

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL065-264	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/27/2019
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NAME OF PROVIDER OR SUPPLIER WILMINGTON HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 28 BEAUREGARD DRIVE WILMINGTON, NC 28412
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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 November 27, 2019. The complaint was substantiated (intake #NC00157732). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 540	<p>27F .0103 Client Rights - Health, Hygiene And Grooming</p> <p>10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING</p> <p>(a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:</p> <p>(1) opportunity for a shower or tub bath daily, or more often as needed;</p> <p>(2) opportunity to shave at least daily;</p> <p>(3) opportunity to obtain the services of a barber or a beautician; and</p> <p>(4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil.</p> <p>(b) Bathtubs or showers and toilets which ensure individual privacy shall be available.</p> <p>(c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.</p> <p>This Rule is not met as evidenced by:</p>	V 540		

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

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V 540	<p>Continued From page 1</p> <p>Based on record reviews, observation and interviews, the facility failed to assure the right to dignity and humane care in the provision of hygiene and grooming care for 1 of 3 audited clients (#1). The findings are:</p> <p>Review on 11/27/19 of client #1's record revealed: -35 year-old female. -Admission date of 05/07/19. -Diagnoses of intellectual developmental disorder (severe), seizure disorder, migration anomaly lissencephaly, and beta-propeller protein-associated neurodegeneration (BPAN).</p> <p>Review on 11/27/19 of client #1's Individual Support Plan (ISP) dated 6/01/19 revealed: -She communicated through sounds, laughter, eye gazes, facial expressions, and body language. -She required full physical support to complete cleaning, dressing, bathing, hygiene, and grooming needs. -It was important to her that she maintain a positive standard of hygiene and grooming on a regular basis.</p> <p>Review on 11/27/19 of client #1's Personal Care Check List revealed: -Toenails and fingernails were to be checked daily for appropriate length. -Teeth were to be brushed after every meal.</p> <p>Observations on 11/27/19 at approximately 11:30am revealed: -Client #1 was observed with crusty residue on outside corners of both eyes. Residue was also observed on the inside of left eye. -Dried food was observed on client #1's upper and lower lips and around mouth. -A layer of food debris was identified along the</p>	V 540		

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V 540	<p>Continued From page 2</p> <p>front of client #1's upper teeth when she smiled. -Fingernails were neatly trimmed but sharp to the touch.</p> <p>Interview on 11/27/19 of Day Program Qualified Professional (QP) stated: -Client #1 occasionally arrived with food debris in teeth. -Client #1's fingernails were often trimmed well but sometimes still sharp enough to scratch herself. -Client #1 had not eaten prior to surveyor observation and had arrived to program with food debris on lips and teeth.</p> <p>Interview on 11/27/19 staff #2 stated: -She had worked at facility for approximately 5 months. -She was responsible for hygiene requirements for client #2 and client #3. -Hygiene requirements included brushing teeth, combing hair, shaving face, applying deodorant to underarms, and ensuring fingernails/ toenails were properly trimmed and filed.</p> <p>Interview on 11/27/19 Qualified Professional (QP) stated: -He had been with facility since August 12, 2019. -Staff responsibilities for ensuring proper hygiene with clients included daily assistance with showering, clipping and filing fingernails/toenails, shaving, washing hair, brushing teeth, and dressing appropriately for season. -A Personal Care Check List had been implemented to ensure staff completed proper hygiene care for client #1. -He would address hygiene concerns with staff.</p>	V 540		