

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL045-067</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/23/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HILLPARK GROUP HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>175 ELSON AVENUE HENDERSONVILLE, NC 28739</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on May 23, 2019. The complaint was substantiated (Intake #NC00150357). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 115	<p><b>27G .0208 Client Services</b></p> <p><b>10A NCAC 27G .0208 CLIENT SERVICES</b></p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p>	V 115		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 115	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to provide space and supervision to ensure the safety and welfare of 2 of 5 current clients (#3, #5) and 1 of 1 former clients (FC #6). The findings are:</p> <p>Record review on 5/21/19 for Former Client #6 (FC #6) revealed: -Admitted on 10/21/07 with diagnoses of moderate Intellectual Disability, Depressive Disorder, Cerebral Palsy, vision impairment, allergies and constipation. -Discharged on 4/5/19. -Treatment plan dated 6/6/18 indicated that what was important to know to provide support was " ...important to [FC #6] that her home is peaceful ...upsetting to [FC #6] when someone else in the house is upset ..."</p> <p>Record review on 5/21/19 for Client #2 revealed: -Admitted on 8/24/16 with diagnoses of Severe Intellectual Disability, Autism, Attention Deficit Hyperactivity Disorder, and gastroesophageal reflux disease. -Psychological evaluation indicated history of behaviors included biting her arm, picking at skin, pulling her hair out, hits her chest, pinching others, can have fits a couple of times per day, tantrums when she didn't get her way, cursing, then will de-escalate by crying it out. -Displays negative behaviors as a way of communicating her needs. -Psychiatric medication reviews indicated changes made to medications with increases in negative behaviors, aggression and insomnia. There was a brief improvement and then violent and hyperactive behavior to include head</p>	V 115		

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V 115	<p>Continued From page 2</p> <p>banging, attacking staff and unruly behavior again in March.</p> <p>-Mediation timeline documentation documented the discontinuation of Zyprexa in October 2018 with subsequent medication trials of Abilify, Ativan, Trazodone, Lamictal, Melatonin and lastly Seroquel was added at the end of March 2019. Increases in Seroquel had been implemented.</p> <p>-Behavioral trends tracked and documented.</p> <p>-The Licensed Practical Nurse (LPN) documented follow up regarding medication changes and behaviors on 10/19/18, 10/24/18, 10/26/18, 11/2/18, 11/7/18, 11/12/18, 11/16/18, 12/7/18, 12/21/18, 1/3/19, 2/4/19, 3/8/19, 3/15/19, 3/19/19, 3/29/19, 5/17/19.</p> <p>-Positive Behavioral Support Plan dated 3/1/19 included target behaviors, triggers, reinforcement procedure, prevention strategies, and specific interventions for target behaviors.</p> <p>Record review on 5/23/19 for Client #5 revealed:</p> <p>-Admitted on 7/22/13 with diagnoses of Fragile X Syndrome, Diabetes, high cholesterol, Tourette's, migraines, allergies, Depression, and hyperlipidemia.</p> <p>Review on 5/23/19 of the Behavior Support Data Sheet revealed:</p> <p>-Behaviors included screaming, throwing objects, pulling her hair, biting herself, kicking staff, kicking cars, blocking housemates bedroom doorways, banging on the television box, stalking housemates at mealtime, hitting housemate, hitting herself, cursing, running after a housemate, swinging arms, throwing herself onto the floor, kicking another client as they walk by, flipping over furniture, kicking a clients wheelchair, banging her head on a window, pacing, slamming doors, urinating on herself, walking around without pants, banging on the</p>	V 115		

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V 115	<p>Continued From page 3</p> <p>walls and table, and breaking a window. -Behaviors occurred in March 2019 16 times, anywhere from 10 minutes in duration to 4 hours. -Behaviors occurred in April 2019 17 times, anywhere from 5 minutes in duration to 30 minutes. -Behaviors occurred in Ma7 2019 8 times, anywhere from 1 minute in duration to 4 hours. Timeframes during this month were no more than 15 minutes except for one incident lasting 4 hours.</p> <p>Review on 5/21/19 of incident reports from 3/12/19 through May 2019 revealed: -" ...on 3/5/19 ...a person supported began exhibiting her target behaviors. When staff approached to intervene and redirect, she aggressed toward [FC #6]. Using body positioning staff were able to prevent injury, no physical contact was made between [FC #6] and her housemate. [FC #6] called her mother to express her upset, her mother then 911 and police came to the group home ..." -On 5/5/19 Client #2 hit housemate (Client #2) on his arm. Client #2 was biting herself. -On 5/8/19 Client #2 hit housemate (Client #5) on the right shoulder as he was walking into the kitchen after dinner, no injury, she was redirected.</p> <p>Interview on 5/21/19 with Client #1 revealed: -Client #2 had a temper. Sometimes she hit his wheelchair. Staff always took him to his room at that time. -He asked to have his room changed which they did.</p> <p>Interview on 5/22/19 with Client #3 revealed: -Client #2 had hit his "butt". -Client #2 got mad and tried to hit people, kick and bite staff.</p>	V 115		

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V 115	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>-He went to his room and closed his door when she got mad.</li> <li>-He didn't feel safe and had told that to Staff #1, #2, and #3.</li> <li>-Client #2 made him mad. He wanted to move out of the facility and said that he "can't take it no more".</li> </ul> <p>Interview on 5/22/19 with Client #5 revealed:</p> <ul style="list-style-type: none"> <li>-Client #2 hit him on the shoulder. Staff made her go to her room.</li> <li>-He had seen Client #2 hit Client #3.</li> <li>-He went to his room when she "goes into a fit."</li> <li>-He has heard Client #2 beat on the walls.</li> <li>-He didn't know what to do and it made him mad.</li> <li>-He stated that it drove him crazy.</li> <li>-"It's crazy out here some days."</li> <li>-He stated that it made him nervous when Client #2 had a behavior.</li> </ul> <p>Interview on 5/22/19 with FC #6 revealed:</p> <ul style="list-style-type: none"> <li>-Client #2 kicked her wheelchair and called her a "b***h".</li> <li>-Client #2 was aggressive and would throw things, break things and kick things. She had broken a window in the dining room and one in her (Client #2's) bedroom.</li> <li>-Sometimes Client #2 went into other resident bedrooms and stole their belongings.</li> <li>-"I can't stand it."</li> <li>-"I was more than afraid."</li> <li>-She stated that she would try and move her wheelchair to get out of Client #2's way. Client #2 came toward her but staff got in between. She indicated that staff tried to do what they could. She stated that she told staff that she did not feel good about Client #2 coming toward her. One staff took Client #2 to her room and another staff person stayed with her. Her mother then came, and the police were contacted.</li> </ul>	V 115		
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V 115	<p>Continued From page 5</p> <p>-She told staff that she didn't feel safe. She felt that it wasn't fair to her or the other clients.</p> <p>Interview on 5/22/19 with the Guardian for FC #6 revealed:</p> <p>-FC #6 could not handle it there, she was fearful of Client #2.</p> <p>-Client #2 kicked FC #6's door and called her "b***h".</p> <p>-She was present at the facility 4-5 times when Client #2 was having a behavioral outburst.</p> <p>-FC #6 would call crying and she would go to the facility.</p> <p>-The nurse would come on site to administer a shot to Client #2. She observed the staff trying to calm her down. When Client #2 was out of control there were 2-3 staff working.</p> <p>-Client #2 broke televisions, windows, furniture and would throw things.</p> <p>-FC #6 would go to her room and close the door. She would come out for dinner and then immediately back to her room.</p> <p>-All the other clients living there were constantly in their rooms. No one would go to the living room when Client #2 was in there because they were afraid of her.</p> <p>-She felt that the lives of the other residents were too restricted because of the issues with Client #2.</p> <p>-Staff tried to keep Client #2 away from the other clients when her behaviors started.</p> <p>-FC #6 was never hurt.</p> <p>-Client #2 had free reign in the home but the other clients did not.</p> <p>Interview on 5/21/19 with Staff #1 revealed:</p> <p>-The intent of the facility was to have 3 staff of duty. There were usually 3 during the week and for the last few weekends there were 3.</p> <p>-Client #2's behaviors were almost daily and</p>	V 115		

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V 115	<p>Continued From page 6</p> <p>included screaming, cursing, head banging, and hitting and kicking staff. If other clients were near her she would swing her bag at them. Other clients walk a different route through the house to try and avoid her.</p> <p>-When her behaviors started staff would redirect her to her room and keep the other clients away from her. The other clients would be in their rooms if she was having a behavior.</p> <p>-FC #6 reported feeling afraid of her. Staff changed her room placement to provide additional space between them.</p> <p>-At times staff could redirect Client #2 and she would calm down. At other times, she would continue to escalate into a full-blown behavior that could go on from 15 minutes to 2 hours. She would then start crying and be over it.</p> <p>Interview on 5/22/19 with Staff #2 revealed:</p> <p>-The House Manager tried to schedule 3 staff. Three quarters of the time they had 3 staff during waking hours on 2nd shift. During the day there was one on one staffing for Client #2.</p> <p>-One staff member lived five minutes away and would be called in as needed.</p> <p>-Strong staff with experience can manage Client #2.</p> <p>-When Client #2 had one of her fits it was hard to manage her.</p> <p>-Staff always tried to get the other clients away from her and out of her personal space.</p> <p>-Client #2 was "like a tornado" and would throw furniture, pictures, tables or chairs.</p> <p>-If other clients passed by she would hit or kick at them. She had kicked Client #5 and the wheelchair of Client #1.</p> <p>-All the clients indicated that they were tired of it, want to move out and don't want to be around her.</p> <p>-Client #2 made everyone feel miserable.</p>	V 115		

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V 115	<p>Continued From page 7</p> <ul style="list-style-type: none"> <li>-Client #2 "was a danger to herself and others when she gets that way." When she was in a rage staff were unable to talk her down. Her behaviors could be a couple of hours in duration. She was normally redirected to her room or outside. A staff member would then stay with her. The other clients stayed in their rooms.</li> <li>-The other clients were never forced to their room but chose to be there.</li> <li>-She indicated that the house was completely different when Client #2 was not there.</li> <li>-Staff always made sure the other clients were safe.</li> </ul> <p>Interview on 5/22/19 with Staff #3 revealed:</p> <ul style="list-style-type: none"> <li>-The facility tried to maintain 3 staff. In the evenings they tried to have 3 staff but sometimes had 2. More than not they had 3 staff working.</li> <li>-It was possible to manager Client #2 with 2 but better to have 3.</li> <li>-Client #2 was stable before the change in Zyprexa but they felt like the new Seroquel may be working. During the last week she was better and there were less incidents.</li> <li>-When Client #2 began to escalate they would redirect her away from the other clients. One to two staff will stay with her until she calms down. Her behaviors can be quick or a couple of hours in length.</li> <li>-He knew that she had swung her bag at Client #3 and thinks that she had kicked the wheelchair of FC #6.</li> <li>-There was a behavior plan in place. The nurse came on site. They had received recommendations for strategies from the nurse and psychologist. The management had been responsive.</li> </ul> <p>Interview on 5/21/19 with the House Manager revealed:</p>	V 115		



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V 115	<p>Continued From page 8</p> <ul style="list-style-type: none"> <li>-During the day there were 2 staff, one for one on one day supports with Client #1 and Client #2.</li> <li>-She had already been scheduling 3 staff on second shift. Sometimes, however, there were only 2. Only 1 staff overnight.</li> <li>-Whenever Client #2's behaviors began to escalate, there was one on one staffing with her. She remained in their line of sight.</li> <li>-There was a behavior plan in place that included different strategies. The behavior plan was updated and changed as needed.</li> <li>-When behaviors started staff would try to de-escalate her, they would switch out staff as needed, take her on walks, and use a pillow to block her from head banging.</li> <li>-She would try to hit other clients simply if they walked by her in the hall.</li> <li>-On 3/5/19 as FC #6 came out of the bathroom, Client #2 went toward her. A staff member got in between, and another staff took FC #6 to her room. FC #6 was upset and called her mother who came on site and called the police. The police talked to both clients. Three staff were working.</li> <li>-Staff always tried to ensure that the other clients were away from Client #2 when she became upset.</li> </ul> <p>Interview on 5/23/19 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>-The House Manager set the schedule. She tried to schedule 3 staff in the evenings so that 1 staff could focus on Client #2.</li> <li>-Two weeks ago, there was a meeting with the nurse, psychologist, all staff and the guardian to determine how far this would go. It was determined to have the Gene Sight study completed.</li> <li>-All clients were interviewed in January 2019 and stated that the facility was noisy, but no one felt</li> </ul>	V 115		

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V 115	<p>Continued From page 9</p> <p>unsafe. They did indicate that they feel isolated but were okay about being in their rooms when Client #2 was in an outburst.</p> <ul style="list-style-type: none"> <li>-The recent addition of Seroquel seems to have helped a little.</li> <li>-The guardian had been invited to all the medical clinics with the doctor to learn about medication changes.</li> <li>-Client #2 always had the same behaviors just more intense at times.</li> <li>-On 5/8/19 Client #2 was coming down the hallway. Staff asked her to let Client #5 through and Client #2 hit him in the upper arm. The guardian for Client #5 was notified. Client #5 was not injured.</li> <li>-FC #6 was coming out of the bathroom and Client #2 began to escalate. One staff was redirecting Client #2 and one staff took FC #6 to her room. Client #2 lunged at FC #6, but the staff member got in between the two of them. No physical contact was made.</li> <li>-One recurrent phrase spoken by Client #2 was "shit the bitch". She yelled this statement frequently.</li> </ul> <p>Interview on 5/21/19 with the LPN revealed:</p> <ul style="list-style-type: none"> <li>-Client #2 took Zyprexa and the doctor determine that liver enzymes were elevated. Multiple tests were conducted to rule out other causes. The Zyprexa was determined to be the problem and Client #2 was tapered off.</li> <li>-Different medication trials were implemented with little success.</li> <li>-The tantrums were like nothing that she had heard before.</li> <li>-Seroquel was added and has been increased. So far, the behaviors are a little less in intensity and duration.</li> <li>-They had also sent off a "Gene Sight Study" that would determine which psychotropics would work</li> </ul>	V 115		

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V 115	<p>Continued From page 10</p> <p>best for Client #2.</p> <p>-Client #2 was now being seen every 2 weeks by the doctor. She talked to staff daily for strategies and updates. The psychologist was also involved and met with the staff to talk about strategies.</p> <p>-She was notified at the time of each behavioral outburst.</p> <p>Interview on 5/21/19 with the Administrator revealed:</p> <p>-Client #2 had been stable a long time but everything fell apart when the Zyprexa was discontinued.</p> <p>-They had no yet determined the correct medication combination.</p> <p>-Staffing was increased to 3 on 2nd shift, however, there may be times when there are only 2. The determination was made to increase to 3 to address the increase in behaviors for Client #2. They staff the facility 1 staff to 3 clients during waking hours and 1 to 6 during sleeping hours.</p>	V 115		
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