

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/16/2019  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>34G096</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/05/2019</b>
NAME OF PROVIDER OR SUPPLIER  <b>VOCA-DENBUR DRIVE GROUP HOME</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>8324 DENBUR DRIVE CHARLOTTE, NC 28215</b>	
(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) COMPLETION DATE
W 227	<p><b>INDIVIDUAL PROGRAM PLAN</b> CFR(s): 483.440(c)(4)</p> <p>The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record reviews, and interviews the team failed to ensure the individual support plans (ISPs) for 5 of 6 clients (#1, #2, #4, #5 and #6) included sufficient objectives to meet identified needs relative to vocational needs and ambulation support. The findings are:</p> <p>A. The ISP failed to include objective training to address vocational needs for client #1. For example:</p> <p>Observations for client #1 during the 9/4- 9/5/19 survey, verified by interview with the qualified intellectual disabilities professional (QIDP), revealed client #1 has vocational needs/deficits. Continued observations of client #1 throughout the 9/4- 9/5/19 survey revealed no participation in vocational training as the client was not in attendance at a vocational site, nor was client #1 observed to be involved in any structured community integration activity during the survey.</p> <p>Observations at the group home on 9/4/19 from 1:50 PM to 2:30 PM revealed client #1 to be engaged in table games, eating a snack and cleaning up his snack area at the dining table. Further observations at 4:05 PM revealed client #1 to attend an outing at a local community park. Subsequent observations in the group home on</p>	W 227	<i>Pls see Attached</i>	<b>11.05.19</b>

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Arl Burt*

TITLE

*Executive Director*

(X6) DATE

*9.27.19*

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 227	<p>Continued From page 1</p> <p>9/4/19 at 5:00 PM revealed client #1 returned to the group home from the local community park outing, washed his hands and sat at his place setting at the dinner table to eat his supper meal. Observations at the group home on 9/5/19 from 7:10 AM to 7:55 AM revealed client #1 assisting in meal preparation, sitting in the living room listening to his music and eating his breakfast meal until loading the facility van for transport at 8:07 AM.</p> <p>Review of the record for client #1 on 9/5/19 revealed an ISP (dated 11/9/18) which contained a community/home life assessment (dated 10/21/18) with deficits in the areas of vocational/educational and community activities/skills. Continued review of client #1's vocational/educational deficits revealed the client to require verbal cues for participation, tasks and instructions. Further review of client #1's community activities/skill deficits revealed the client to require verbal and gestural cues for activities such as shopping.</p> <p>Ongoing review of the record for client #1 on 9/5/19, and verified by the QIDP, revealed the following formal programs: Denbur day habilitation participation, dining skills/table manners, safety programs (home address and phone number), handwashing, cleaning his eyeglasses, bathing, oral hygiene (flossing and toothbrushing using a timer), and identify coins.</p> <p>Interview with the QIDP on 9/5/19 revealed client #1 has been receiving day program activities at the group home for the past two months. Further interview with the QIDP revealed client #1 has been going, intermittently, to places in the community during the past two months to</p>	W 227			

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W 227	<p>Continued From page 2</p> <p>address vocational and community skill needs. Further interview revealed client #1 participates in community outings to the the local YMCA, park, pet store/shelter, on nature walks, and in volunteer opportunities. Continued interview confirmed no formal, individualized goals/data have been attached to the community integration activities for client #1. Further interview revealed client #1 would be transitioned to the facility day program, QCQC, after the program has obtained full state licensure. Subsequent interview with the QIDP confirmed client #1 would benefit from individualized, formal goals with data collection until client #1 can transfer to the facility's day program.</p> <p>B. The ISP failed to include objective training to address vocational needs for client #2. For example:</p> <p>Observations of client #2 during the 9/4-9/5/19 survey, verified by interview with the QIDP, revealed client #2 has vocational deficits. Continued observation of client #2 throughout the 9/4-9/5/19 survey revealed no participation in vocational training as the client was not in attendance at a vocational site, nor was client #2 observed to be involved in any structured community integration activity, during the survey.</p> <p>Observation at the group home on 9/4/19 from 1:50 PM to 2:30 PM revealed client #2 engaged in table games, eating a snack, and sitting in the living room. Further observation at the group home on 9/4/19 from 4:05 PM to 5:00 PM revealed client #2 engaged in meal preparation, table top activities and sitting in the living room until his supper meal at 5:05 PM. Observation at the group home on 9/5/19 from 7:10 AM to 7:55</p>	W 227			

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W 227	<p>Continued From page 3</p> <p>AM revealed client #2 assisting in meal preparation, eating his breakfast meal, going to his bedroom/bathroom and sitting in the living room, until van loading began at 8:07 AM.</p> <p>Review of the record for client #2 on 9/5/19 revealed an ISP (dated 3/21/19) which contained a current community/home life assessment with identified vocational deficits. Ongoing review of the record for client #2 on 9/5/19, and verified by the QIDP, revealed the following formal programs: Identify safety signs, clean nature center area once a week, empty recycle bin as needed, wash clothes, repeat his phone number, participate in day program in small group setting from 9 AM to 2 PM, participate in community activities, wipe himself, brush his teeth, exercise three times weekly, and decrease rate of eating.</p> <p>Interview with the QIDP on 9/5/19 revealed client #2 has been going, intermittently, to the local YMCA, park, pet store/shelter, on nature walks, and participating in volunteer opportunities for the past two months to address his vocational and community skill needs. Continued interview with the QIDP confirmed no formal, individualized goals or data have been attached to these activities for client #2. Further interview revealed client #2 would be transitioned to the facility day program, QCQC, after the program has obtained full state licensure. Subsequent interview with the QIDP confirmed client #2 could benefit from individualized, formal goals with data collection until client #2 can transfer to the facility's day program.</p> <p>C. The ISP failed to include objective training to address vocational needs for client #5. For example:</p>	W 227		

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W 227	Continued From page 4  Observations of client #5 during the 9/4-9/5/19 survey, verified by interview with the QIDP, revealed client #5 has vocational deficits. Continued observation of client #5 throughout the 9/4-9/5/19 survey revealed no participation in vocational training as the client was not in attendance at a vocational site, nor was client #5 observed to be involved in any structured community integration activity during the survey.  Observation at the group home on 9/4/19 from 1:50 PM to 2:30 PM revealed client #5 was in his bedroom, walking, eating his snack and placing his drinking glass into the dishwasher. Further observation at the group home on 9/4/19 at 4:05 PM to 4:55 PM revealed client #5 was in his bedroom or walking. Continued observation in the group home at 5:00 PM revealed client #5 washed his hands in the kitchen and sat at his place setting at the dinner table. Further observation at 5:03 PM revealed client #5 served his plate independently and ate his supper meal. Continued observation at 5:17 PM revealed client #5 took his dishes to the kitchen after he finished his meal and returned to his bedroom.  Observation in the group home on 9/5/19 from 7:10 AM to 7:15 AM revealed client #5 was in his bedroom or walking. Further observation at 7:20 AM revealed client #5 sat at the dining table and ate his breakfast meal. Continued observations at 7:52 AM revealed client #5 returned to his bedroom. At 8:07 AM client #5 was observed to load into the facility van for transport.  Review of the record for client #5 on 9/5/19 revealed an ISP (dated 3/8/19) which contained a community/home life assessment (dated 3/5/19) with identified deficits in vocational and	W 227			

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W 227	<p>Continued From page 5</p> <p>community activities/skills. Continued review of vocational and educational deficits for client #5 revealed client requires verbal cues for participation, tasks and instructions. Further review of community activities/skill deficits for client #5 revealed the client to require verbal and gestural cues for activities such as shopping.</p> <p>Ongoing review of the record for client #5 on 9/5/19, and verified by the QIDP, revealed the following formal programs: Participation, safety program, coffee making, oral hygiene (flossing and toothbrushing), pre-vocational (Friendship Trays program), exercise, and laundry. Subsequent review of the record for client #5 revealed a positive behavior support plan (dated 2/27/19) with the goal to assist client #5 in maintaining optimal social interactions daily. Continued review of the behavior support plan for client #5 revealed the ideal reinforcement intervention for client #5 is to consistently maintain a structured, daily routine he understands. Further review revealed client #5 can be restless, impulsive, easily agitated and should be kept busy.</p> <p>Interview with staff D on 9/5/19 revealed client #5 stays mostly in his bedroom and tends to venture out of his bedroom when he is anxious.</p> <p>Interview with the QIDP on 9/5/19 confirmed client #5 prefers spending time in his bedroom. Continued interview revealed client #5 has been receiving day program activities at the group home for the past two months. Further interview with the QIDP revealed client #5 has been going, intermittently, to areas in the community to address his vocational/community skill needs. Interview further revealed community integration</p>	W 227			

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W 227	<p>Continued From page 6</p> <p>opportunities to include the local YMCA, park, pet store/shelter, on nature walks, and volunteer opportunities. Continued interview confirmed no formal, individualized goals or data collection have been attached to community integration activities for client #5. Further interview revealed client #5 would be transitioned to the facility day program, QCQC, after the program had obtained full state licensure. Subsequent interview with the QIDP confirmed client #5 would benefit from individualized, formal goals with data collection until client #5 can transfer to the facility's day program.</p> <p>D. The ISP failed to include objective training to address vocational needs for client #6. For example:</p> <p>Observations of client #6 during the 9/4-9/5/19 survey, verified by interview with the QIDP, revealed client #6 has vocational deficits. Continued observation of client #6 throughout the 9/4-9/5/19 survey revealed no participation in vocational training as the client was not in attendance at a vocational site, nor was client #6 observed to be involved in any structured community integration activity during the survey.</p> <p>Observations in the group home on 9/4/19 from 1:50 PM to 2:30 PM revealed client #6 was engaged in table games, eating his snack, cleaning up his snack area, walking and sitting. Further observation at the group home on 9/4/19 at 4:05 PM revealed client #6 was out of the group home on an outing to a local community park. Continued observations in the group home on 9/4/19 at 5:00 PM revealed client #6 returned home from the park outing, washed his hands and sat at his place setting at the dinner table to</p>	W 227			

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W 227	<p>Continued From page 7</p> <p>eat his supper meal. Observation in the group home on 9/5/19 from 7:10 AM to 7:55 AM revealed client #6 to open the group home's front entry door and greeted visitors, assisted with meal prep, took his morning medications, ate his breakfast meal, and sat in the living room, until loading the facility van for transport at 8:10 AM.</p> <p>Review of the record for client #6 on 9/5/19 revealed an ISP (dated 12/7/18) which contained a community/home life assessment (dated 4/2018) with identified deficits in the areas of vocational/educational and community activities/skills. Continued review of client #6's vocational/educational deficits revealed the client to require verbal cues for participation, tasks, instructions, socially appropriate behaviors, and peer socialization. Further review of client #6's community activities/skill deficits revealed the client to require verbal cues for activities such as shopping.</p> <p>Ongoing record review for client #6 on 9/5/19, and verified by the QIDP, revealed the following formal programs: Social greetings, bathing using soap, toileting, oral hygiene (toothbrushing), shaving, daily pre-vocational (Friendship Trays program), exercise, handwashing, and laundry.</p> <p>Interview with the QIDP on 9/5/19 revealed client #6 has been participating in vocational program activities at the group home for the past two months. Further interview with the QIDP revealed client #6 has been going, intermittently, into the community to address his vocational/community skill needs. Further interview revealed community integration activities for client #6 to include the local YMCA, park, pet store/shelter, on nature walks, and participation in volunteer</p>	W 227			



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W 227	<p>Continued From page 8</p> <p>opportunities (3 times a week). Continued interview confirmed no formal, individualized goals or data collection have been attached to community integration activities for client #6. Further interview revealed client #6 would be transitioned to the facility day program, QCQC, after the program had obtained full state licensure. Subsequent interview with the QIDP confirmed until client #6 can transfer to the facility's day program, he could benefit from individualized, formal vocational goals with data collection.</p> <p>E. The individual support plan (ISP) failed to include sufficient objective training to address client needs relative to ambulation support for client #4. For example:</p> <p>Observations in the facility on 9/5/19 at 8:06 AM revealed staff D and F to assist client #4 to transfer from the sofa to a rolling walker in the living room area. Continued observations revealed staff D to grab the left side of the loose fitting gait belt worn by client #4. Further observation revealed staff D then placed their right hand on the client's left shoulder, while staff F pushed client #4 from the back with both hands which led to client #4 losing balance and returning to the sitting position on the sofa. Further observation revealed the qualified intellectual disabilities professional (QIDP) intervened to tighten the gait belt around the waist of client #4 and provide instructions to staff on how to properly transfer the client from the sofa to the walker using the client's gait belt. Immediate interview with the QIDP revealed that client #4 has had a decline in mobility and strength over the past 6 months which makes it more difficult for staff during ambulation assistance.</p>	W 227			

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W 227	Continued From page 9  Subsequent observations at 8:18 AM on 9/5/19 revealed staff D, E, and F to assist client #4 in transferring from a wheelchair to the group home van for transport to the day vocational program. Ongoing observations of the van transfer revealed staff E to hold client #4 by the gait belt with the left hand, and to place their right hand on the client's right shoulder. Further observations revealed staff F was positioned to the right of client #4 and also holding the gait belt with their right hand while pushing client #4 in the back with their left hand. Continued observations revealed staff D to grab client #4 by the left side of the client's pants with the left hand and to push client #4 with the right hand in the buttocks area to subsequently load client #4 into the van.  Review of records for client #4 on 9/5/19 revealed an ISP dated 4/11/19. Continued record review revealed a physical therapy (PT) evaluation dated 1/31/19. Review of the 1/31/19 PT evaluation revealed client #4 has experienced a decline in function, strength, mobility, and recent falls. Continued record review of the PT evaluation revealed a gait belt is needed for all transfer assistance. Subsequent record review for client #4 revealed a physician's order dated 2/7/19 indicating a wheel chair is needed along with a gait belt for transfers with staff assistance.  Interview with the QIDP on 9/5/19 verified all staff received training on 2/25/19 regarding the use of a gait belt for client #4 during all transfers. Continued interview with the QIDP verified ambulation guidelines for client #4 dated for 3/11/19. Further interview with QIDP verified that client #4 is in need of additional training objectives relative to ambulation support as a	W 227			

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W 227	Continued From page 10 result of his declining strength and mobility. Subsequent interview with the QIDP verified a 2-person assist to transfer is needed with the prescribed gait belt, rolling walker, and wheel chair due to client #4 declining in strength and mobility over the past six months. Further review of ISP for client #4, substantiated by interview with the QIDP, revealed no comprehensive guidelines or objective training has been developed to address the client's needs.	W 227		
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Denbur Plan of Correction  
8324 Denbur Drive  
Charlotte, NC 28216  
Provider #34G096

W277 INDIVIDUAL PROGRAM PLAN CFR9s): 483.440 (c) (4)

The individual Support Plans will include sufficient objectives to meet the identified needs relative to vocational needs and ambulation support.

The Interdisciplinary Team will reconvene to review and revise the Individual Support Plans for Consumers #1, #2, #4, #5, and #6 to include vocational goals/training.

The individuals will have an opportunity to attend the QCQC Day Program by November 30<sup>th</sup>, 2019.

The Physical Therapist will reassess the mobility needs for Consumer #4 and added the mobility guidelines as needed. The Interdisciplinary Team will reconvene to addend the Individual Support Plan to include the comprehensive mobility guidelines and objective training to meet the ambulation needs of Consumer #4.

The Direct Support Staff members will be trained relative to the revisions to the Individual Support Plans of Consumers #1, #2, #4, #5, and #6.

Persons Responsible: Qualified Professional, Residential Manager, Program Manager, Physical Therapist.  
Projected Completion Date: November 5<sup>th</sup>, 2019.