

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-850	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/19/2019
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NAME OF PROVIDER OR SUPPLIER ACCESS HEALTH SYSTEM 2, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 5208 COUNTRY PINES COURT RALEIGH, NC 27616
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on July 19, 2019. The complaint was unsubstantiated (intake #NC00151606). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 512	<p>27D .0304 Client Rights - Harm, Abuse, Neglect</p> <p>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION</p> <p>(a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66.</p> <p>(b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter.</p> <p>(c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.</p> <p>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of intervention procedures shall be compliance with Subchapter 10A NCAC 27E of this Chapter.</p> <p>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for dismissal of the employee.</p> <p>This Rule is not met as evidenced by: Based on interviews and record review one of one audited staff (#1) subjected three of five (#1,</p>	V 512		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 512	<p>Continued From page 1</p> <p>#2, #3) clients to abuse. The findings are:</p> <p>Review on 7/12/19 of Staff #1's record revealed: -Hire date of 3/26/19.</p> <p>A. Review on 7/10/19 of client #1's record revealed: -Date of Admission 4/30/19. -Diagnoses of Schizoaffective Disorder and Mild Intellectual Developmental Dissability.</p> <p>During interview on 7/10/19 client #1 stated: -She had an altercation two days ago with staff #1. -Staff #1 had her three grandchildren in the home that evening because they were going to stay the night. -She was discussing some money issues with staff #1 and wanted to call her mother. -Staff #1 would not let her use the phone so they began to argue. -Staff #1 told her to "Take your tail back to your room for disrespecting me in front of my grandchildren." -Client #1 stated she did not go to her room and wanted to leave. -Staff #1 got into her face saying, "I will put a bullet in your head, I'm from the hood." -Staff #1 told her "It will be worth losing my job to beat your ass." -She tried to leave out the door, but staff #1 blocked her by holding her against the wall with her body and then blocking the door. -Staff #1's grandson, who appeared to be 8 years old, said, "Don't hit her grandma." -Staff #1 told her she was going to count to three and she better go to her room and go to bed before "she beat my ass." -Went to her room and closed the door, "I cried and went to sleep."</p>	V 512		

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V 512	<p>Continued From page 2</p> <ul style="list-style-type: none"> -The other clients were present and heard everything. -Staff #1 has threatened her several times in the last few weeks. -Had heard staff #1 threaten other clients too. <p>Further Interview on 7/18/19 Client #1 stated:</p> <ul style="list-style-type: none"> -Staff #1 had been really mean to client #2. -She told client #2 "Get the F**k out of your room." -Client #2 is a "hoarder" and staff #1 went in her bedroom and threw all her stuff away. -Client #2 got very upset and went into the front room of the house while staff #1 pulled all her things out in the hallway. -Staff #1 even threw away client #2's mail and personal information. -Staff #1 was yelling at client #2 calling her a "Hoarder" and that her room was too junky. -Staff #1 would curse at client #2 telling her to "Take a shower, you stink." -Former client #6 (FC #6) had toileting issues and would have accidents on herself frequently. -Staff #1 would yell at FC #6 to clean herself. -Saw Staff #1 grab FC #6 by her hands and jerk her to get in the shower after one of her toileting incidents. <p>B. Review on 7/10/19 of Client #2's record revealed:</p> <ul style="list-style-type: none"> -Date of Admission 8/31/18. -Diagnoses of Obsessive Compulsive Disorder (OCD) and Schizoid Personality. <p>During interview on 7/10/19 client #2 stated:</p> <ul style="list-style-type: none"> -Feels like staff #1 might have some things going on in her life because she took her anger out on them. -"When she leaves, it takes me a couple of 	V 512		

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V 512	<p>Continued From page 3</p> <p>days to recover."</p> <p>-I'm a hoarder, and she went through my room and threw a lot of my stuff away."</p> <p>-Staff #1 made her go out of her room while she cleaned out her stuff and brought it out in the hallway for everyone to see.</p> <p>-Staff #1 took down her safety deposit box and showed it to other clients.</p> <p>-She made her open up her purse so she could go through it.</p> <p>-She made her take down her posters she had on the wall and throw out her magazines.</p> <p>-Staff #1 told her she needed to stop wearing her "fanny pack."</p> <p>-Observed Staff #1 and client #1 have a fight the other night.</p> <p>-Client #1 was having a behavior and staff #1 got upset saying, "You disrespected me in front of my grandchildren."</p> <p>-Staff #1 had her three grandchildren in the home that evening.</p> <p>-She told client #1, "You are worth me losing my job over."</p> <p>-Staff #1 told client #1, "We can step outside and fight."</p> <p>-Staff #1 can be very loud and curse at them.</p> <p>C. Review on 7/10/19 of client #3's record revealed:</p> <p>-Date of Admission 11/1/18.</p> <p>-Diagnoses of Schizoaffective Disorder, Diabetes and Hypertension.</p> <p>During interview on 7/10/19 client #3 stated:</p> <p>-Staff #1 "Gets out of hand with her temper sometimes."</p> <p>-Staff #1 will scream at them and tried to turn everyone against her.</p> <p>-Staff #1 had threatened to beat her up saying, "I feel like hurting someone today and its</p>	V 512		

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V 512	<p>Continued From page 4</p> <p>going to be [client #3]."</p> <ul style="list-style-type: none"> -She told the Licensee/Qualified Professional #1 and Licensee/QP #1 spoke to staff #1. -Staff #1 confronted her about speaking to the Licensee/QP #1 stating she is going to make her lose her job. -Staff #1 and client #1 got into a fight a few days ago. -Staff #1 was yelling and cursing at client #1. -Staff #1 told her "I'm going to hurt that girl," referring to client #1. -Observed client #1 trying to get out the door, but staff #1 was blocking her and the door. <p>During interview on 7/10/19 client #4 stated:</p> <ul style="list-style-type: none"> -Been living in the home for one year. -Did not like staff #1. -Staff #1 curses and yells a lot at them. -"May have over stepped her boundaries with [client #1]." -Not sure what happened with staff #1 and client #1. -Staff #1 said something about "it was worth losing my job, and going outside to fight her." -Staff #1 was really mean to FC #6. -FC #6 had a stroke which made her have some toileting issues and difficulty cleaning herself. -FC #6 would have a toileting incident and staff #1 would yell and curse at her. -Saw staff #1 grab FC #6 by her hands one time while yelling at her for a toileting incident. -"She (staff #1) treated that lady (FC #6) bad." -Client #3 told the Licensee/QP #1 a few weeks ago, about staff #1, not sure what she did. <p>During interview on 7/10/19 Client #3's Asservtive Community Treatment (ACT) team counselor stated:</p>	V 512		

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V 512	<p>Continued From page 5</p> <ul style="list-style-type: none"> -Client #3 did complain about staff that worked at the home. -She stated there was a staff who would yell and curse at them, not sure of their name. -She stated there was a staff who threatened her. <p>During interview on 7/12/19 QP#2 (Licensee's husband) stated:</p> <ul style="list-style-type: none"> -Not aware of staff #1 having her grandchildren in the home. -Client #1 told him last night (7/10/19) about altercation with staff #1. -Not aware of any issues with staff #1. -Client #3 had complained about staff #1, but she complained about all staff. -Staff #1 would work a week here and there as needed. -Will take staff #1 off of the schedule and complete his investigation. <p>Review on 7/12/19 of Plan of Protection dated 7/12/19 completed by QP #2 revealed:</p> <ul style="list-style-type: none"> -"Effective from today [staff #1] is no longer with Access Health System 2, Inc. The management will do its own investigation and come up with the result." <p>Attempted interview with staff #1 on 7/16/19 revealed:</p> <ul style="list-style-type: none"> -A phone call was placed to the number provided by QP#2. -A female answered the phone and said she would get staff #1. -The phone call ended. -Another phone call was placed, with no answer or return call. <p>During interview on 7/18/19 The Licensee/QP #1 stated:</p>	V 512		

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V 512	<p>Continued From page 6</p> <ul style="list-style-type: none"> -Staff #1 had been taken off the schedule and would not be returning to work. -Felt like client #1 and #3 will "exaggerate" stories when it comes to staff. -Had issues since client #3's admission where she is constantly accusing different staff of "abuse." -Had a hard time keeping staff in the home because of client #3. -Client #1 had explosive behaviors where she will curse people out and "exaggerate" what really happens. -Not aware staff #1 had her grandchildren in the home or they had stayed the night. -Had spoken to staff #1 in the past for her loud tone with clients, but not aware of any cursing or threatening. -Client #3 had told her staff #1 had cursed at her, "but she says this about all staff." -"People (referring to surveyor) need to take these things in consideration when interviewing clients." <p>Review on 7/18/19 of "Plan of Protection" dated 7/18/19 completed by Licensee/QP #1 revealed:</p> <ul style="list-style-type: none"> -"The staff involved with the alleged abuse is not coming back to work in any of [company] homes. -Retraining has been done with new staff and re-special population and common manifestations and how to manage them. -Have left a message with the staff involved and currently she was on as needed position and will not be called back. Report has been filed with HCPR (Health Care Personnel Registry) investigation department and a follow up 3-5 day report will be submitted. All staff will receive training on abuse, neglect, harm ASAP to prevent repeat of such behavior." 	V 512		

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V 512	<p>Continued From page 7</p> <p>Three clients with Schizoaffective Disorder, Obsessive Compulsive Disorder, Schizoid Personality Disorder and Hoarding Behavior were subjected to verbal abuse and physical threats by live in staff #1. Clients indicated they were fearful of staff #1 either for themselves or other clients in the group home. Three clients reported either witnessing or experiencing threats of physical violence, cursing and yelling by staff #1 as well as forceful handling in response to toileting incidents. On one occasion, Staff #1 had her three grandchildren in the home for the night and became verbally abusive as she believed client #1 had dis-respected her in front of them. On another occasion, Staff #1 verbally threatened Client #1 while blocking the doorway to the home preventing exit. Staff #1 's abuse also extended to disposing of Client #2's personal belongings and shaming her in front of other clients for her hoarding behavior. This deficiency constitutes a Type A1 rule violation for serious abuse and must be corrected within 23 days. An administrative penalty in the amount of \$2,000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 512		