

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL084-090</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/02/2019</b>
NAME OF PROVIDER OR SUPPLIER  <b>COGGINS GROUP HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>235 COGGIN AVENUE</b> <b>ALBEMARLE, NC 28001</b>			
(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>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 7/2/19. 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>Elite Care Services, Inc. continues to be committed to providing safe and quality care to the individuals served. The following actions will be implemented to address the deficiencies cited during the annual survey on 7/2/19.</p> <p>V108- Personnel requirements: Elite Staff will receive training in the area of MH/DD/SA specific to the needs of individual members. Inservice training will be completed to ensure we are meeting the individual's needs in respect to the member's alcohol dependence, and drug abuse history, which is currently in remission. This training will be provided to new staff as required.</p> <p>V110- Competencies and Supervision or Paraprofessionals: Elite staff will receive specific training to ensure members are being monitored and safe throughout each shift.</p> <p>The QP will conduct the trainings and the Team Leader will monitor compliance during monthly staff meetings to prevent future concerns. The staff member involved received corrective action for failure to properly supervise members.</p>	<p>8/14/19</p> <p>8/14/19</p> <p>8/14/19</p>	

DHSR - Mental Health

JUL 23 2019

Lic. & Cert. Section

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<p>V 108</p>	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and</p>	<p>V 108</p>	<p>V120- Medication requirements: Elite staff will be re-trained in medication storage to ensure that medications are always properly secured and locked when unattended by staff.</p> <p>V364- Member Rights Staff Training will be provided specifically to address the members use of phones to make and receive phone calls according to the member rights standards.</p> <p>V750-Maintenance of Elect., Mech., Systems: Elite will repair vehicle addressed and continue to provide ongoing maintenance. Elite has arranged for the home to utilize other agency vehicles until the van maintenance is complete.</p>	<p>8/14/19</p> <p>8/14/19</p> <p>7/30/19</p>
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Division of Health Service Regulation

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

*Joann Malae, QA, MSW*

TITLE

*Quality Assurance*

(X6) DATE

*7/18/19*

STATE FORM

6899

UN3L11

If continuation sheet 1 of 13

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<p>V 108</p> <p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and</p>	<p>V 108</p> <p>V120- Medication requirements: Elite staff will be re-trained in medication storage to ensure that medications are always properly secured and locked when unattended by staff.</p> <p>V364- Member Rights Staff Training will be provided specifically to address the members use of phones to make and receive phone calls according to the member rights standards.</p> <p>V750-Maintenance of Elect., Mech., Systems: Elite will repair vehicle addressed and continue to provide ongoing maintenance. Elite has arranged for the home to utilize other agency vehicles until the van maintenance is complete.</p> <p>8/14/19</p> <p>7/30/19</p>
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<p>V 108</p>	<p>Continued From page 1</p> <p>clients.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure staff were trained to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan for 3 of 3 staff (#1, #2 and #3). The findings are:</p> <p>Review on 6/27/19 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>-admission date of 11/21/18;</li> <li>-Diagnoses of Intellectual Developmental Disability-Mild, Borderline Personality Disorder, Alcohol Dependence in Remission and Nicotine Dependence in Remission;</li> <li>-treatment plan dated 11/20/18 documented client #3 had a history of crack cocaine use, cannabis use, crystal methamphetamine use, alcohol use, heroin use and benzodiazepine use since the age of 13 years.</li> </ul> <p>Review on 6/27/19 of personnel records revealed the following:</p> <ul style="list-style-type: none"> <li>-staff #1 was hired on 4/30/18 with the job title of Direct Care Worker and there was no documentation of completed training in Substance Abuse present in the record;</li> <li>-staff #2 was hired on 12/17/18 with the job title of Direct Care Worker and there was no documentation of completed training in Substance Abuse present in the record;</li> <li>-staff #3 was hired on 4/18/19 with the job title of Direct Care Worker and there was no documentation of completed training in Substance Abuse present in the record.</li> </ul>	<p>V 108</p>	
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V 108	Continued From page 2  Interview on 6/28/19 with staff #1 revealed she had not completed training in substance abuse.  Interview on 7/1/19 with staff #2 and staff #3 revealed they had not completed training in substance abuse.  Interview on 7/2/19 with the Qualified Professional revealed staff will be provided the required training.	V 108	
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	V 110	

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V 110	<p>Continued From page 3</p> <p>develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure staff demonstrated knowledge, skills and abilities required by the population served for 1 of 3 staff (#3). The findings are:</p> <p>Review on 6/27/19 of staff #1's personnel record revealed: -was hired on 4/18/19 with the job title of Direct Care Worker; -completed trainings in Client Rights and Confidentiality on 4/18/19; -completed trainings in Introduction to Developmental Disabilities on 4/22-23/19, Medication Administration on 4/19/19 and Getting It Right on 4/17/19.</p> <p>Interview on 7/1/19 with client #1 revealed: -staff #3 has friends come by the facility; -friends do not come into the facility; -staff #3 goes outside to friends' car; -friends drive a white car; -staff #3 gets in car with friends and clients are inside the facility; -happened on 6/30/19.</p> <p>Interview on 7/1/19 with client #2 revealed: -staff #3 has family who drive a white car; -staff #3 went outside to talk to family in the white</p>	V 110		
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<p>V 110</p>	<p>Continued From page 4</p> <p>car; -was not out there long; -clients were inside the house; -staff #3 got into the car to talk to her family; - happened yesterday (6/30/19).</p> <p>Interview on 7/1/19 with client #3 revealed he did not remember if staff #3 went outside to visit family and friends.</p> <p>Interview on 7/1/19 with client #4 revealed: - sometimes staff #3's family and friends stop by to see her; -staff #3 goes outside to see them; - don't know how long she is out there.</p> <p>Interview on 7/2/19 with the Qualified Professional revealed: -not aware of staff #3 getting into car to visit with family/friends; -will address issue.</p>	<p>V 110</p>		
<p>V 120</p>	<p>27G .0209 (E) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(e) Medication Storage:</p> <p>(1) All medication shall be stored:</p> <p>(A) in a securely locked cabinet in a clean, well-lighted, ventilated room between 59 degrees and 86 degrees Fahrenheit;</p> <p>(B) in a refrigerator, if required, between 36 degrees and 46 degrees Fahrenheit. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container;</p> <p>(C) separately for each client;</p> <p>(D) separately for external and internal use;</p> <p>(E) in a secure manner if approved by a physician</p>	<p>V 120</p>		

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V 120	<p>Continued From page 5</p> <p>for a client to self-medicate.</p> <p>(2) Each facility that maintains stocks of controlled substances shall be currently registered under the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure medications were locked securely. The findings are:</p> <p>Observation on 7/1/19 from 4:48pm until 5:00pm revealed: -medication closet was left unlocked; - medication closet located in hallway by bathroom; -staff were in the living room; -no staff was near the medication closet.</p> <p>Interview on 7/1/19 with client #1 revealed: - sometimes staff leave medication closet unlocked; -especially at the first of the month when changing out all the forms for the change of the month.</p> <p>Interview on 7/1/19 with client #2 revealed staff haven't been keeping the medication closet locked.</p> <p>Interview on 7/1/19 with the Team Leader(TL) revealed: -she unlocked the medication closet earlier; -forgot to lock it back; -will immediately go and lock it.</p> <p>Interview on 7/2/19 with the Qualified</p>	V 120		
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V 120	Continued From page 6  Professional revealed: -TL called her several times yesterday about leaving the medication closet unlocked; -will ensure all medication locked as required.	V 120	
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities  § 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and (3) Contact and consult with a client advocate if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times. (b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to: (1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence	V 364	

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V 364	<p>Continued From page 7</p> <p>over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S.</p>	V 364		
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<p>V 364</p>	<p>Continued From page 8</p> <p>122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long</p>	<p>V 364</p>	
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V 364	<p>Continued From page 9</p> <p>distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of</p>	V 364		
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL084-090</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/02/2019</b>
NAME OF PROVIDER OR SUPPLIER  <b>COGGINS GROUP HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>235 COGGIN AVENUE</b> <b>ALBEMARLE, NC 28001</b>		
(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

Division of Health Service Regulation

V 364	<p>Continued From page 10</p> <p>each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure clients kept the right to make and receive confidential telephone calls. The findings are:</p> <p>Interview on 7/1/19 with client #1 revealed: -when clients act out, the phone is taken away; - phone is locked up by staff in the medication closet; -clients can not use phone; -if one client messes up, phone taken away from all clients in the facility; -happened yesterday (6/30/19), staff #3 locked up</p>	V 364	
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL084-090</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/02/2019</b>
NAME OF PROVIDER OR SUPPLIER  <b>COGGINS GROUP HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>235 COGGIN AVENUE</b> <b>ALBEMARLE, NC 28001</b>		
(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

Division of Health Service Regulation

V 364	<p>Continued From page 11</p> <p>the phone.</p> <p>Interview on 7/1/19 with staff #3 revealed: -phone calls are one hour per client per day; -can make two phone calls per day; -if clients exhibit behaviors, staff lock phone up; - the last time phone locked up, it was for 4 days; - was told by the Team Lead to lock up phone.</p> <p>Review on 6/27/19 of clients #1, #2 and #3's record revealed no documentation in the treatment plans of restrictions regarding phone calls and legal guardian consents.</p> <p>Interview on 7/2/19 with the Qualified Professional revealed: -unaware of client right restriction; -will ensure no client rights restricted.</p>	V 364		
V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., &amp; Water Systems</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (3) Electrical, mechanical and water systems shall be maintained in operating condition.</p> <p>This Rule is not met as evidenced by: Based on interviews, the facility failed to ensure mechanical systems were maintained in operating condition. The findings are:</p> <p>Interview on 7/1/19 with client #1 revealed:</p>	V 750		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL084-090</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/02/2019</b>
NAME OF PROVIDER OR SUPPLIER  <b>COGGINS GROUP HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>235 COGGIN AVENUE</b> <b>ALBEMARLE, NC 28001</b>	
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			(X5) COMPLETE DATE

Division of Health Service Regulation

<p>V 750</p>	<p>Continued From page 12</p> <ul style="list-style-type: none"> <li>-facility van is "messed up;"</li> <li>-have no facility vehicle;</li> <li>-been "messed up" about 2 weeks;</li> <li>-van keeps smoking;</li> <li>-can't ride in it.</li> </ul> <p>Interview on 7/1/19 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>-van, "it's messed up;"</li> <li>-van is leaking oil;</li> <li>-supposed to get a new one;</li> <li>-not sure how long van been not working.</li> </ul> <p>Interview on 7/1/19 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>-facility van been smoking;</li> <li>-been like that about a week;</li> <li>-not sure about when it will be fixed.</li> </ul> <p>Interview on 7/1/19 with client #4 revealed the facility van was broke down.</p> <p>Interview on 7/1/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> <li>-facility van is broken;</li> <li>-motor overheating;</li> <li>-also hard to turn steering wheel;</li> <li>-no outings this past weekend due to van broke down.</li> </ul> <p>Interview on 7/1/19 with staff #3 revealed the facility van was broke down.</p> <p>Interview on 7/2/19 with the Qualified Professional revealed they are working on getting the van fixed.</p>	<p>V 750</p>		
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July 18, 2019

DHSR - Mental Health

JUL 23 2019

Lic. & Cert. Section

Ms. Gina McLain  
Facility Compliance Consultant I  
Mental Health Licensure & Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

Re: Annual and Follow up Survey completed 7/2/19  
Coggins Group Home, 235 Coggins Road, Albemarle, NC 28001  
MHL # 084-090

Dear Ms. McLain:

Enclosed please find Elite Care Service's Plan of Correction addressing deficiencies cited during the Annual Survey completed on July 2, 2019 at the Coggins Group Home.

Please feel free to contact us at the number below, if you have any questions regarding this Plan of Correction.

Thank you for your feedback and support.

Sincerely,

A handwritten signature in cursive script that reads "Joann McRae".

Joann McRae, MSW  
Quality Assurance Dept.  
Elite Care Services, Inc.  
723 Aquadale Road  
Albemarle, NC 28001  
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