

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-260</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/17/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>INDEPENDENCE GROUP HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3722 CROSLAND ROAD WINSTON-SALEM, NC 27106</b>
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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	<p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed on 7/17/19. The complaint was substantiated (intake #NC00153203). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Alternative Family Living or Assisted Family Living (AFL).</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(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.</p>	V 110		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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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 one of three staff (staff #1) failed to demonstrate the knowledge, skills and abilities required for the population served. The findings are:</p> <p>Review on 7/16/19 of client #1's record revealed: -An admission date of 3/23/16; -Diagnoses included Major Depressive Disorder, Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder, and Mild Intellectual Developmental Disability.</p> <p>Review on 7/17/19 of staff #1's record revealed: -A hire date of 5/19/17; -A job title of Habilitation Counselor.</p> <p>Interview on 7/17/19 with staff #1 revealed: -He had called client #1 an a*****e; -He had been lying on the couch with his eyes closed listening to the television; -He was hard of hearing so the television volume was a little loud; -"I didn't even know [client #1] was in there;" -"I would have been glad to just turn it off;" -Client #1 jerked the plug out of the cable box and started yelling at him and calling him names; -"I guess I just lost my cool;" -"I shouldn't have done what I did but it came out;" -"As soon as I said it, I knew I shouldn't have."</p> <p>Review on 7/17/19 of a Synopsis of Situation</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>completed by the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>-Date of incident: 6/18/19;</li> <li>-The QP had received a telephone call from client #1 reporting that staff #1 had called him an a*****e;</li> <li>-The QP immediately called staff #1 to ask him about the allegation;</li> <li>-Staff #1 reported that he had been lying on the couch, icing his hip and listening to the news;</li> <li>-Client #1 had entered the room and asked him to turn down the volume of the television;</li> <li>-The staff had complied and attempted to inform the client that he had a hearing impairment as a result of a stroke;</li> <li>-The client interrupted the staff and informed him that the volume was still too loud;</li> <li>-Before the staff had time to adjust the volume, the client unplugged the television;</li> <li>-The staff admitted that he had called the client an a*****e;</li> <li>-"He [staff #1] admitted that he had reacted poorly, and added that he was both startled by the abruptness and severity of [client #1's] approach, as well as being offended by his actions and his lack of concern."</li> </ul> <p>Review on 7/17/19 of a Review of Employee Warning Notice completed by the QP revealed:</p> <ul style="list-style-type: none"> <li>-Employee Name: Staff #1;</li> <li>-Type of Warning: First Warning;</li> <li>-Type of Offenses: Rudeness to Customers;</li> <li>-Description of Infraction: <ul style="list-style-type: none"> <li>-"[Staff #1] was surprised by [client #1] when he was asked to turn down the television;"</li> <li>-"He (staff #1) initially turned down the television and began to explain to [client #1] his hearing difficulties;"</li> <li>-"[Client #1] asked him (staff #1) to turn the television down more and then unplugged the</li> </ul> </li> </ul>	V 110		

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V 110	<p>Continued From page 3</p> <p>television from the wall prior to [staff #1] being able to turn it down;"</p> <p>-[Staff #1] then reacted to [client #1's] actions poorly, as he called him an a*****e."</p> <p>Interview on 7/17/19 with the QP revealed:</p> <ul style="list-style-type: none"> <li>- "He's (staff #1) got a written write up;"</li> <li>- Staff #1 was going to be retrained;</li> <li>- Staff #1 had some personal issues that he was going to have to learn to set aside while working;</li> <li>- "We would look at terminating him (staff #1) if it happened again."</li> </ul>	V 110		