

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL054-179	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/31/2019
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NAME OF PROVIDER OR SUPPLIER BEAUTIFUL CREATIONS	STREET ADDRESS, CITY, STATE, ZIP CODE 4705 KILLETTE DRIVE LA GRANGE, NC 28551
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on October 31, 2019. The complaint was unsubstantiated (intake # NC00156921). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F, Supervised Living/Alternative Family Living.</p>	V 000		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE</p> <p>(a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other</p>	V 289		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 289	<p>Continued From page 1</p> <p>diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews, and interviews the facility failed to ensure it operated within the scope for which it was licensed. The findings are:</p>	V 289		

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V 289	<p>Continued From page 2</p> <p>Observation of the facility on 10/22/19 at approximately 9:30 am revealed:</p> <ul style="list-style-type: none"> - Mobile home with three bedrooms. - Bedroom #1 adjacent to the living area, equipped with a bed and other typical bedroom furniture. - Bedroom #2 on the left side of the hallway, equipped with a twin bed. - Bedroom #3 at the end of the hallway, equipped with a bed and other typical bedroom furniture. - At the onset of the survey client #1 was in bedroom #3 and client #2 was in bedroom #2 with the door shut. <p>Review on 10/21/19 of the facility's public record maintained by Division of Health Service Regulation (DHSR) revealed the facility was licensed for the service category 10A NCAC 27G .5600F Supervised Living/Alternative Family Living (AFL), with a licensed capacity of 2 clients.</p> <p>Review on 10/21/19 of DHSR "Rules for Licensed Mental Health Facilities" 10A NCAC 27G .5600 "Scope" revealed:</p> <ul style="list-style-type: none"> - "(b) A supervised living facility shall be licensed if the facility serves either: (1) one or more minor clients; or (2) two or more adult clients. Minor and adult clients shall not reside in the same facility." - "(c) . . . F designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service . . . " <p>Review on 10/22/19 of the DHSR Mental Health</p>	V 289		

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V 289	<p>Continued From page 3</p> <p>Licensure and Certification Section "Client Census Form" completed by Qualified Professional #1 (QP1) revealed 3 current clients.</p> <p>Review on 10/22/19 of client #1's record revealed:</p> <ul style="list-style-type: none"> - 30 year old female admitted 9/20/18. - Diagnoses included Autism, Bipolar Disorder, Obsessive Compulsive Disorder, and Moderate Intellectual/Developmental Disability. - "Admissions/Discharges and Transfers Record" dated 9/20/18 and signed by the Program Manager 10/22/19. - No discharge date or documentation. <p>During interview on 10/22/19 client #1 stated:</p> <ul style="list-style-type: none"> - She stayed at the facility. - "I live here now." - Staff #1 "lives in another house." - She had recently spent time at a respite facility in another town because she "needed a break." <p>Review on 10/22/19 of client #2's record revealed:</p> <ul style="list-style-type: none"> - 20 year old male admitted February 2017. - Diagnoses included Schizoaffective Disorder, bipolar type, and Mild Intellectual/Developmental Disability. - "Admissions/Discharge/Record" dated 10/11/19 and signed by the Program Manager on 10/22/19 included "On this date [client #2] has been admitted to Beautiful Creations . . ." - No discharge date or documentation. <p>Client #2 was not available for interview.</p> <p>Review on 10/22/19 of client #3's record revealed:</p> <ul style="list-style-type: none"> - 10 year old male. - No documented admission date. 	V 289		

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V 289	<p>Continued From page 4</p> <ul style="list-style-type: none"> - Diagnoses included Attention Deficit Hyperactivity Disorder, Autistic Disorder, Developmental Disability of speech/language, non-verbal. - "Admissions/Discharge/Record" dated 9/20/19 and signed by the Program Manager on 10/22/19 included "On this date [client #3] has been discharged from an AFL setting to Beautiful Creations, a licensed AFL . . . He has been admitted to [sister facility] . . ." - "Admissions/Discharge/Record" dated 10/7/19 and signed by the Program Manager on 10/22/19 included "On this date, [client #3] has been admitted to [sister facility] a licensed AFL home . . ." <p>Client #3 was not available for interview.</p> <p>During interview on 10/22/19 client #3's Department of Social Services (DSS) guardian representative stated:</p> <ul style="list-style-type: none"> - Client #3 was placed with staff #1 for the second time on 6/28/19; at that time he was living in staff #1's unlicensed private residence. - Client #3 was supposed to be in the licensed facility; DSS was not aware staff #1 maintained two residences. - They learned staff #1 maintained two residences on 8/20/19 and requested client #3 be moved to the licensed facility. - The Licensee requested a "full scale psychological" in order to "establish services." - A "full scale psychological" was provided to the Licensee at the end of August. - QP2 explained to her that client #3 could go with staff #1 to her "private residence and if he fell asleep there [staff #1] didn't need to wake him up, he could spend the night there." - Client #3 was moved into the licensed facility "sometime close to 9/4/19" and was moved to a 	V 289		

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V 289	<p>Continued From page 5</p> <p>sister facility in early October, but she could not remember the date.</p> <p>Review on 10/31/19 of staff #1's personnel record revealed:</p> <ul style="list-style-type: none"> - Title of Paraprofessional; supervision plan included date of hire 6/2/17. - Job description signed by staff #1 6/3/17. <p>During interview on 10/22/19 staff #1 stated:</p> <ul style="list-style-type: none"> - Client #1 came to the facility "during the daytime, but she stays with my mom." - Neither of the adult clients were present in the facility when client #3 was present. - She lived "between here and home." - Her primary residence was "down the street, this is my group home." - She had a house "but I have a group home too." - She was the only employee at the facility, but her husband "just helps me out." - She didn't have a bedroom at the facility, she slept on the sofa. <p>During interview on 10/22/19 QP1 stated:</p> <ul style="list-style-type: none"> - QP2 was the QP assigned to the facility; QP2 was on vacation. - Client #3's guardian, a local DSS, requested "emergency respite placement in a licensed facility" until they could secure client #3's placement with his grandfather. - The Licensee was not being reimbursed for providing services to client #3. - Client #3 lived in the facility, but "we weren't getting paid." - Client #3 was recently moved to a sister facility at the request of his guardian. - None of the clients had been discharged from the facility. <p>During interview on 10/22/19 the Program</p>	V 289		

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V 289	Continued From page 6 Manager stated: - Client #3 resided at Staff #1's private residence, his guardian "said he needed to be in a licensed facility, so [staff #1] moved him to the AFL and moved [client #2] to her private residence in mid-September." - Client #3 was moved to a sister facility at his guardian's request; they were not being reimbursed for providing services for client #3. - Client #1 was at a respite facility 10/11/19 - 10/14/19 and was presently staying with staff #1's mother at night. - "At no time was [client #3] in the AFL with [client #1] or [client #2]."	V 289		
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor	V 290		

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V 290	<p>Continued From page 7</p> <p>clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or</p> <p>(2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure a client's treatment or habilitation plan documented the client was capable of remaining in the community without supervision affecting 1 of 3 audited clients (#2). The findings are:</p> <p>Review on 10/22/19 of client #2's record revealed:</p> <ul style="list-style-type: none"> - 20 year old male admitted February 2017. - Diagnoses included Schizoaffective Disorder, bipolar type, and Mild Intellectual/Developmental Disability. 	V 290		

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V 290	<p>Continued From page 8</p> <ul style="list-style-type: none"> - Documented history of physical and verbal aggression, sexually inappropriate behaviors and property destruction. - Person Centered Profile updated 7/99/19 with no documented unsupervised time in the home or community. <p>Client #2 was not available for interview as he left the facility with staff #1's husband immediately after the beginning of the survey.</p> <p>Review on 10/31/19 of facility personnel records revealed no personnel record for staff #1's husband and no documented completion of required training.</p> <p>Review on 10/31/19 of staff #1's personnel record revealed:</p> <ul style="list-style-type: none"> - An application for employment dated 6/15/17 for staff #1's husband. - Health Care Personnel Registry checks dated 7/18/17 and 8/4/17 for staff #1's husband. - A criminal background check dated 8/4/17 for staff #1's husband. <p>During interview on 10/22/19 staff #1 stated:</p> <ul style="list-style-type: none"> - She lived "between here and home." - Her primary residence was "down the street, this is my group home." - She and her husband had a house "but I have a group home too." - Her husband did not "work here, he just helps me out." <p>During interview on 10/31/19 QP1 stated staff #1's husband was not employed by the Licensee, but was a "natural support" and it was okay for him to take client #2 outside of the facility and off of facility property. Staff #1's husband did not have required training because he was not a paid</p>	V 290		

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V 290	Continued From page 9 employee. During interview on 10/31/19 the Program Manager stated staff #1's husband was not an employee, but was a "natural support" for the clients.	V 290		
V 736	27G .0303(c) Facility and Grounds Maintenance 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. This Rule is not met as evidenced by: Based on observation and interview the facility was not maintained in a clean, attractive, orderly manner and free from offensive odors. The findings are: Observation of the facility on 10/22/19 at approximately 9:30 am revealed: - The lower panel of the exterior metal "storm" door affixed to the frame with silver duct tape. - Packaged food items and supplies stored on the floor between the stove and refrigerator. - Particulate matter on the kitchen floor. - The dining table was sticky to touch. - The upholstery on the dining table chairs had dark stains. - A stale odor throughout the living and dining area. - Damage to the ceiling in the bedroom adjacent to the living area.	V 736		

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V 736	Continued From page 10 - A strong sour odor in the bedroom at the end of the hallway. During interview on 10/31/19 the Program Manager stated she was unaware of the issues cited.	V 736		
V 784	27G .0304(d)(12) Therapeutic and Habilitative Areas 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (d) Indoor space requirements: Facilities licensed prior to October 1, 1988 shall satisfy the minimum square footage requirements in effect at that time. Unless otherwise provided in these Rules, residential facilities licensed after October 1, 1988 shall meet the following indoor space requirements: (12) The area in which therapeutic and habilitative activities are routinely conducted shall be separate from sleeping area(s). This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure the area in which therapeutic and habilitative activities were routinely conducted were separate from sleeping areas. The findings are: Observation of the facility on 10/22/19 at approximately 9:30 am revealed: - Mobile home with three bedrooms. - Bedroom #1 adjacent to the living area, equipped with a bed and other typical bedroom furniture. - Bedroom #2 on the left side of the hallway, equipped with a twin bed.	V 784		

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V 784	<p>Continued From page 11</p> <ul style="list-style-type: none"> - Bedroom #3 at the end of the hallway, equipped with a bed and other typical bedroom furniture. - The bedrooms were for the clients' use. <p>During interview on 10/22/19 staff #1 stated:</p> <ul style="list-style-type: none"> - Bedroom #1 was where client #3 stayed. - Bedroom #2 was "[Client #2]'s room." - Bedroom #3 was "the spare room . . .;" client #1 used it when she was at the facility. - She lived "between here and home." - Her primary residence was "down the street, this is my group home." - She had a house "but I have a group home too." - She was the only employee at the facility, but her husband "just helps me out." - She didn't have a bedroom at the facility, she slept on the sofa. <p>During interview on 10/31/19 the Program Manager stated she was unaware staff #1 slept on the sofa in the living room.</p>	V 784		