

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-752	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 06/17/2019
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NAME OF PROVIDER OR SUPPLIER GORRELL GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1309 GORRELL STREET GREENSBORO, NC 27406
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 6/17/19. The complaint was unsubstantiated (intake #NC00152040). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults whose Primary Diagnosis is a Developmental Disability.</p>	V 000	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>RECEIVED</p> <p><small>By DHSR - Mental Health Lic. & Cert. Section at 3:33 pm, Jul 19, 2019</small></p> </div>	
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"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision</p>	V 110		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *E. J. Pan* TITLE *Operations Mgr* (X6) DATE *7-3-19*

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V 110	<p>Continued From page 1 plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure one of two staff (staff #1) demonstrated knowledge and skills required by the population served. The findings are:</p> <p>Review on 6/17/19 of staff #1's personnel record revealed: -A hire date of 12/17/18; -A job description for a paraprofessional; -Consumer Specific trainings were completed on 12/21/18 and 4/1/19; -Core Competency training was completed on 12/18/18; -A Disciplinary Action form completed on 5/30/19 that included: -Staff was utilizing electronic devices while working; -Staff was suspended from 6/7/19-6/10/19.</p> <p>Review on 6/13/19 of client #1's record revealed: -An admission date of 10/4/10; -The client had been declared incompetent and was appointed a Guardian on 11/5/10; -Diagnoses included Impulse Control Disorder, Severe Intellectual Developmental Disability, an intracranial injury and sexual sadism.</p> <p>Interview on 6/13/19 with staff #1 revealed: -Client #1's care coordinator arrived at the facility at approximately 4:50pm on 5/23/19 to visit with him;</p>	V 110	<p>The staff person in question will be re-trained in client specifics, placed on a 60 day probation and paired with another staff person to ensure he understands the client's needs. Such as agencies expectations for care of this individual including but not limited to, changing frequency of diapers, bed chucks & bed linens, toileting, transfers and eating.</p> <p>QP will monitor client/staff weekly during the probationary period for proper protocol for this individual as it relates to proper attention to changing diapers, bed linen, transfers, toileting and eating. If the staff person fails to perform adequately, he will be terminated. Once the standard of care has reached expectations the QP will continue to monitor once a month.</p>	7-5-2019

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> -All 3 of the clients were in their bedrooms; -"I had my electronic device (game system) with me;" -He had been using his game system to watch a movie; -"I just paused it like I usually do;" -The care coordinator had asked him why client #1 had no sheets on his bed and why he was wearing 2 adult briefs that were both wet; -He thought since the client continuously wet the sheets, he would leave them off the bed and instead have the client lie on 2 changing pads; -"I didn't know it (no sheets on the bed) was an issue;" -"The sheets were clean and in his room but not on his bed;" -"He (client #1) gets changed every couple of hours;" -The client had been wearing 2 adult briefs; -"I'm new to this;" -"That's (putting 2 adult briefs on the client) the only way I knew to keep this contained;" -"I'm still in the process of learning;" -He had not considered changing client #1's diaper more frequently than the minimum requirement of every 2 hours; -He had been working at the facility for 1 1/2 months and had previously worked at another facility owned by the Licensee. <p>Interview on 6/13/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> -He had assisted the Program Director with training staff #1; -Staff #1 had not been open to learning during the training and presented as if he already knew everything. <p>Interviews on 6/13/19 and 6/17/19 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -Client #1 required total care that included 	V 110		

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V 110	Continued From page 3 toileting, transferring, and eating; -She wasn't sure of staff #1's start date at the current facility but thought he had worked there since the 1st week of April 2019; -Since the incident with client #1 on 5/23/19, an additional staff had been working with staff #1 from 6:00pm - 9:00pm to ensure clients received appropriate care.	V 110		