

Life Opportunities Therapeutic Home Services, LLC.**135 N. Main St.****Red Springs, NC 28377****Phone (910) 843-1105****Fax (910) 843-1295****Fax Cover Sheet**

Date: 12-4-19
To:
ATTN: Betty Godwin
Fax No: 919-715-8078
From: Life Opportunities - Deborah Pearson
Subject: POC - Hope House
No. of pages: 4 (Incl. Fax cover sheet)
<u>Comments:</u>

PRINTED: 11/15/2019
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-150	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 11/06/2019
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NAME OF PROVIDER OR SUPPLIER HOPE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 3775 OLD LOWERY ROAD SHANNON, NC 28386
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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>An annual and follow up survey was completed on 11/6/19. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to conduct fire and disaster drills at least quarterly and repeated for each shift. The findings are:</p> <p>Interview on 11/8/19 the Residential Manager/Associate Professional (AP) stated: -The shift times were as follows: -1st shift - 8:00 am - 4:00 pm</p>	V 114		

Division of Health Service Regulation

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

TITLE

(X6) DATE

Deborah Pearson
Program Director

12-4-19

Appendix 1-B: Plan of Correction Form

Plan of Correction
11/19/2019

Please complete all requested information and mail completed Plan of Correction form to:
 Division of Health Service Regulation
 Mental Health Licensure and Certification Section
 Attn: Latisha Grant & Betty Godwin
 2718 Mail Services Center
 Raleigh, NC 27699-2718

In lieu of mailing the form, you may e-mail the completed electronic form to:

Provider Name:	Life Opportunities, Inc. - Hope House		
Provider Contact	Dean Pearson/Deborah Pearson		
Person for follow-up:			
Address:	3775 Old Lowery Road Red Springs, NC 28377		
Phone:	(910)		
Fax:	(910)		
Email:	dean.pearson@life-opportunities.org		
Provider #:	MHL-078-150		

Finding	Corrective Action Steps	Responsible Party	Timeline
V14.27G.0207 Emergency Plans and Supplies Failed to have fire and disaster drills held at least quarterly and repeated on each shift.	Life Opportunities, Inc. will retain the facility manager to ensure they develop a schedule where fire and disaster drills are held quarterly and repeated on each shift. Life Opportunities, Inc. will ensure the fire and disaster drills are maintained in a notebook in the house.	Administrator/Owner - will inform LP/QA/QI directors of changes Client Right Committee/QA Committee - monitor/review LP/QA/QI Director - update forms and monitor compliance	Implementation Date: 12/13/2019 - On going Projected Completion Date: 01/05/2020
V115.27G.0208 Client Services Failed to provide nutritious meals to meet the needs of 2 of 3 audited clients.	Life Opportunities, Inc. will prepare meals for clients that are nutritious. Life Opportunities, Inc. will allow clients to participate in developing the menu and sign-off on the menus. Life Opportunities, Inc. will allow clients to participate in meal preparation.	Administrator/Owner - will inform LP/QA/QI directors of changes Client Right Committee/QA Committee - monitor/review LP/QA/QI Director - update forms and monitor compliance	Implementation Date: 12/13/2019 - On going Projected Completion Date: 01/05/2020
V118.27G.0209 (C) Medication Requirements Failed to administer medications on the written order of a physician affecting one of three clients.	Life Opportunities, Inc. will ensure prescription or non-prescription drugs are only administered to a client on the written. Life Opportunities, Inc. will ensure that each consumer has a Medication Administration Record (MAR) of all drugs administered	Administrator/Owner - will inform LP/QA/QI directors of changes Client Right Committee/QA	Implementation Date: 12/13/2019 - On going Projected Completion Date: 01/05/2020

	<p>to each client.</p> <p>Life Opportunities, Inc. will ensure that each client's MAR is kept current.</p> <p>Life Opportunities, Inc. will ensure that each client's requests for medication changes or checks are recorded and kept with the MAR file followed up by appointments or consultation with a physician.</p> <p>Life Opportunities, Inc. will ensure any applicant hire by the agency and who has been in the state less than five years obtains a national criminal background and fingerprint check as required.</p> <p>Life Opportunities, Inc. will maintain receipt of the national criminal background and fingerprint check.</p>	<p>Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/13/2019 – On going</p> <p>Projected Completion Date: 01/05/2020</p>
<p>V133.G.S. 122C-80 Criminal History Record Check</p> <p>Failed to request a national criminal history check, to include a check of the applicant's fingerprints for 1 of 1 staff audited who had been a resident of this state for less than five years prior to hire (Residential Manager).</p>	<p>Life Opportunities, Inc. will ensure that clients have access to snacks and food during the specified times posted.</p> <p>Life Opportunities, Inc. will ensure clients have access to phone calls, based on the approval of guardians. Life Opportunities, Inc. implements telephone time as (Thursday, Friday and Sunday) in 15-minute increments based on outside activity schedule.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/13/2019 – On going</p> <p>Projected Completion Date: 01/05/2020</p>
<p>V364 G.S.122C-62 Additional Rights in 24 Hour facilities</p> <p>Fail to restrict the rights of 3 of 3 audited clients, by restricting their access to food and their ability to make and receive telephone calls.</p>	<p>Life Opportunities, Inc. will repair/replace Laminate flooring in the hallway.</p> <p>Life Opportunities, Inc. will repair/replace paint worn and stained in hallway and on door facings throughout the facility.</p> <p>Life Opportunities, Inc. will repair/replace the wall at the end of the hall.</p> <p>Life Opportunities, Inc. will repair/replace the missing handles and repair track on dresser for client # 3.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/13/2019 – On going</p> <p>Projected Completion Date: 01/05/2020</p>
<p>V736. 27G.0303 (c) Facility and Grounds Maintenance</p> <p>Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner.</p>	<p>Life Opportunities, Inc. will ensure that staff check the water temperature weekly to verify that it is in the range of 100- and 116-degrees Fahrenheit.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/06/2019 – On going</p> <p>Projected Completion Date: 12/06/2019</p>
<p>V752. 27G.0304 (b) (4) Hot water temperatures</p> <p>Fail to maintain the water temperature between 100- and 116-degrees Fahrenheit.</p>	<p>Life Opportunities, Inc. will ensure that the water temperature in the kitchen and bathroom are between 100- and 116-degrees Fahrenheit.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/06/2019 – On going</p> <p>Projected Completion Date: 12/06/2019</p>