DEPARTMENT OF HEALTH AND HUMAN SERVICES							
CENTER	S FOR MEDICARE &	MEDICAID SERVICES	_			OMB NC	D. 0938-0391
STATEMENT OF DEFICIENCIES       (X1) PROVIDER/SUPPLIER/CLIA         AND PLAN OF CORRECTION       IDENTIFICATION NUMBER:		· /	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
		34G227	B. WING	B. WING			05/2019
NAME OF P	ROVIDER OR SUPPLIER	•			STREET ADDRESS, CITY, STATE, ZIP CODE		
					628 FLOWE DRIVE		
FLOWE D	RIVE GROUP HOME				CHARLOTTE, NC 28213		
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL .SC IDENTIFYING INFORMATION)	ID PREFI TAG		PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD CROSS-REFERENCED TO THE APPROPF DEFICIENCY)	BE	(X5) COMPLETION DATE
W 227	objectives necessary as identified by the co		W	227	7		
	Based on review of r team failed to ensure plan (IHP) for 1 of 3 s objective training to a medical/dental desen Review of records for revealed a dental eva Review of the 8/8/18 documentation of plac Further review of the revealed the recomm order to conduct a ful patient was uncooper nursing notes for clier documentation on 8/8 Some plaque, gums r Uncooperative for exa for sedation. Subseq client #5 revealed a b dated 8/13/18 for targ aggression, physical destruction, non-com accidents, invading of elopement. Additiona revealed non-complia	dental evaluation revealed que and white spots. 8/18/18 dental consult endation for sedation in I exam and cleaning as rative for exam. Review of nt #5 revealed 8/18: Dental evaluation. red and inflamed. am, referred to CMC dental uent review of records for rehavior support plan (BSP) jet behaviors of verbal aggression, property pliance, intentional toileting thers personal space and al review of the 8/13/18 BSP unce behavior defined as with essential tasks for					
		ing medications, hygiene r record review revealed no					
LABORATORY	L DIRECTOR'S OR PROVIDER/S	SUPPLIER REPRESENTATIVE'S SIGNATURE			TITLE	-	(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

PRINTED: 06/17/2019 

	-	ID HUMAN SERVICES				FORM	): 06/17/2019 APPROVED 0. 0938-0391	
		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED		
		34G227	B. WING		_	06/05/2019		
NAME OF PI	ROVIDER OR SUPPLIER		S	TREET ADDRESS, CITY, ST	ATE, ZIP CODE			
FLOWE DRIVE GROUP HOME			628 FLOWE DRIVE CHARLOTTE, NC 28213					
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	(EACH CORREC CROSS-REFEREN	FLAN OF CORRECTION CTIVE ACTION SHOULD BE NCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE	
W 227			W 227					
W 371	dental consult or treatment since 8/8/18. Interview with the facility nurse on 6/4/2019 verified client #5 had not received dental services since 8/8/18. The facility nurse further reported she had been trying to schedule client #5 an appointment for dental services with the use of sedation although no appointment had been able to be made. Interview with the facility qualified intellectual disabilities professional (QIDP) verified client #5 has behavioral episodes at medical and dental appointments. Further interview with the QIDP verified client #5 did not have a desensitization objective or program relative to medical or dental services to support the client with behavior management interventions during medical/dental appointments.		W 371					

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	-	D HUMAN SERVICES				FORM	0: 06/17/2019 APPROVED
. ,		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· /	(X2) MULTIPLE CONSTRUCTION A. BUILDING		OMB NO. 0938-0391 (X3) DATE SURVEY COMPLETED	
		34G227	B. WING		_	06/0	05/2019
NAME OF P	ROVIDER OR SUPPLIER		Ş	STREET ADDRESS, CITY, ST	TATE, ZIP CODE		
FLOWE DRIVE GROUP HOME				328 FLOWE DRIVE CHARLOTTE, NC 2821	3		
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	(EACH CORRE CROSS-REFERE	S PLAN OF CORRECTION CTIVE ACTION SHOULD BI NCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
W 371	A. The system for dru assure client #5 was p participate in medicat provided training relat and side-effects of me Observations conduct revealed client #5 ent administration area an ordered per the curren physician orders. Con conducted during the for client #5 revealed medication (staff F) di information related to side effects of medica client #5 offered the o self-administration of observed to retrieve of punch out medication hand medications to t was further observed water poured by staff. take medications follo Review of records for a daily living skills ass Review of the 7/6/18 af #5 is able to dispense with medication with th B. The system for dru assure client #3 was p participate in medicat provided training relat and side-effects of medicat	ug administration failed to provided the opportunity to ion self-administration or ted to the name, purpose edications administered. ted on 6/5/19 at 6:45 AM ered the medication and received medications as int administration record and intinued observations medication administration the staff administering id not provide client #5 with the purpose or possible titions received, nor was opportunity to participate in medications. Staff F was client #3's medications, s from a bubble pack and he client in a med cup. Staff to hand the client a cup of . Client #5 was observed to wed by water. client #5 on 6/5/19 revealed sessment dated 7/6/18. assessment revealed client e pills and get water to take hand over hand assistance. g administration failed to provided the opportunity to ion self-administration or ted to the name, purpose edications administered.	W 371				

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		ID HUMAN SERVICES MEDICAID SERVICES				FORM	): 06/17/2019 1 APPROVED 0. 0938-0391
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
		34G227	B. WING		_	06/05/2019	
NAME OF P	ROVIDER OR SUPPLIER		S	TREET ADDRESS, CITY, ST	ATE, ZIP CODE		
FLOWE DRIVE GROUP HOME				28 FLOWE DRIVE CHARLOTTE, NC 28213	3		
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	(EACH CORREC CROSS-REFEREN	PLAN OF CORRECTION CTIVE ACTION SHOULD BE NCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
W 371	ordered per the currer physician orders. Con conducted during the for client #3 revealed medication (staff F) di information related to side effects of medica client #3 offered the of self-administration of observed to retrieve of punch out medication hand medications to t was further observed water poured by staff. take medications follo staff to "give me a littl additional water into t Review of records for a daily living skills ass Review of the 3/13/19 #3 is able to dispense water to take with me Further review of the revealed supervision that the individual per gestures, verbal direct demonstration. Addition assessment revealed #3 participates in medications. C. The system for dru assure client #2 was p participate in medications.	nd received medications as nt administration record and ntinued observations medication administration the staff administering id not provide client #3 with the purpose or possible ations received, nor was opportunity to participate in medications. Staff F was client #3's medications, is from a bubble pack and the client in a med cup. Staff to hand the client a cup of . Client #3 was observed to owed by water and request e more" and staff poured he clients cup. client #3 on 6/5/19 revealed sessment dated 3/13/19. 9 assessment revealed client e pill medication and get dication with supervision. 3/13/19 assessment is identified as a level of skill forms the activity with	W 371				

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	-	ID HUMAN SERVICES				FOI	ED: 06/17/2019 RM APPROVED NO. 0938-0391
CENTERS FOR MEDICARE & MEDICAID SERVICES           STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION         (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED		
		34G227	B. WING			o	6/05/2019
NAME OF P	ROVIDER OR SUPPLIER		•	S	STREET ADDRESS, CITY, STATE, ZIP CODE		
FLOWE DRIVE GROUP HOME					528 FLOWE DRIVE CHARLOTTE, NC 28213		
(X4) ID PREFIX TAG	(EACH DEFICIENC)	Y MUST BE PRECEDED BY FULL	ID PREF TAG		PROVIDER'S PLAN OF CORF (EACH CORRECTIVE ACTION S CROSS-REFERENCED TO THE AF DEFICIENCY)	HOULD BE	(X5) COMPLETION DATE
W 371	AVE GROUP HOME SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) Continued From page 4 Observations conducted on 6/5/19 at 7:12 AM revealed client #2 entered the medication administration area and received medications as ordered per the current administration record and physician orders. Continued observations conducted during the medication administration for client #2 revealed the staff administering medication (staff F) did not provide client #2 with information related to the name, purpose or possible side effects of 4 of 5 medications received. Staff F was observed to retrieve client #2's medications, assist the client with punching pill medications from a bubble pack and hand medications to the client in a med cup. Staff was further observed to hand the client a cup of water poured by staff. Client #2 was observed to take medications to the client in a med cup. Staff was subsequently observed to measure client #2's FOS Powder into a cup and stir with water, poured by staff that was handed to the client. Review of records for client #2 on 6/5/19 revealed a daily living skills assessment dated 1/9/19. Review of the 1/9/19 assessment revealed client #2 is able to identify the name of medications with supervision. Further review of the 3/13/19 assessment revealed supervision is identified as a level of skill that the individual performs the activity with gestures, verbal direction and modeling or demonstration. Additional review of the 3/13/19 assessment revealed client #2 gets water to take with medication with independence. Interview with Staff F on 6/5/19 verified clients #2, #3 and #5 are capable of participation in medication administration with at least hand over hand assistance during most tasks. Additional		W	371			

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		ID HUMAN SERVICES MEDICAID SERVICES			FORM	D: 06/17/2019 MAPPROVED D. 0938-0391
STATEMENT OF DEFICIENCIES (X1 AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING		SURVEY PLETED
34G227		B. WING		06/05/2019		
NAME OF P	ROVIDER OR SUPPLIER			TREET ADDRESS, CITY, STATE, ZIP CODE		
FLOWE DRIVE GROUP HOME				28 FLOWE DRIVE CHARLOTTE, NC 28213		
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL .SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF COR (EACH CORRECTIVE ACTION 3 CROSS-REFERENCED TO THE A DEFICIENCY)	SHOULD BE	(X5) COMPLETION DATE
W 371	pronounce. Interview facility qualified intelle professional (QIDP) a all clients should be p	n names being hard to with the facility nurse, the ectual disabilities and home manager verified provided the opportunity to edication administration at	W 371			

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