

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 07/03/2019
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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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(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
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V 000	INITIAL COMMENTS An annual and complaint survey was completed on 7/3/19. The complaint was substantiated (Intake# NC00152538) and deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000		
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 develop and implement policies and procedures for the initiation of the individualized supervision	V 110		

DHSR - Mental Health
AUG 14 2019
Lic. & Cert. Section

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Neeshy Moore

TITLE: *Qualified Professional* (X6) DATE: *8-9-2019*

Division of Health Service Regulation

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V 110	<p>Continued From page 1</p> <p>plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on observations, records review, and interviews, 1 of 4 staff (the Owner/staff #5) failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Cross reference: 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V111). Based on interview and record review, the facility staff failed to ensure an assessment was completed for each client, prior to the delivery of services, that included a minimum of client needs, strengths, social history, family history and other required information, for 2 of 3 current clients (#1 and #3) and 1 of 1 former client (FC #4).</p> <p>Cross reference: 10A NCAC 27G .0404 Operations During Licensed Period (V138). Based on record review and interview the facility failed to operate within its licensed capacity by accepting more clients than the number for which it is licensed.</p> <p>Cross reference: 10A NCAC 27G .5603 Operations (V291). Based on record reviews and interviews, the facility failed to maintain coordination between the facility operator and the professionals who are responsible for the clients' treatment, affecting 1 of 1 former client (FC #4).</p>	V 110		

Plan of Correction Form

Plan of Correction

Please complete all requested information and email completed Plan of Correction form to:

Plans.Of.Correction@dohhs.nc.gov

Provider Name:		Agape Home Living Care LLC	
Provider Contact Person for follow-up:		Nicole Moore, Qualified Professional (336) 662-7724 Chantay Parker, Director (336) 324-8008	
Address:		2708 16 th Street Greensboro, NC 27405	
Provider #		MHL 041 1146	
Phone:		336-324-8008	
Fax:		N/A	
Email:		mooreqpservices@gmail.com chantay.parker@yahoo.com	
Finding			
1) 10A NCAC 27G.0204 Competencies and Supervision of Paraprofessionals	<p>Cross Reference 27G. 0205 All new admitting clients will have a proper intake package completed by Qualified Professional upon arrival to the residential facility. Qualified Professional will complete all future intakes for new admissions to residential facility to ensure admission intake package is completed the first day the client is in the facility.</p> <p>Cross Reference 27G. 0404 Agape Home Living Care will not accept any clients beyond the capacity set forth according to the license posted in the facility. House manager, Director and Qualified Professional will work in unison to make sure that there are not more than 3 clients in the residence at one time.</p> <p>Cross Reference 27G. 5603 Chantay Parker will consult with and receive direct supervision from Qualified Professional(s) when it comes to making decisions (when affecting client rights, environmental/structural changes, etc) and handling client treatment (clinical care). Qualified Professional will provide direct supervision via supervision plan for all staff to include Director Chantay Parker. Ms. Parker will communicate with Qualified Professional and House Manager when needing to discuss matters with the remainder of the staff at a staff meeting.</p> <p>Cross Reference G.S 122C-62 Phone Calls will no longer be monitored at the residential program by any staff. Qualified Professional will conduct staff training on Client Rights. Clients will also not be referred to in a derogatory manner. Qualified Professional will also conduct professionalism/effective communication training.</p>	<p>Responsible Party</p> <p>Nicole Moore (QP) Chantay Parker (Director) Felecia Tucker (House Manager)</p>	<p>Time Line</p> <p>Implementation Date: 07-03-2019</p> <p>Projected Completion Date: 07-03-2019</p>
			07-03-2019
			08-10-2019

	<p>Cross Reference 27G. 0604 All Level II incident reports will be reported to the LME using the IRIS system within the allotted 72 hour timeframe. Qualified Professional will conduct training on how to complete an IRIS report in order for all staff to be aware of how to complete an incident report. Staff will receive adequate training and can consult with Qualified Professional with any questions as needed. Training will be recurrent on a yearly basis.</p> <p>Cross Reference 122C-63 No client will be discharged from the facility without the proper 60-day notice for clients with IDD/MR/DD diagnosis. The decision to discharge will be discuss in length with entire treatment team meeting, and an exact date for discharge (QP will verify 60-day timeframe) will be set.</p> <p>Cross Reference 27F. 0104 At the time of discharge, the legal guardian/responsible party will receive an exact date and time when personal items can be retrieved from the residential facility. While at the facility, all clients belongings will inventoried and documented I loss, damaged or thrown away with reasoning. An initial inventory will be conducted at the time of the admission agreement, and it will be up to staff to continue/keep up with the inventory throughout the client's stay in the facility. A meeting will be held to alert staff of the change.</p> <p>Cross Reference 27G. 0303 The table on the back deck has been moved to another location on the deck. The access point (stairway) is free and clear of any blockage. House manager will make sure that no furniture and/or fixtures are placed near any access point at the facility.</p>		<p>07-03-2019</p> <p>07-03-2019</p> <p>07-03-2019</p> <p>07-03-2019</p>
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