 7, 2019

Mental Health Licensure/Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718
Phone: (919) 855-3795
Fax: (919) 715-8078

Re: Annual and Follow up Survey completed: April 9, 2019

- (a) Montreal Home - 303 North Montreal Court Home, Cary NC 27511 – MHL#092-698
- (b) Rose Home - 209 Rose Street, Cary, NC 27511 – MHL#092-267
Intake #NC00149329 & NC#00148457
- (c) Ralph Home - 413 Ralph Drive, Cary, NC 27511 – MHL#092-676

To Whom It May Concern:

Enclosed please find the Plan of Correction for TLC Operations, Inc. d/b/a Tammy Lynn Center for Developmental Disabilities for our Rose, Montreal and Ralph Homes. We appreciate your efforts to ensure our Center is doing everything possible to provide the best services and support possible to the individuals we serve and their families.

If you have any questions, please do not hesitate to call.

Sincerely,

Lakisha Perry-Green
QA/QI Manager

RECEIVED

By DHSR-Mental Health Licensure at 3:36 pm, May 09, 2019