

JAN 03 2020

Plan of Correction

Lic. & Cert. Section

10A NCAC 27G.0202 Personnel Requirement (V107/108): As of 12/1/19. Best Home Care Services hired a QP with administrative experiences to oversee the hiring practices of the facility to ensure appropriate credentialing of newly hired staff to include (application process, job description, education, competency of work experiences, documented background check, healthcare registry check, training (BBP, CPR), orientation (clients rights, confidentiality, treatment plans) and providing staff supervision). Furthermore, QP is currently reviewing staff's personnel records to ensure that application packet is completed and in staff chart as deemed necessary. QP is working on scheduling additional training for all staff by 1/30/20.

10A NCAC 27G.0202 Personnel Requirement (V108): As of 1/2/20. Administrator/QP is working on identifying specific training needs such as (BBP, CPR, First Aid and etc.) and scheduling them as necessary for all staffs to be completed no later than 1/30/20. Training certification to be filed in staff charts. Administrator/QP will monitor staff trainings and ensure that they are completed in a timely fashion. Best Home Care Services will no longer utilize staff on a trial basis. All staff will undergo a thorough application process and credential prior to start of work.

10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109). As of 12/1/19. Best Home Care Services hired a QP with administrative experiences to oversee the facility and ensure the health, safety, and welfare of clients within its care. QP is currently working with Administrator to clarify the home's Emergency Plan by reviewing and accessing its effectiveness. The goal is to make the necessary changes to the plan to ensure the health, safety, and welfare of the clients. As of 12/13/19, in order to achieve a level of stability for the client's welfare, Best Home Care Services secured an alternative home in which the clients can call home and in their own space. Best Home Care Services will work to eliminate the need to move the clients as much as possible in order to protect the client from harm, abuse, neglect and or exploitation.

10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals (V110). As of 12/1/19. Best Home Care Services hired a QP with administrative experiences to oversee the hiring practices of the facility to ensure appropriate credentialing of newly hired staff to include (application process, job description, education, competency of work experiences, documented background check, healthcare registry check, training (BBP, CPR), orientation (clients rights, confidentiality, treatment plans) and providing staff supervision). In addition to ensuring that staffs demonstrate the knowledge, skills and abilities required by the population served, and have a clear understanding of clients' needs and possess the ability to communicate this effectively to the client's guardian, treatment members, and etc. Furthermore, QP is currently reviewing staff's personnel records to ensure that application packet is completed and in staff chart as deemed necessary. QP is working on scheduling additional training for all staff by 1/30/20.

10A NCAC 27G .0205 (C-D) Assessment/Treatment/Habilitation Plan (V112)

As of 12/15/19. QP has met with the clients to assess and gather the necessary information for goal development. QP is currently working on developing the client's treatment plans. As of

1/15/20. All client's treatment plans will be completed and updated as appropriately reflecting residential goals and reflecting strategies to address client behaviors within the home. Treatment plans to be signed by appropriate parties, dates and filed in client's chart and updated as necessary throughout the year.

10A NCAC 27G .0206 Client Records (V113). As of 12/31/19, QP is working with Best Home Care Services Administrator to update all client's charts and records. QP is working to reorganize the clients records to ensure that the following are present within the client's chart: face sheet, emergency information and consents granting permission to seek emergency medical care in every client file.

10A NCAC 27G .0207 Emergency Plans and Supplies (V114). Effective 12/31/19. QP is working with staff on understanding the importance of completing a fire and disaster drills quarterly per shifts and documented. QP will monitor staff to ensure the assurance of fire and disaster drills.

10A NCAC 27G .0208 (c), CLIENT SERVICES (V115): As of 1/1/20. QP met with Administrator and staff to assist in developing a menu of nutritional value. QP will monitor the staff to ensure that alternative meals are being offered to the clients and that the client has access to the menu.

10A NCAC 27G .0209 (c), (f) Medication Requirements (V118, 120): As of 12/31/19. QP is working with staff to ensure appropriate medication training by scheduling additional training to be completed no later than 1/30/20. No staff will administer medication without the required training. In addition, QP is working with staff and pharmacy to ensure that clients MARs are current, medications are labeled and stored appropriately, and medications are administered as per physician orders. Best Home Care Services will ensure that all medications are administered as prescribed by physical or prescriber. No changes will be made to any medication without an order by the physical or prescriber. QP and staffs are working with the pharmacy to schedule medication review by 1/30/20 the latest.

G.S. §131E-256 Health Care Personnel Registry (V131/V133). As of 12/1/19. Best Home Care Services hired a QP with administrative experiences to oversee the hiring practices of the facility to ensure appropriate credentialing of newly hired staff to include (application process, job description, education, competency of work experiences, documented background check, healthcare registry check, training (BBP, CPR), orientation (clients rights, confidentiality, treatment plans) and providing staff supervision). In addition to ensuring that staffs demonstrate the knowledge, skills and abilities required by the population served, and have a clear understanding of clients' needs and possess the ability to communicate this effectively to the client's guardian, treatment members, and etc. Furthermore, QP is currently reviewing staff's personnel records to ensure that application packet is completed and in staff chart as deemed necessary. QP is currently working with the Administrator to complete Health Care Registry and Criminal History Record Check on all staffs, to be completed and file in staff record no later than 1/10/20.

10A NCAC 27G .5601 Supervised Living for Adults with Developmental Disabilities - Scope (V289/V291). As of 1/1/20. Best Homes Care Services along with QP are reviewing clients FL2 form and diagnosis to the client is appropriately placed. Clients identified as being inappropriate for Best Home licensed criteria will be assisted in finding appropriate placement no later than 1/30/19. QP will work to ensure that the coordination and linkage of appropriate services are provided to the clients and documented in client chart.

10A NCAC 27G .0604 Incident Reporting Requirements for Category A and B Providers (V367). As of 1/10/20. QP has scheduled an incident reporting training to review the understanding of incident reporting process. Training certification to be provided and placed in staff personal records.

10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512). As of 12/1/19. Best Home Care Services hired a QP with administrative experiences to oversee the hiring practices of the facility to ensure appropriate credentialing of newly hired staff, and ensure staffs demonstrate the knowledge, skills and abilities required by the population served, and have a clear understanding of clients' needs and possess the ability to communicate this effectively to the clients guardian, treatment members, and etc. Furthermore, QP is working on scheduling additional training for all staff by 1/30/20 in order to ensure the health, safety, and welfare of the clients within Best homes Care Services care. QP is currently scheduled to conduct an assessment of the home on a weekly base to ensure the protection of the clients from neglect, abuse, and exploitation.

QP is currently working on completing an updated client's treatment plans reflecting client's goals. QP is working on reviewing clients face sheet, emergency information and consents granting permission to seek emergency medical care are maintained in clients record. QP to monitor and ensure that staff is conducting fire and disaster drills quarterly per shift and documented. QP and staff has worked on dealing a menu reflecting nutritional means in which the client is refer to, to determine what's for dinner. QP is working with staffs and pharmacy to ensure clients MAR are maintained and kept current and medications are administered on the order of a physician, and client's medication are stored separately.

10A NCAC 27E .0107 Training on Alternatives to Restrictive Interventions (V536). As of 12/1/19. Best Home Care Services hired a QP with administrative experiences to oversee the hiring practices of the facility to ensure appropriate credentialing of newly hired staff to include appropriate training such as alternatives to restrictive interventions prior to starting work. QP is working on scheduling additional training for all staff by 1/30/20.

10A NCAC 27F .0105 Client's Personal Funds (V542). As of 12/15/19, QP is working with Administration to implement a process of documentation of management of client's personal funds. QP will monitor this process to ensure that receipts and adequate financial records managed by the home are maintained. A financial log will be maintained in each client file, in which the clients will need to sign off on receipt of funds. The clients will be provided a copy of their co-pays and sign off for payment of their co-payments.

10A NCAC 27G .0303 Location and Exterior Requirements (Tag 736). Best Homes care Services will ensure that the facility maintain in a safe, clean, attractive and orderly manner.

10A NCAC 27G .0304 Facility Design and Equipment (Tag 774). As of 11/20/19. Best Homes Care Services has replaced and purchased client's new mattress.

Facility Staff Completing this form:

Chika D. Swind Adm
Name/Title

1/3/2020
Date

Name/Title

Date

Notice of Opportunity to Demonstrate Compliance with Licensing Laws and Rules:

Best Homes has taken the following measures to ensure full compliance with all lawful requirements to ensure the health, safety, and welfare of clients within Best Home Care Services facility and care in addition to maintaining Best Home Care Services License. Effective 12/1/19, Best Home Care Services Administrator hired a Qualified Professional with several years of Administrative and mental health experience to assist with overseeing the daily activities of the facility and client care. The Mrs. Andrize Patrick (QP) will oversee all duties associated with personnel requirement to include new rehabilitative staff credentialing such as (hiring, conducting criminal background, healthcare registry check, training, orientation, staff supervision and etc.). In addition, Mrs. Patrick will ensure clarity of Emergency Plans and Supplies, will monitor Client Services, Medications Administration, Requirement and storage, incident reporting requirements, while ensuring the clients are protected from harm, abuse, neglect and or exploitation and prevent reoccurrence of the problems and defiance cited.

Therefore, Best Home Care Services is requesting the opportunity to **Demonstrate Compliance with Licensing Laws and Rules.**

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