

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-211	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/22/2020
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NAME OF PROVIDER OR SUPPLIER CHEVAL GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 8380 CHEVAL STREET CLEMMONS, NC 27012
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on January 22, 2020. Deficiencies were 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 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, 1 of 1 Former Staff (FS #1) failed to demonstrate the knowledge, skills and abilities required by the population served affecting 1 of 2 clients (#2). The findings are:</p> <p>Review on 1/21/2020 of FS #1's record revealed: -A hire date of 3/17/2012 -A job description of a Paraprofessional -A separation date of 1/7/2020 -Had completed re-training in client #1's client specific and treatment plan needs on 2/20/2019</p> <p>Review on 1/17/2020 of client #1's record revealed: -An admission date of 3/1/2008 -Diagnoses of Mild Intellectual Disability, Major Depressive Disorder, Schizophrenia, Paranoid Type, Overactive Bladder, Hypertension and Generalized Anxiety Disorder -An assessment dated 2/19/08 noting "has disrupted past placements due to not getting his way, family has safety concerns, needs consistent structure and rules, needs to increase his independent and social skills, has a history of schizophrenia and takes an interesting cocktail of medication most of which he has been on for years and for reasons unknown to his supervisors, seems to want to elope frequently, has stated that he feels restricted, is often anxious and overly worried about normal functioning, has auditory and visual hallucinations in the remote past, but none in recent years, has</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>a lot of trouble sleeping, inappropriate sexualized behaviors (stuck a plunger up his rectum), defiant, asks strangers for money, has been through physical, emotionally and sexual abuse prior to coming to the group home 20 years ago and specific details are not known and needs 24 hour supervision."</p> <p>-A treatment plan dated 3/1/19 noting "will independently continue to make a list of personal items he needs every 3 weeks for his monthly shopping, will practice safety skills (watch before crossing the street, stay with staff while in the community) with no more than one verbal prompt, will independently interact with others appropriately while in the community, will independently continue to select a community activities of his choice 2 days out of the week, will increase his independent living skills by managing his finances well to last for the whole month, will maintain a schedule of his medial/psychiatric appointments and any other daily activities in a calendar book, will maintain a healthy/neat living environment daily, will increase his leisure and recreational life by exploring community events at least two times per month, will participate and attend events at least two times per month with no more than one verbal prompt, continues to require supervision to monitor his health and safety needs, to ensure all his activities of daily living skills are being completed in a timely manner and continue to need assistance with ensuring all his interactions are appropriate, will maintain his health by independently following through his plan of smoking between 1 to 3 cigarettes a day and will follow the house rules and be respectful to both staff and housemates daily."</p> <p>Interview on 1/17/2020 with FS #1 revealed: -No longer worked at the facility</p>	V 110		

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V 110	<p>Continued From page 3</p> <ul style="list-style-type: none"> -Had worked with client #1 as his 1:1 in the facility and in the community -Had been trained on client #1's client specifics as well as his treatment plan -Was aware not being able to have a cigarette was a trigger for client #1. -Had a cigarette while sitting in a vehicle with client #1 -Client #1 reached over "and invaded my privacy." -Stated client #1 attempted to take the cigarette from staff #1 -"I pulled his hand back from where the cigarette was and squeezed it. This was the first time he did anything like that." -Described client #1 as being anxious when he does not get cigarettes -"It was all a misunderstanding." -Stated client #1 was "a pathological liar" -Denied using profanity with any of the clients. -Denied squeezing client #1's hand or being client #1's hand backwards. -When asked why he was no longer employed with the facility, FS #1 stated "I think I got burned out. I am tired of behaviors that I can no longer control, like his (client #1) ..." <p>Observations and interview on 1/17/2020, at approximately 11:38am, with client #1 revealed:</p> <ul style="list-style-type: none"> -Had problems with FS #1 -"He tried to break my wrist." -Demonstrated the top of his left hand being bent downward. -Stated the incident happened a few weeks ago but could not remember the exact date. -Was in the car with FS #1 as "he was my 1:1." -"I was in the front seat, the passenger seat. He had a bad attitude. He grabbed my wrist. It was just the two of us in the car. He hasn't been back since. I didn't get a chance to tell anyone what happened ..." 	V 110		

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V 110	<p>Continued From page 4</p> <p>-Stated things were much better since FS #1 left. -"He bent my hand down. I don't know what was wrong with him. He did not take time with me like the other staff do. He said he would break my m****r f****r hand and would yell at me. It was not cool ..."</p> <p>Interview on 1/22/2020 with the Qualified Professional revealed: -Former Staff #1 had left the Agency on his terms and was not terminated -FS #1 had been trained on client #1's triggers on more than one occasion -"[FS #1] was not cooperative with [the Residential Manager (RM)]. He was found to be insubordinate and would not follow through with what was asked of him. We talked to him about that. He would tell [the RM] what he would and would not do ...I was not aware of what occurred between [FS #1] and [client #1], but I will talk to him (client #1) ..."</p> <p>Interview on 1/22/2020 with the Chief Executive Officer/Director revealed: -FS #1 was no longer employed with the Agency. -He was attending school and working for the Agency as needed. -Was not aware of the statements client #1 made about FS #1 grabbing and squeezing his hand. -"That is not appropriate. I don't know why he says he's burned out. I know [client #1] can be challenging, but he was only working with him for 12 hours a week. Maybe that was just too much for him ..."</p> <p>-Stated she trusted FS #1 and he was a good person and if he returned to work at the Agency, "he will be retrained on de-escalation techniques as well as [client #1]'s treatment plan ..."</p>	V 110		

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V 112	Continued From page 5	V 112		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained. <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to develop and implement goals and strategies in the client's treatment plan to meet the needs of 1 of 2 clients (#1). The findings are:</p>	V 112		

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V 112	<p>Continued From page 6</p> <p>Review on 1/17/2020 of client #1's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 3/1/2008 -Diagnoses of Mild Intellectual Disability, Major Depressive Disorder, Schizophrenia, Paranoid Type, Overactive Bladder, Hypertension and Generalized Anxiety Disorder -An assessment dated 2/19/08 noting "has disrupted past placements due to not getting his way, family has safety concerns, needs consistent structure and rules, needs to increase his independent and social skills, has a history of schizophrenia and takes an interesting cocktail of medication most of which he has been on for years and for reasons unknown to his supervisors, seems to want to elope frequently, has stated that he feels restricted, is often anxious and overly worried about normal functioning, has auditory and visual hallucinations in the remote past, but none in recent years, has a lot of trouble sleeping, inappropriate sexualized behaviors (stuck a plunger up his rectum), defiant, asks strangers for money, has been through physical, emotionally and sexual abuse prior to coming to the group home 20 years ago and specific details are not known and needs 24 hour supervision." -A treatment plan dated 3/1/19 noting "will independently continue to make a list of personal items he needs every 3 weeks for his monthly shopping, will practice safety skills (watch before crossing the street, stay with staff while in the community) with no more than one verbal prompt, will independently interact with others appropriately while in the community, will independently continue to select a community activities of his choice 2 days out of the week, will increase his independent living skills by managing his finances well to last for the whole month, will maintain a schedule of his medial/psychiatric 	V 112		

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V 112	<p>Continued From page 7</p> <p>appointments and any other daily activities in a calendar book, will maintain a healthy/neat living environment daily, will increase his leisure and recreational life by exploring community events at least two times per month, will participate and attend events at least two times per month with no more than one verbal prompt, continues to require supervision to monitor his health and safety needs, to ensure all his activities of daily living skills are being completed in a timely manner and continue to need assistance with ensuring all his interactions are appropriate, will maintain his health by independently following through his plan of smoking between 1 to 3 cigarettes a day and will follow the house rules and be respectful to both staff and housemates daily."</p> <p>-No documentation of goals or strategies in the treatment plan to address client #1's elopement tendencies.</p> <p>Review on 1/22/2020 of client #1's monthly progress notes, completed by the Qualified Professional (QP) revealed:</p> <p>-For the month of December 2019, "[client #1] continues to be noncooperative with his treatment and there was an incident of elopement which has taken place within the last month. [The QP] continues to talk with [client #1] and continues to train staff to encourage them to have things in place which might prevent some of the negative behaviors [client #1] displays ..."</p> <p>-For the month of November 2019, "...continues to be noncooperative with his treatment and there have been a few incidents of elopement ...staff will continue to monitor him and encourage him not to leave the premises for fear that something will take place which can be harmful or even deadly ..."</p> <p>-For the month of October 2019, "[client #1]</p>	V 112		

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V 112	<p>Continued From page 8</p> <p>continues to be noncooperative with his treatment and there was an incident of elopement which has taken place within the last month ..."</p> <p>-For the month of September 2019, " ...behaviors haven't improved within the past 30 days as evident of the number of elopements which continue to take place within the community ...had been confronted by the neighbor about entering their yards without permission. These situations have become so dangerous that the staff reports that during a particular incident, it was witnessed that a neighbor threatened to get his gun because he feared for his life after [client #1] posed a threat from his stand point."</p> <p>Interview on 1/17/2020 with client #1 revealed:</p> <ul style="list-style-type: none"> -He would leave the premises of the facility -Did not know why he did that but thought it was due to not being able to have a cigarette. -Felt there were too many rules at the facility <p>Interview on 1/22/2020 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -Was responsible for writing client #1's treatment plan along with input from the Care Coordinator. -Was aware of client #1's long history of elopement from both the facility and in the community. -There was not a goal or any strategies in the treatment plan to address client #1's elopement tendencies. -A meeting had been scheduled to complete the new treatment plan for client #1 on February 10, 2020. <p>Interview on 1/22/2020 with the Chief Executive Officer/Director revealed:</p> <ul style="list-style-type: none"> -Client #1 had a very long history of elopement -"There should be a goal and strategies to address [client #1]'s elopement tendencies. There 	V 112		

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V 112	Continued From page 9 has always been a goal about that ...it needs to be in his plan ...it will be in his new plan."	V 112		
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 ensure disaster drills were conducted at least once per shift per quarter. The findings are:</p> <p>Review on 1/17/2020 of the facility's disaster drill logs, from 1/2019 to 1/2020, revealed:</p> <ul style="list-style-type: none"> -Documentation of two disaster drills -The first disaster drill was documented as conducted on 8/25/19 at 7:15pm, gas leak -The second disaster drill was documented as conducted on 9/18/19 at 3:45pm, cardiac arrest -No further documentation of disaster drills conducted in the facility. 	V 114		

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V 114	<p>Continued From page 10</p> <p>Interview on 1/17/2020 with client #1 revealed: -He had not participated in any disaster drills "in a long time"</p> <p>Interview on 1/17/2020 with staff #1 revealed: -Worked from 11:00pm to 11:00am -Had not conducted any disaster drills on her shift</p> <p>Interview on 1/17/2020 with the Residential Manager revealed: -Was responsible for ensuring disaster drills were conducted at the facility. -Stated there were 2 shifts at the facility, 11:00am to 11:00pm and 11:00pm to 11:00am -Was not aware disaster drills were to be conducted once per shift per quarter. -Would ensure disaster drills were conducted once per shift per quarter immediately.</p> <p>Interview on 1/22/2020 with the Qualified Professional revealed: -Was not aware disaster drills were to be conducted one per shift per quarter, only quarterly. -Would ensure disaster drills were conducted once per shift per quarter</p> <p>Interview on 1/22/2020 with the Chief Executive Officer/Director revealed: -Disaster drills were to be conducted the same as fire drills, once per shift per quarter. -Would ensure the facility staff conducted disaster drills once per shift per quarter immediately.</p>	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION</p>	V 118		

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V 118	<p>Continued From page 11</p> <p>REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to administer medications on the written orders of a physician for 1 of 2 clients (#1). The findings are:</p>	V 118		

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V 118	<p>Continued From page 12</p> <p>Review on 1/17/2020 of client #1's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 3/1/2008 -Diagnoses of Mild Intellectual Disability, Major Depressive Disorder, Schizophrenia, Paranoid Type, Overactive Bladder, Hypertension and Generalized Anxiety Disorder -An assessment dated 2/19/08 noting "has disrupted past placements due to not getting his way, family has safety concerns, needs consistent structure and rules, needs to increase his independent and social skills, has a history of schizophrenia and takes an interesting cocktail of medication most of which he has been on for years and for reasons unknown to his supervisors, seems to want to elope frequently, has stated that he feels restricted, is often anxious and overly worried about normal functioning, has auditory and visual hallucinations in the remote past, but none in recent years, has a lot of trouble sleeping, inappropriate sexualized behaviors (stuck a plunger up his rectum), defiant, asks strangers for money, has been through physical, emotionally and sexual abuse prior to coming to the group home 20 years ago and specific details are not known and needs 24 hour supervision." -A treatment plan dated 3/1/19 noting "will independently continue to make a list of personal items he needs every 3 weeks for his monthly shopping, will practice safety skills (watch before crossing the street, stay with staff while in the community) with no more than one verbal prompt, will independently interact with others appropriately while in the community, will independently continue to select a community activities of his choice 2 days out of the week, will increase his independent living skills by managing his finances well to last for the whole month, will maintain a schedule of his medial/psychiatric 	V 118		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-211	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/22/2020
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NAME OF PROVIDER OR SUPPLIER CHEVAL GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 8380 CHEVAL STREET CLEMMONS, NC 27012
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V 118	<p>Continued From page 13</p> <p>appointments and any other daily activities in a calendar book, will maintain a healthy/neat living environment daily, will increase his leisure and recreational life by exploring community events at least two times per month, will participate and attend events at least two times per month with no more than one verbal prompt, continues to require supervision to monitor his health and safety needs, to ensure all his activities of daily living skills are being completed in a timely manner and continue to need assistance with ensuring all his interactions are appropriate, will maintain his health by independently following through his plan of smoking between 1 to 3 cigarettes a day and will follow the house rules and be respectful to both staff and housemates daily."</p> <p>Review on 1/17/2020 of client #1's Medication Administration Records revealed: -Physician's orders, dated 3/25/19 for Lorazepam 1mg, one by mouth every 6 hours as needed. -Updated physician's orders, dated 1/15/2020 for Lorazepam 1mg, one by mouth every night. -Lorazepam 1mg, one by mouth every night was given at 8am, noon and 8pm on 1/15/2020, 8am, noon and 8pm on 1/16/2020 and at 8am on 1/17/2020</p> <p>Further review on 1/22/2020 of client #1's Medication Administration Records revealed: -A new physician's order, dated 1/20/2020 for Lorazepam 1mg, one by mouth twice daily</p> <p>Interview on 1/17/2020 with client #1 revealed: -He did not think staff were giving him his medications as ordered. -"Sometimes they give me more than other times and sometimes they give me less." -Was unable to recall when this had occurred.</p>	V 118		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-211	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/22/2020
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NAME OF PROVIDER OR SUPPLIER CHEVAL GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 8380 CHEVAL STREET CLEMMONS, NC 27012
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V 118	<p>Continued From page 14</p> <p>Interview on 1/17/2020 with staff #1 revealed: -Came on duty on 1/16/2020 at 11:00pm -Administered client #1 his medication at 8:00am on 1/17/2020 -Had administered 1mg of Lorazepam -Was not aware of the new order written for Lorazepam</p> <p>Interview on 1/17/2020 with the Residential Manager (RM) revealed: -Was responsible for ensuring medications were administered to the clients as ordered by the physician -Noticed an issue with client #1's Lorazepam being written differently. -Was trying to get in touch with the pharmacist and the prescribing doctor to ensure the Lorazepam was written correctly -Would ensure staff were retrained in Medication Administration -Would ensure staff were aware of any changes in the clients' medications.</p> <p>Interview on 1/22/2020 with the Qualified Professional (QP) revealed: -When asked about client #1's Lorazepam, the QP stated, "[The RM] evidently did not follow the doctor's order for the Lorazepam, which changed. It was not administered the way it was written. I know [the RM] went to the pharmacist and got the order corrected. The MAR should have been updated, but wasn't ..."</p> <p>Interview on 1/22/2020 with the Chief Executive Officer/Director revealed: -Learned the order for client #1's Lorazepam had changed after speaking with the RM on 1/17/2020. -"I know his Lorazepam was given for a few days</p>	V 118		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-211	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/22/2020
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V 118	Continued From page 15 based on the old medication order. We have gotten that straightened out. [The RM] was responsible for ensuring the MARs were correct." -Had used a new pharmacy recently after being with another pharmacy for 10 years -"The new pharmacy did not print out the MARs. We have corrected the problem, I believe, by having the pharmacy print out the MARs and deliver the medications. I know [the RM] wants to go back through Medication Administration training, so we will get that scheduled ..."	V 118		