

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-093	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/06/2019
NAME OF PROVIDER OR SUPPLIER SECOND STREET GROUP HOME		STREET ADDRESS, CITY, STATE, ZIP CODE 700 SOUTH SECOND STREET MEBANE, NC 27302		
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> RECEIVED <small>By DHSR - Mental Health Lic. & Cert. Section at 3:36 pm, Jun 21, 2019</small> </div>				
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V 000	INITIAL COMMENTS A complaint survey was completed on June 6, 2019. The complaint was substantiated. (Intake #NC00152238). 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 110	27G .0204 Training/Supervision Paraprofessionals 10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS (a) There shall be no privileging requirements for paraprofessionals. (b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter. (c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served. (d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence. (e) Competence shall be demonstrated by exhibiting core skills including: (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.	V 110	V 110 On 5/30/19 after incident occurred and the individual was stable, Director of the CRSS Division and Coordinator for the group home completed debriefing and retraining on de-escalation techniques, review of the BIP for the individual, choices, and client rights for Staff #1 and #2 who had been present and/or involved in the incident. On 6/3/19, VPA spoke with Staff #1 by phone and scheduled a meeting with her for 6/7/19 to further review the incident and any disciplinary actions deemed necessary from performance review to take place during the week. On 6/7/19 VPAS met with Staff #1 to discuss incident and review disciplinary reprimand and transfer. On 6/12/19 both Staff #1 and #2 did training On the North Carolina Communication and De-Escalation Intervention Program.	

Division of Health Service Regulation

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

William A. Carr

STATE FORM

TITLE

Director of CRSS

(X6) DATE

6-21-19

6899

F6DO11

If continuation sheet 1 of 7

Division of Health Service Regulation

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 2 of 2 paraprofessional staff (Staff #1 & #2) failed to demonstrate knowledge, skills and abilities required by the population served affecting 1 of 5 clients (Client #1). The findings are:</p> <p>Review on 6/5/19 of staff #1's record revealed: -Co-Facility Manager -Hire date of 12/15/08 -Received restrictive intervention training (CPI) on 10/23/18 -Received training to work with the population served on 12/15/08</p> <p>Review on 6/5/19 of staff #2's record revealed: -LSI -Hire date of 10/16/07 -Received restrictive intervention training (CPI) on 11/19/18 -Received training to work with the population served on 11/3/17</p> <p>Review on 6/5/19 of client #1's record revealed: -Admission date of 10/22/18 -Diagnoses of Autism Spectrum Disorder, Moderate Individual Developmental Disability (IPP) and Seasonal Allergies -Medication: Abilify 10 mg, Latunda 20 mg, Buspirone HCL 7.5 mg and Zyretec 10 mg -Client #1's Person Centered Plan (PCP) dated 3/1/19 -Client #1's Behavior Support Plan dated 2/4/19</p>	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 2</p> <p>revealed:</p> <p>"Prevention of Maladaptive Behaviors:</p> <ol style="list-style-type: none"> 1. Speak to [Client #1] with respect. Tone of voice is just as important as what you say to him. 3. When redirecting [Client #1], do not use the word 'no.' Offer him other alternatives to his request or make statements such as 'not right now' or 'we will do that later.' Saying the word 'no' has often escalated [Client #1's] behaviors and made him more upset. <p>Target Behaviors/Interventions:</p> <ol style="list-style-type: none"> 1. Physical aggression-If [Client #1] engages in aggression, <ol style="list-style-type: none"> a). Intervene to prevent other individuals from being harmed. b). Use restrictive intervention techniques as taught by RSL instructors to block any further episodes of physical aggression towards others. c). Ask [Client #1] to move to another area away from others (i.e. his bedroom, an empty living room, etc.). If he refuses, move other individuals to other areas of the home. d). Monitor [Client #1] until he is calm (i.e., no longer displaying aggression) for approximately 10 minutes. e). Once he is calm, redirect [Client #1] to ongoing activities in the group home. 2. Verbal disruption-defined as loud vocalization, yelling, cursing, screaming or any other behavior that is disruptive to the ongoing environment. <p>Intervention-If [Client #1] engages in verbal disruption,</p> <ol style="list-style-type: none"> a). Ask [Client #1] what is wrong using 'yes/no' questions. Staff should attempt to remedy his concerns if possible. 	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 3</p> <p>b). it may be helpful to encourage [Client #1] to utilize relaxation techniques or deep breathing when he becomes upset or disruptive.</p> <p>c). if he does not become calm (i.e., no longer displaying verbal disruption) ask [Client #1] to move to another area away from others.</p> <p>d). Monitor [Client #1] until he is calm for approximately 10 minutes.</p> <p>e). Provide no attention to cursing. Do not address him when he uses foul language and let him know that you can 'talk with him when is calm.'</p> <p>f). Once he is calm, redirect him to ongoing activities in the group home.</p> <p>Review on 6/5/19 of a facility incident report completed by staff #1 and staff #2 dated 5/30/19 revealed:</p> <p>"He (Client #1) was asked 2 bring the trash cans in. He got upset due 2 another individual 2 help & door wasn't open. He (Client #1) came in the house & start hitting at staff & cussing. The behaviors continue on van, work place and staff had to hold him back from hitting."</p> <p>Attempts to interview Client #1 on 6/6/19 were unsuccessful due to his inability to respond to questions asked of him.</p> <p>Interview on 6/5/19 with Client #1's day program staff revealed:</p> <p>- "I was about to leave the workshop and saw the group home van out in front of the building with a staff person from the group home getting hit by [Client #1].</p> <p>- The staff was blocking and swiping.</p> <p>- The other staff was in the van.</p> <p>- [Client #1] was yelling and hitting at both staff</p>	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 4</p> <p>and was hitting on the van and the van windows. -I saw group home staff take a bowl and throw it towards [Client #1]. It landed in the bushes near [Client #1] and it didn't hit him. -I can't say if she was throwing the bowl at [Client #1] or not. -Another workshop staff and I went over to help the two staff deal with the situation. -When I got towards them [Client #1] took off and ran into the workshop. The other workshop and I went after him as he ran through the building yelling and knocking things off the wall. -We were able to calm him down and get him back outside. We took [Client #1] to our garden area to try to calm him down. - [Client #1] calmed down. -I called the group home director and he came to pick up [Client #1]. -The ordeal last about an hour."</p> <p>Interview on 6/6/19 with Staff #1 revealed:</p> <p>"On May 30th I was working with [Staff #2]. -The morning started off well, but things got bad when [Client #1] got upset when he was told he could only take one trash can out to the curb. -I told him to come back in the house, but he was upset and yelling. -He eventually calmed down after [Staff #2] and I talked with him and redirected him. -He was okay until it was time to leave for his day program. - [Client #1] tried to get in the front seat of the facility van and he became agitated when he was told that he had to sit in the back seat. -Because of his (Client #1) behavior we didn't want him sitting near the driver. -He (Client #1) in the back with staff but was still agitated. [Staff #2] talked with him and tried to keep him calmed down.</p>	V 110		

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V 110	<p>Continued From page 5</p> <p>-When we got to the [workshop] he (Client #1) jumped out the van and started hitting the van windows and van. He was also hitting a truck near the van.</p> <p>-I got out the van to redirect [Client #1] and he started to attack me. He was hitting at me and I was trying my best to block his hit.</p> <p>-He ran around the van and was hitting through the driver's window where [Staff #2] was sitting and she rolled up the window.</p> <p>- [Client #1] back towards me and started hitting me again. He smacked my arm hard and I just reacted and smacked his arm. I just reacted.</p> <p>-He took off running into the building and 2 male workshop staff followed him. He was a little calm when they came back out of the building.</p> <p>-I thought he might be hungry, so I gave him his lunch box. He said he didn't want it and threw his soup bowl at me. I picked up the bowl and threw it back at him. It landed away from him and it didn't hit him. I wasn't trying to hit or hurt him. I just wanted him to stop."</p> <p>Interview on 6/5/19 with Staff #2 revealed:</p> <p>"On May 30th, [Client #1] was agitated at the group home, on the van and at the workshop.</p> <p>-He was upset about not being able to take both trash cans to the curb and being asked to sit in the rear of the van.</p> <p>-When we got to the workshop [Client #1] got out the van and was yelling. He was hitting [Staff #1] and hitting the van. [Staff #1] was trying to block [Client #1's] hits.</p> <p>-I stayed in the van and [Staff #1] was trying to calm him down.</p> <p>-I never saw [Staff #1] hit or throw a bowl at [Client #1].</p> <p>-Some of the staff from the workshop came out and helped to calm down [Client #1].</p>	V 110			

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V 110	<p>Continued From page 6</p> <p>-The workshop staff called the facility director and he came to the workshop. When [Client #1] was calm he took him back to the group home."</p> <p>Interview on 6/5/19 with the facility director revealed:</p> <p>"On May 30th I was called to the workshop by their staff. They reported that our staff was having problems with [Client #1].</p> <p>- [Client #1] was acting out and was attacking our staff.</p> <p>-When I arrived [Client #1] had calmed down. The workshop director told me that due to Client #1's behavior he could not stay at the workshop and he had to go back to the facility. I transported him back to the facility.</p> <p>- [Client #1's] behavior had started earlier at the facility and staff should never had transported him on the van or taken him to the workshop.</p> <p>-I did discuss the incident with both staff.</p> <p>-We have been having some behavior problems with [Client #1] and have a meeting scheduled to address his behaviors. He has also had some changes with his medication.</p>	V 110			