

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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(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>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	<p>DHSR - Mental Health</p> <p>AUG 22 2019</p> <p>Lic. & Cert. Section</p>	
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	<p>27D.0304 Client Right - 8/11/19 Access Health System Management work very hard to ensure staff and management protect the interests of our clients and residents and prevent anyone taking advantage of them. - staff #1 was alleged to have verbally abused some of the clients in Access Health System 2 as noted here. Access Health System 2 Management carried out our own investigation, sent the findings to HCPR investigation department</p>	8/21/19

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

TITLE: *Alonia Longe* director
DATE: 8/21/19

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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	<p>Grand children spent the night at the facility. Upon questioning staff #1 about the grand children she said an emergency happened with their mother who came later than expected and picked them up.</p> <p>Management was aware that client #3 has issues with staff #1 and always picking on staff #1 but client #3 has issues with every staff, workers, guardian, and management, and that has been her character.</p> <p>- Staff #1 was trained on special population mental illness - common manifestations and management at the start of job. And continuously</p>	
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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 Asserptive Community Treatment (ACT) team counselor stated:</p>	V 512	<p>forward in an effort to prevent any such behavior. (see attached training - roster) - Revised signature page. I know, the group of clients we have right now in Access Health System 2, some are very challenging but continuous re-fresher training and good spirit is what it will take.</p> <p>Glavia Iborre Director/QP will follow up with staff weekly and also review training on Harm, Abuse,</p>	
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V 512

Continued From page 6

- 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."

Review on 7/18/19 of "Plan of Protection" dated 7/18/19 completed by Licensee/QP #1 revealed:

- "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

(See pages 1-6)

GIVEN — BY ELAINE RATLIFF QP.

Staff Training on Harm, Abuse & Neglect

Sign-In 8/11/19

- ① Gloria Wonge
- ② Evelyn Wilkins
3. A. Edwards
4. Christopher Wonge
- ⑤ Penetra Andrews

Attachment 1

Access Health System Inc

I _____ have received the **Code of Conduct** handbook for Access Health System Inc.

I _____ am aware that all residents are to be supervised while under my care at all times. Before leaving the home with any resident, the weather **must** be checked for the day to ensure there will be no extreme temperature changes, and if there is, appointments at those periods should be re-scheduled for clients' safety.

I am also aware that I cannot take indecent liberty on the clients under my care and will not exploit, abuse or neglect them.

I cannot borrow money or goods from the clients I take care of.

I have received training on protecting my Clients from harm, abuse, neglect and exploitation.

Contractor Signature

Date

Witness Signature

Date

Attachment 2

Access Health System 2, inc
5208 Country Pines Court
Raleigh, NC 27616
(Ph) 919-850-3297 (Fax) 919-341-0486

cilonze@earthlink.net

~~RECEIVED IN
AUG 22 2019
CONSTRUCTION SECTION~~

NC DHSR

Gloria Ilonze

Access Health System

Cell -919 349-3807

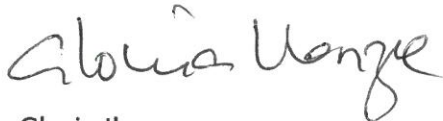
8/22/19

To whom it may concern,

Access Health System 2 MHL 092-850 POC for Survey ending 7/19/2019- Type A1

Find enclosed, POC for the above facility. We have also filed for an appeal for hearing.

Thank you



Gloria Ilonze

CEO – Access Health System, inc

DHSR - Mental Health

AUG 22 2019

Lic. & Cert. Section