

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411101	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/13/2020
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NAME OF PROVIDER OR SUPPLIER M & S CREEKSIDE	STREET ADDRESS, CITY, STATE, ZIP CODE 7312 FRIENDSHIP CHURCH ROAD BROWN SUMMIT, NC 27214
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 1/13/2020. The complaint was substantiated (intake #NC159562). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION 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</p>	V 118		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 118	<p>Continued From page 1</p> <p>with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to administer medications as ordered by an authorized person and failed to ensure administration of medications was documented immediately following administration affecting 1 of 4 clients (#4). The findings are:</p> <p>Review on 1/9/2020 of client #4's record revealed: - Admission date: 7/28/2016 - Diagnoses: Bipolar I Disorder; Attention Deficit-Hyperactivity Disorder (ADHD); Oppositional Defiant Disorder; Profound Intellectual Disability; Unspecified Iron Deficiency; - Physician's orders for the following medications: 1- Linzess 145 micrograms (mcg) (used to treat irritable bowel syndrome with constipation and chronic idiopathic constipation), 1 tablet QD, dated 7/17/2019; 2 - Quetiapine (Seroquel) 100 mg (used to prevent episodes of mania or depression in patients with bipolar disorder), 1 tablet twice daily (BID) at 2:00PM and 4:00PM, dated 9/7/2019; 3 - Amphetamine salts (Adderall) 20 mg (used to treat ADHD), 1 tablet QD, dated 10/17/2019.</p> <p>Review on 1/9/2020 of client #4's MARs dated 10/1/2019 to 1/9/2020 revealed: - Linzess was scheduled to be administered every day at 8:00AM; - Linzess was documented as having been administered every day at 8:00AM; - There was no documentation that Linzess was</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>not administered due to client #4's Guardian request during the Thanksgiving holiday (11/26/2019);</p> <ul style="list-style-type: none"> - There was no documentation that quetiapine and amphetamine salts were administered on from 11/24/2019 to 11/31/2019. <p>Interview attempt on 1/8/2020 with client #4 revealed:</p> <ul style="list-style-type: none"> - Client #3 was non-verbal and unable to answer questions about her care. <p>Interview on 1/9/2020 with staff #2 revealed:</p> <ul style="list-style-type: none"> - Staff #2 only administered clients' medications at 4:00PM due to the timing of her shift; - Client #4 had bowel movements approximately every three days; - Client #4 would scream, her stomach would feel tight, and her nose would get sweaty when she was constipated; - As far as staff #2 knew, client #4 had been administered all of her medications as ordered. <p>Interview on 1/10/2020 with former staff (FS) #4 revealed:</p> <ul style="list-style-type: none"> - When FS #4 had been working at the facility during the Thanksgiving holiday, there had been a "sandwich bag" containing client #4's Linzess tablets in her medication storage container; - Client #4 did not have a bowel movement most days and needed the medication; - Client #4 had not been administered all of her medications as ordered. <p>Interview on 1/13/2020 with the Qualified Professional/Director (QP/D) revealed:</p> <ul style="list-style-type: none"> - Client #4's Guardian did not want Linzess to be administered when client #4 was going on a home visits; - Client #4's Guardian reported that client #4 had 	V 118		

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V 118	Continued From page 3 bowel movements on the floor and in the car when on home visits; - Over the Thanksgiving holiday (approximately 11/26/2019), client #4 went on a home visit with her Guardian; - The QP/D had removed client #4's Linzess tablets from the medication bubble pack and did not administer it at the Guardian's request; - There was not a physician's order to hold the Linzess dosage; - The QP had administered client #4's doses of quetiapine and amphetamine salts from 11/24/2019 to 11/31/2019; - The QP/D usually signed the MAR after administering medications.	V 118		
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on observation, record review and interviews, the facility failed to keep the building free of rodents. The findings are: Observation at approximately 12:05PM on 1/9/2020 of the facility revealed: - Client #4's mattress was on the floor on a wooden frame approximately 6 inches high. Review on 1/10/2020 of a photograph provided by former staff (FS) #4 revealed:	V 738		

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V 738	<p>Continued From page 4</p> <ul style="list-style-type: none"> - A small rodent was on the floor in front of the freezer in the facility's kitchen. <p>Interview on 1/8/2020 with client #2 revealed:</p> <ul style="list-style-type: none"> - Client #2 had seen a mouse in the facility sometime between Thanksgiving and Christmas 2019; - Client #2 was worried that mice would return to the facility and chew through the electrical cords in her bedroom. <p>Interview attempt on 1/8/2020 with client #4 revealed:</p> <ul style="list-style-type: none"> - Client #3 was non-verbal and unable to answer questions about her care. <p>Interview on 1/13/2020 with staff #1 revealed:</p> <ul style="list-style-type: none"> - Staff #1 had not seen any rodents in the facility herself, but had heard that other staff had seen them; - On an unknown date, client #2 had reported that she had seen a mouse during the night; - FS #4 had panicked about seeing a mouse; - The facility staff tried to keep the facility clean to prevent rodents from entering the facility. <p>Interview on 1/10/2020 with FS #4 revealed:</p> <ul style="list-style-type: none"> - The photograph she had provided had been taken on 12/20/2019 at 4:31PM; - The mouse in the photograph was located in front of the freezer in the facility's kitchen; - FS #4 had seen the mouse run from the hallway to the kitchen; - FS #4 had complained to the Qualified Professional/Director (QP/D) and other management staff about having seen mouse droppings in the facility during the two weeks prior to actually seeing the mouse; - When FS #4 called about the mouse, it took over two hours before anyone went to the facility 	V 738		

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V 738	<p>Continued From page 5</p> <p>to place mouse traps;</p> <ul style="list-style-type: none"> - Client #4's bed was located on the floor; - FS #4 had not seen any mice in client #4's bed. <p>Interview on 1/13/2020 with the QP/D revealed:</p> <ul style="list-style-type: none"> - The QP/D had only heard about there being a mouse in the facility once; - A trap had been set a couple of hours after being informed of the mouse, and the mouse was caught; - The QP/D never saw a mouse herself; - There had not been any further issues with mice in the facility. 	V 738		