

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-603	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 06/04/2019
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NAME OF PROVIDER OR SUPPLIER EASTER SEALS UCP NC GREENSBORO GROUP HO	STREET ADDRESS, CITY, STATE, ZIP CODE 4809 HILLTOP ROAD GREENSBORO, NC 27407
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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
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed June 4, 2019. The complaint was substantiated (Intake #NC00150895). Deficiencies were 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	<p style="text-align: center;">DHSR - Mental Health</p> <p style="text-align: center;">JUN 24 2019</p> <p style="text-align: center;">Lic. & Cert. Section</p>	
V 290	<p>27G .5602 Supervised Living - Staff</p> <p>10A NCAC 27G .5602 STAFF</p> <p>(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.</p> <p>(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.</p> <p>(c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present:</p> <p>(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</p> <p>(2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients</p>	V 290		

Division of Health Service Regulation

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

TITLE

(X6) DATE

Stephanie Conroy QASJ Residential Program Manager

6/11/2019

Division of Health Service Regulation

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V 290

Continued From page 1

present and two staff present for every four or 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.

(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:

(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

(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.

V 290

This Rule is not met as evidenced by:
Based on record review and interview, the facility failed to provide staffing above the minimum numbers to enable staff to respond to individualized client needs affecting 3 of 5 clients surveyed (#3, #4 and #5). The findings are:

- Review on 6/3/19 and 6/4/19 of the "Employee Timecard-Timesheet ..." dated 3/1/19-5/14/19 revealed:
- Staff #1 worked alone the following dates/times (number of hours) in March 2019.
 - 3/1/19: 7:30 pm-10:00 pm (2.5 hours)
 - 3/4/19: 9:00 pm-10:00 pm (1 hour)
 - 3/5/19: 8:00 pm-10:00 pm (2 hours)
 - 3/13/19: 8:00 pm-10:00 pm (2 hours)
 - 3/14/19: 8:00 pm-10:00 pm (2 hours)
 - 3/15/19: 8:00 pm-10:00 pm (2 hours)
 - 3/16/19: 8:00 pm-10:00 pm (2 hours)
 - 3/27/19: 8:00 pm-10:00 pm (2 hours)
 - 3/28/19: 8:00 pm-10:00 pm (2 hours)

Home will be staffed with 2 staff at all times. When the QP does have to fill in for staff who call out of work, QP will document this time.

6/30/2019
6/11/2019

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V 290	<p>Continued From page 2</p> <ul style="list-style-type: none"> - 3/29/19: 8:00 pm-10:00 pm (2 hours) - 3/30/19: 10:00 pm-11:00 pm (1 hour) - 3/31/19: 9:00 pm-10:00 pm (1 hour) - Staff #1 worked alone the following dates/times (number of hours) in April 2019. - 4/10/19: 7:00 pm-10:00 pm (3 hours) - 4/11/19: 8:00 pm-10:00 pm (2 hours) - 4/12/19: 8:00 pm-10:00 pm (2 hours) - 4/16/19: 6:00 am-8:00 am (2 hours) - 4/16/19: 8:00 pm-10:00 pm (2 hours) - 4/24/19: 8:00 pm-10:00 pm (2 hours) - 4/26/19: 8:00 pm-10:00 pm (2 hours) - 4/29/19: 8:00 pm-10:00 pm (2 hours) - 4/30/19: 8:00 pm-10:00 pm (2 hours) - Staff #1 worked alone the following dates/times (number of hours) in May 2019. - 5/8/19: 8:00 pm-10:00 pm (2 hours) - 5/13/19: 6:00 pm-10:00 pm (4 hours) - 5/14/19: 6:00 pm-10:00 pm (4 hours) <p>Review on 6/4/19 of client #3's record revealed:</p> <ul style="list-style-type: none"> - Admission date: 7/28/1988 - Diagnoses: Mild Intellectual Disabilities; Spastic Quadriplegic Cerebral Palsy; Unspecified Mood Disorder; Schizoaffective Disorder, Unspecified - Review of client #3's "medical support needs" in the Individual Support Plan (ISP) start date 11/1/18: - "[Client #3's] size and the fact the he is non-ambulatory and cannot bear weight makes it very difficult for staff to transfer him safely." - "[Client #3] is a two-person lift in all settings without use of a lift." <p>Review on 6/4/19 of client #4's record revealed:</p> <ul style="list-style-type: none"> - Admission date: 10/26/1992 - Diagnoses: Mild Intellectual Disabilities; Infantile Cerebral Palsy, Unspecified; Congenital Quadriplegia - Review of client #4's goals in the Individual 	V 290		

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V 290	<p>Continued From page 3</p> <p>Support Plan (ISP) start date 10/1/18:</p> <ul style="list-style-type: none"> - "...will receive necessary assistance with the following tasks: bathing, dressing, personal grooming, eating, meal preparation, toileting, monitoring for personal safety, activities of daily living, accompanying and facilitating participation in the community." - Review of client #4's "safety supports in home and community" in the Individual Support Plan (ISP) start date 10/1/18: - "Staff monitor his safety and assistances him with ADL's (activities of daily living) throughout the night." - "Staff is awake and available throughout the night." <p>Review on 5/31/19 of Client #5's record revealed:</p> <ul style="list-style-type: none"> - Admission date: 1998 - Diagnoses: Mild Intellectual Disabilities; Cerebral Palsy; Borderline Intellectual Functioning; Seizure Disorder - Review of client #5's "exceptional medical support needs" in the Individual Support Plan (ISP) start date 5/1/19: - "Extensive support is required with all lifts and transfers requiring two person assist. [Client #5] can provide minimal assistance with some weight bearing assistance pivoting and standing but otherwise required full physical assistance." <p>Interview on 6/4/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - Two staff are needed at times to assist him with getting in and out of his wheelchair. - Two staff are needed at times to assist him with toileting and showering. - "It takes two people to get me in and out of bed but [the Qualified Professional (QP)] can do it by herself. [Staff #2] can do it by herself." - "Sometimes two and sometimes one (needed with shower) it depends on the person." 	V 290		
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V 290	<p>Continued From page 4</p> <ul style="list-style-type: none"> - "Two people sometimes (to help him on/off the toilet)." <p>Interview on 6/4/19 with client #4 revealed:</p> <ul style="list-style-type: none"> - Indicated he needed "more staff" when he was in the "bathroom." <p>Interview on 5/31/19 with client #5 revealed:</p> <ul style="list-style-type: none"> - That there have been times when only one staff was working in the home. - She is unable to get in and out of her wheelchair by herself and needs staff assistance. <p>Interviews on 5/31/19 and 6/4/19 with the Qualified Professional [QP] revealed:</p> <ul style="list-style-type: none"> - All residents (six clients) were in wheelchairs. Five clients had electric wheelchairs - Three of the clients (#3, #4 and #5) could not transfer to and from their electric wheelchairs independently. The same clients (#3, #4, and #5) each have a Hoyer Lift. - The only time that there is one staff on duty was from 9 pm until 10 pm every day. - "Once we complete paperwork for new hires and they start within the next two weeks the schedule will change and there will not be a gap between 9 pm- 10 pm." - Staff #1 had only worked alone "maybe 15 minutes if someone called out." - She would fill in if only one staff member was available to work or called out sick. - She was not able to provide documentation of the dates/times she filled in for other staff. <p>Interviews on 5/31/19 and 6/3/19 with staff #1 revealed:</p> <ul style="list-style-type: none"> - Denied she ever worked alone. - "There might be a hour gap difference (between two shifts with one staff working) and if someone calls out [the QP] comes in." 	V 290		
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V 290	Continued From page 5 - If she was alone was unsure how long it would take to get the three clients who could not transfer out of bed and outside during a fire drill. - "I'm not sure because I have never had all three in bed (during a fire drill)."	V 290		



June 11, 2019

Angela Medlin
Facility Compliance Consultant I
Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

DHSR - Mental Health

JUN 24 2019

Lic. & Cert. Section

RE: MHL #041-603

Dear Ms. Medlin,

Attached please find the Corrective Actions noted on the Statement of Deficiencies resulting from the recent Division of Health Service Regulation complaint survey completed on June 4, 2019 at the Easter Seals UCP NC Greensboro Group Home, located at 4809 Hilltop, Greensboro, NC.

I sincerely hope that this satisfactorily addresses the issues from the survey. Should you have questions or require additional information, please contact Stephanie Camp by phone at (704) 924-0028 or through e-mail at stephanie.camp@eastersealsucp.com.

Respectfully submitted,

A handwritten signature in black ink that reads "Stephanie K. Camp QP BS".

Stephanie K. Camp, QP, BS
Residential Program Manager
Easter Seals UCP North Carolina & Virginia, Inc.