

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL057-030	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 08/30/2019
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NAME OF PROVIDER OR SUPPLIER RIVERVIEW HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 25 DRY POND ROAD MARSHALL, NC 28753
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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	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 8/30/19. Deficiencies were cited. The complaints were not substantiated (Intake # NC155005, NC154591, NC154580, NC154456 and NC154411).</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Individuals of all Disability Groups/Alternative Family Living.</p>	V 000	<p>Reach has strict policies on persons living in the home & any persons staying in the home are to have criminal background checks before being permitted to stay. Reach was unaware of staff #4 being in the home for the extended time periods & over night stays.</p> <p>Staff #4 will no longer be permitted in the home for any amount of time. The dismissal from the home was on August 6th 2019. This was also the same day the Executive Director & QP went out for Day 1 of Reach's internal investigation.</p> <p>House Keepers or any persons coming in the home for a daily basis will have background checks now completed.</p>	
V 107	<p>27G .0202 (A-E) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(a) All facilities shall have a written job description for the director and each staff position which:</p> <ol style="list-style-type: none"> (1) specifies the minimum level of education, competency, work experience and other qualifications for the position; (2) specifies the duties and responsibilities of the position; (3) is signed by the staff member and the supervisor; and (4) is retained in the staff member's file. <p>(b) All facilities shall ensure that the director, each staff member or any other person who provides care or services to clients on behalf of the facility:</p> <ol style="list-style-type: none"> (1) is at least 18 years of age; (2) is able to read, write, understand and follow directions; (3) meets the minimum level of education, competency, work experience, skills and other qualifications for the position; and (4) has no substantiated findings of abuse or neglect listed on the North Carolina Health Care Personnel Registry. <p>(c) All facilities or services shall require that all</p>	V 107		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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NAME OF PROVIDER OR SUPPLIER
RIVERVIEW HOME

STREET ADDRESS, CITY, STATE, ZIP CODE
**25 DRY POND ROAD
MARSHALL, NC 28753**

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V 107	<p>Continued From page 1</p> <p>applicants for employment disclose any criminal conviction. The impact of this information on a decision regarding employment shall be based upon the offense in relationship to the job for which the applicant is applying.</p> <p>(d) Staff of a facility or a service shall be currently licensed, registered or certified in accordance with applicable state laws for the services provided.</p> <p>(e) A file shall be maintained for each individual employed indicating the training, experience and other qualifications for the position, including verification of licensure, registration or certification.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to maintain a file for each individual employed indicating training, experience and other qualifications for the position, including verification of license, registration or certification for 1 of 7 sampled staff (Staff #4). The findings are: Record review on 8/16/19 for Staff #4 revealed: -No personnel file for Staff #4 was available.</p> <p>Interview on 8/23/19 with Detective #1 with local Law Enforcement revealed: -He had investigated the death of DC #3 on 7/31/19. (DC #3 died on 7/4/19.) -His only concern was that Staff #4 was not being allowed to work with clients and she was alone on</p>	V 107	<p>- At no time will anyone but a qualified Professional be able to perform any PC, patient care, or be left alone for any amount of time with consumers in a home.</p> <p>- AFL staff have been trained & retrained on these policies.</p> <p>- HM has been retrained on these policies.</p> <p>- Future staff to be trained on the AFL policies</p> <p>- All staff trained on feeding medically complex consumers that have special diets, needs, & these consumers are weighed often. (weekly weights)</p> <p>- QP supervision to focus on asking "Is anyone new living and/or coming into the home on a frequent basis?"</p>	

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V 107	Continued From page 2 that day. - "Did not find any wrong doing" and no criminal charges were filed. - No video was available. - He interviewed Staff #4 who showed him how she fed DC #3. With her hand on the forehead she tilted the head back- held spoon with food up to her mouth until she would open her mouth. More "assisted feeding" not forced feeding. - There were disgruntled employees whom he interviewed. They didn't like the way DC #3 was being fed. - Time of death was so far after feeding that it would not have caused her death. Interview on 8/22/19 with Staff #1 revealed: - She had worked with HM/Licensee since 2013 and had 25 years of experience. - Staff #4 was her daughter in law and would often stay with her at the facility. - Was aware Staff #4 was only to provide housekeeping. - Left the facility around 6pm on 7/4/19 leaving Staff #4 with clients for about an hour before Staff #3 was due to come in. - She had trained Staff #4 to help feed DC #3. They would take turns trying to entice DC #3 with a bite of food. - Staff #4 would have never force-fed DC #3. Attempts to contact Staff #4 were unsuccessful. Interview on 8/16/19 with House Manager revealed: - He had hired Staff #4, who was Staff #1's daughter in law, to do housekeeping and run errands for this and sister facility. - Staff #4 was hired as housekeeper in April/May 2019 and worked about 30 hours a week. - He was aware she did not have a high school	V 107	- Reach will be 100% involved in the interviewing & hiring process, posting ads on Indeed for any open positions in the home. - Family not to be permitted in home unless they are trained staff & under go a background check. - Only trained para professionals are to feed or give any personal care to consumers. - AFL has been re-trained on Reach policies regarding the following: PC, feeding, AFL/QP reporting & communication, policies on untrained staff being in the home, positive attitudes/demeanor with all staff & around consumers, participation in the home, & timeliness of notifying Reach of	

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V 107	Continued From page 3 diploma/GED so she was only to do housekeeping. He offered to help her enroll and pay for classes to earn her GED so she could work with clients which she wanted to do. -He was aware Staff #4 was staying at the facility with her mother in law due to her homelessness but had made it clear she was just there for housekeeping duties. -Staff #4 was to never be left alone with clients. -Had no idea Staff #4 was doing personal care for clients. Interview on 8/22/19 with the Qualified Professional (QP) revealed: -She visited the home monthly. -"[Staff #4], I thought was a housekeeper." -Staff #4 was going to be a direct care worker but wasn't hireable for some reason. -She saw her a couple of times during visits to the facility but thought she was only cleaning. -Asked Staff #4, "Oh are you a new employee?" [Staff #4] responded, no I'm just helping around the house." -Had hired a bunch of family members and there was too much drama. "It got personal and ugly." Interview on 8/16/19 with Licensee revealed: -Staff #4 had been hired by HM to do only housekeeping so she was not aware how long she had worked there. -The HM usually found the staff and sent them to the licensee for hiring processes and training. -Didn't find out about Staff #4 until 8/5/19. -The HM was trying to help out local families by hiring them but had instead created a Hatfields and McCoys feuding situation.	V 107	<i>of any incidents or "out of the ordinary" events. - HM + staff #1 put on 90 day probation period.</i>	
V 110	27G .0204 Training/Supervision Paraprofessionals	V 110	<i>Brittany Watson MA/QP 9/26/19</i>	

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V 110	Continued From page 4 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 plan upon hiring each paraprofessional. This Rule is not met as evidenced by: Based observations, interviews and record reviews, the facility failed to ensure 2 of 6 sampled paraprofessional staff (House Manager	V 110		

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V 110	<p>Continued From page 5</p> <p>(HM) and Staff #1) demonstrated the knowledge, skills and abilities required for the population served. The findings are: Record review on 8/16/19 for Staff #1 revealed: -Date of Hire was 7/1/13. -Date of Suspension 8/9/19 -First Aid/CPR training 1/3/19 -NCI + training 11/6/18 -Medication administration 3/29/19 -Core Competencies 6/10/13</p> <p>Record review on 8/16/19 for the HM revealed: -Date of hire was 4/15/13. -First Aid/CPR training 1/3/19 -NCI + training 11/6/18 -Medication administration 4/6/18 -Core Competencies 3/27/13</p> <p>Interview on 8/22/19 with Staff #1 revealed: -Staff #4 was her daughter in law and would often stay with her at the facility. -Left the facility around 6pm on 7/4/19 leaving Staff #4 with clients for about an hour before Staff #3 was due to come in. -She had trained Staff #4 to help feed DC #3. They would take turns trying to entice DC #3 with a bite of food. -Staff #4 would have never force-fed DC #3. -Was aware Staff # 4 was only to provide housekeeping.</p> <p>Interview on 8/16/19 with the HM revealed: -He had hired Staff #4, who was Staff #1's daughter in law, to do housekeeping and run errands for this and sister facility. -Staff #4 was hired as housekeeper in April/May 2019 and worked about 30 hours a week. -He was aware she did not have a high school diploma/GED so she was only to do housekeeping. He offered to help her enroll and</p>	V 110		

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V 110	Continued From page 6 pay for classes to earn her GED so she could work with clients which she wanted to do. -He was aware Staff #4 was staying at the facility with her mother in law due to her homelessness but had made it clear she was just there for housekeeping duties. -Staff #4 was to never be left alone with clients. -Had no idea Staff #4 was doing personal care for clients. Interview on 8/30/19 with the Licensee President revealed: -Both Staff #1 and the HM had disciplinary actions for allowing a person without training to provide services to clients. -A new policy/procedure with all AFLs had been put into place regarding extended family in the AFLs absolutely not providing service or being left alone with a client unless they had received and were up to date on trainings.	V 110			