

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411146	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 08/08/2019
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NAME OF PROVIDER OR SUPPLIER AGAPE HOME LIVING CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2708 16TH STREET GREENSBORO, NC 27405
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{V 000}	<p>INITIAL COMMENTS</p> <p>A follow-up survey was completed on 8/8/19. 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}		
{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 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 observations, records review, and interviews, 1 of 5 staff (the Owner/staff #5) failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Cross reference: G.S. 122C - 62 Additional Rights in 24 Hour Facilities (V364). Based on interviews and record review the facility failed to ensure privacy during telephone calls affecting 2 of 3 current clients (Clients #1, #3).</p> <p>Cross reference: 10A NCAC 27G .0303 Location and Exterior Requirements (V736). Based on observation and interviews, the facility was not maintained in a safe manner.</p> <p>Review on 7/3/19 of the Owner/staff #5's record revealed: - Hire Date: 4/12/17 - Position: Owner and Para Professional</p> <p>Review on 8/7/19 of the Plan of Protection dated 8/7/19 and written by the Qualified Professional: What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? Describe your plans to make sure the above happens. "Plan of Protection Response Date: 8/07/2019 After reviewing the following cited violations, it is noted that Agape Home Living Care and it's staff when immediately put into action to correct</p>	{V 110}		

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{V 110}	<p>Continued From page 2</p> <p>effective 08/07/2019.</p> <p>G.S. 122C -62 Additional Rights in 24 Hour Facilities</p> <p>Effective August 7, 2019 all staff will respect client rights to privacy and not monitor phone calls of client unless officially documented to be done so. Staff will allow the clients to go into their bedroom to have privacy on their calls. Staff will not listen at the door, and will not allow other clients to intervene in their personal phone calls as well. If in case, supervision is documented and needed for a client to have privacy, staff will either ensure privacy in their personal room or have the other clients removed from the common areas in order for client to have privacy. Any staff being out of compliance with this rule will result in suspension from work shifts for at least 2 days, and could lead up to termination for further violation of the clients rights. Immediately Qualified Professional will send out an email and/or text informing everyone that calls are not to be monitored effective immediately.</p> <p>10A NCAC 27G. 0303 Location and Exterior Requirements</p> <p>Effective August 7, 2019 the deadbolts will be remain unlocked at the residential facility. The Qualified Professional will urge owner to remove the locks permanently from the doors, installing a lock that will be easily unlocked in case of emergency if there is a safety concern. Immediately Qualified Professional will send out an email and/or text informing everyone that the door should not be deadbolted at any time if someone (client or staff) is inside of the facility.</p> <p>(V110) Paraprofessional Competence</p> <p>Effective August 7, 2019 the Qualified Professional will provide direct supervision to the Owner/staff #5, staff #6 and the other staff members on their decision making, and competencies. [The Qualified Professional]</p>	{V 110}		

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{V 110}	<p>Continued From page 3</p> <p>(Qualified Professional) will make sure that [the Owner/staff #5] consults with her on any decision that is made concerning the residential facility or the clients in the home. [The Owner/staff #5] can also consult with [the Qualified Professional] about employee relations moving forward. In addition to the above interventions, the Qualified Professional will also do continuous and unannounced visits to the residential program to ensure continuity of above corrections to the violations."</p> <p>The facility serves 3 female clients who have various diagnoses that include but are not limited to: Intellectual Developmental Disabilities, Bipolar, Persistent Depressive and Mood Disorder, and Cerebral Palsy. One Client has a full-scale Intelligence quotient of 46 and traumatic brain injury. The staff continued to monitor the clients' phone calls which are limited to 30 minutes and can only be made 3 days during the week. The only exit doors (front and back doors) to the facility had double-keyed deadbolt locks. The staff locked the only exit doors from the inside at night and sometimes during the day. The clients had no access to the keys and could not exit nor enter the facility without staff assistance. This deficiency constitutes a Failure to Correct Type A1 rule violation originally cited for serious abuse, neglect and harm. An administrative penalty of \$500.00 per day is imposed for failure to correct within 23 days.</p> <p>This deficiency constitutes a re-cited deficiency.</p>	{V 110}		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL</p>	V 131		

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V 131	<p>Continued From page 4</p> <p>REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to access the Health Care Personnel Registry (HCPR) prior to hire for 3 of 5 staff (#1, #2, and #4). The findings are:</p> <p>Review on 8/7/19 of staff #1's record revealed: - Date of hire: 7/12/19 - There was no HCPR record check in her record.</p> <p>Review on 8/7/19 of staff #2's record revealed: - Date of hire: 5/17/19 - There was no HCPR record check in her record.</p> <p>Review on 8/7/19 of staff #4's record revealed: - Date of hire: 7/2/19 - There was no HCPR record check in her record.</p> <p>Interview on 8/7/19 with the Owner/staff #5 revealed: - She would have been the person to complete the HCPR record checks for staff #1, #2 and #4. - Did not provide a copy of the HCPR record checks for staff #1, #2 and #4.</p>	V 131		

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V 133	Continued From page 5	V 133		
V 133	<p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.</p> <p>(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter.</p> <p>(b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall</p>	V 133		

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V 133	<p>Continued From page 6</p> <p>return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p>	V 133		

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V 133	<p>Continued From page 7</p> <p>(1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense.</p> <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual. (2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or</p>	V 133		

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V 133	Continued From page 8 felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.	V 133		

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V 133	<p>Continued From page 9</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to ensure criminal history record checks were requested within five business days of the date of hire affecting 3 of 5 surveyed staff (#1, #2, and #4). The findings are:</p> <p>Review on 8/7/19 of staff #1's record revealed: - Date of hire: 7/12/19 - There was no criminal record check in her record.</p>	V 133		

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V 133	<p>Continued From page 10</p> <p>Review on 8/7/19 of staff #2's record revealed: - Date of hire: 5/17/19 - There was no criminal record check in her record.</p> <p>Review on 8/7/19 of staff #4's record revealed: - Date of hire: 7/2/19 - There was no criminal record check in her record.</p> <p>Interview on 8/7/19 with the Owner/staff #5 revealed: - She would have been the person to complete the criminal record checks for staff #1, #2 and #4. - Did not provide a copy of the criminal record checks for staff #1, #2 and #4.</p>	V 133		
{V 364}	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(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:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(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</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 adult client may exercise these rights at all reasonable times.</p>	{V 364}		

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{V 364}	<p>Continued From page 11</p> <p>(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:</p> <p>(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;</p> <p>(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 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</p>	{V 364}		

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{V 364}	<p>Continued From page 12</p> <p>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. 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</p>	{V 364}		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411146	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 08/08/2019
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NAME OF PROVIDER OR SUPPLIER AGAPE HOME LIVING CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2708 16TH STREET GREENSBORO, NC 27405
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{V 364}	<p>Continued From page 13</p> <p>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 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>	{V 364}		

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{V 364}	<p>Continued From page 14</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes. (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 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 interviews and record review the facility</p>	{V 364}		

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{V 364}	<p>Continued From page 15</p> <p>failed to ensure privacy during telephone calls affecting 2 of 3 current clients (Clients #1, #3) The findings are:</p> <p>Review on 8/6/19 of client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission date: 9/15/17 - Diagnoses: Intellectual Developmental Disability-mild; Bipolar 1 Disorder; Schizophrenia, unspecified; Post Traumatic Stress Disorder - The Person-Centered Profile (PCP) updated 4/23/19 revealed: <ul style="list-style-type: none"> - "She continues to have difficulty with anger outbursts, self-harming behaviors (scratching), and trying to run away." - "She has difficulty getting along with others ..." - "She is very argumentative ..." - Goals in the Person-Centered Profile (PCP) updated 4/23/19 revealed: <ul style="list-style-type: none"> - "...will develop and use coping skills to appropriately and effectively deal with anger ..." - "...will show improvement in her interactions with others ..." - "...increase natural supports and participate in a community activity ..." - "...will participate in activities, ask questions if she is unsure of what to do, practice skills she is learning, assist with shared responsibilities ..." - A goal that addressed exercise. - There was no documentation of treatment team meetings or treatment goals that indicated client #1's phone calls needed to be monitored. <p>Review on 8/6/19 of client #3's record revealed:</p> <ul style="list-style-type: none"> - Admission date: 3/26/18 - Diagnoses: Intellectual Disability, moderate; Persistent Depressive and Mood Disorder; Cerebral Palsy - Psychiatric Assessment completed on 2/7/18 revealed: <ul style="list-style-type: none"> - Full Scale IQ (Intelligence Quotient): 46 	{V 364}		

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{V 364}	<p>Continued From page 16</p> <ul style="list-style-type: none"> -The Person-Centered Profile (PCP) updated 1/29/19 revealed: - "She has difficulty with sadness, tearfulness, lack of concentration, increased irritability and frustration as well as withdrawal." - "History of a club foot previously 8 surgeries, history of seizures and traumatic brain injury. History of physical and sexual abuse." - Goals in the Person-Centered Profile (PCP) updated 4/23/19 revealed: - "...will engage in a PSR (psychosocial rehabilitation) program to learn how to cope with the appropriate social skills ..." - "...will learn to ask for assistance when she needs it including verbalizing thoughts and feelings ..." - "...will engage in social activities the PSR participants plan ..." - "...will learn to maintain physical safety ..." - "...will learn to acknowledge the presence of social deficits ..." - There was no documentation of treatment team meetings or treatment goals that indicated client #3's phone calls needed to be monitored. - There were no court orders about phone calls being monitored. <p>Interview on 8/6/19 with client #1 revealed:</p> <ul style="list-style-type: none"> - Her phone calls had been monitored in the past week by staff. - "I made a call this Saturday (8/3/19). [Staff #2] (monitored her call)." - "I made a call last Wednesday (7/31/19). [Staff #3] and [Staff #4] (monitored my call)." - "I never get privacy with my phone calls." <p>Interview on 8/6/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - Her phone calls had been monitored by staff. - The most recent phone call that had been monitored was last Wednesday (7/31/19) by the 	{V 364}		

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{V 364}	<p>Continued From page 17</p> <p>owner/staff #5.</p> <ul style="list-style-type: none"> - While she made the call on 7/31/19 she was sitting in the den and the Owner/staff #5 monitored her call. - "[The owner/staff #5] when she is working (monitors calls)." <p>Interview on 8/7/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - She had monitored client calls. - On 8/4/19, she monitored client #3's phone call to her mother. - Clients could only make calls on Wednesday, Saturday and Sunday. - Client calls were limited to 30 minutes per call. - She had been instructed by the Owner/staff #5 that clients could not make phone calls behind closed doors and to monitor clients' phone calls. - She has continued to monitor clients' phone calls because she has not been told to stop monitoring phone calls. - "We were instructed they (clients) were not supposed to go behind closed doors to make phone calls. I have not been told anything different." <p>Interview on 8/7/19 with staff #4 revealed:</p> <ul style="list-style-type: none"> - Client #3's phone calls were still being monitored. - Clients could only make phone calls on: Wednesday, Saturday and Sunday. - Client's phone calls were limited to 30 minutes per call. - "...the only one that is being monitored is [client #3]. I think it (monitoring phone calls for client #3) might have been (court) ordered." <p>Interview on 8/7/19 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - She had followed up with staff after the last survey (7/3/19) about phone calls being 	{V 364}		

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{V 364}	<p>Continued From page 18</p> <p>monitored and staff reported phone calls were not being monitored. - "When I followed up with [staff #6, staff #3, and staff #4) they told me the calls are not being monitored."</p> <p>Interview on 8/7/19 with the Owner/staff #5 revealed: - Client phone calls were not being monitored by staff. - All staff had been told not to monitor client phone calls. - Since the last survey (7/3/19) no client telephone calls had been monitored.</p> <p>This deficiency constitutes a re-cited deficiency.</p> <p>This deficiency is cross referenced into 10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals (V110) for a failure to correct a Type A1 rule violation.</p>	{V 364}		
{V 736}	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe manner. The findings are:</p>	{V 736}		

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{V 736}	<p>Continued From page 19</p> <p>Observations on 8/7/19 at approximately 2:37 pm and 2:43 pm of group home front and back door revealed:</p> <ul style="list-style-type: none"> - Observed the back door to have a double-keyed deadbolt lock. - Observed the front door to have a double-keyed deadbolt lock. - The front and back doors were the only exit doors in the group home. <p>Interview on 8/7/19 with client #1 revealed:</p> <ul style="list-style-type: none"> - The staff kept the double-keyed deadbolt locked from the inside on the front and back door at night. - The staff kept the keys on themselves. - "They lock it (the front and back doors) at bedtime." <p>Interview on 8/7/19 with client #2 revealed:</p> <ul style="list-style-type: none"> - The staff kept the double-keyed deadbolt locked from the inside on the front and back door at night. - The doors are sometimes locked from the inside during the day. - "The front door is locked by the key when we are all here sometimes (during the day)." - "Sometimes the back door is locked (by the key) during the day." <p>Interview on 8/7/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - The staff kept the double-keyed deadbolt locked from the inside on the front and back door at night. - The staff keep the key to the deadbolt. - The back door is locked from the inside deadbolt lock in the morning. <p>Interview on 8/7/19 and 8/8/19 with the Owner/staff #5 revealed:</p> <ul style="list-style-type: none"> - She had a maintenance worker change the 	{V 736}		

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{V 736}	<p>Continued From page 20</p> <p>locks to double-keyed deadbolt locks 1-2 years ago.</p> <ul style="list-style-type: none"> - The staff locked the double-keyed deadbolt locks on the front and back doors from the inside around 8 pm until 7 am. - The only time the doors are locked during the day is if they are away from the group home. - If there was a fire, her plan was for staff to unlock the door and if staff could not unlock a door, the clients would call 911. - "The staff would gather residents and unlock the door for them to get out." - "(If staff were overcome by smoke and unconscious) clients would call 911." <p>Interview on 8/7/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - There are double-keyed deadbolt locks on the only doors that exit the group home. - The staff locked the door from the inside at night so that the clients could not get out and for safety reasons. - If there was a fire she would unlock the door with the key that she keeps. - "There is a keyed dead bolt that only staff have keys to for both the front and back door. It can be locked from the inside or outside. We lock it from the inside so that they (clients) can't get out and for safety (at night)." - "(If there was a fire) I would unlock it with the key that is always on me." - "(If I could not unlock the doors) they (clients) would see the key around my neck." <p>Interview on 8/7/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - She worked 3rd shift from 11 pm - 7 pm. - She locked the double-keyed deadbolt locks from the inside for her entire shift. - She kept the key in her pocket or on the table. - "(If there was a fire) they (the clients) know I keep the key in my pocket. If I am sitting at the 	{V 736}		

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{V 736}	Continued From page 21 table I might keep the key on the table. If I go to the restroom I keep the key on me." This deficiency constitutes a re-cited deficiency. This deficiency is cross referenced into 10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals (V110) for a failure to correct a Type A1 rule violation.	{V 736}		