

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 11/15/2019  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>34G304</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/14/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RALPH SCOTT LIFESERVICES, INC/VETERANS DRIVE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>500 VETERANS DRIVE ELON COLLEGE, NC 27244</b>
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W 218	<p><b>INDIVIDUAL PROGRAM PLAN</b> CFR(s): 483.440(c)(3)(v)</p> <p>The comprehensive functional assessment must include sensorimotor development.</p> <p>This STANDARD is not met as evidenced by: Based on observation, record review and confirmed by interview with staff, the facility failed to re-evaluate 1 of 4 audit clients #4 in the area of sensorimotor development to assist her with proper body alignment during dining. The findings include:</p> <p>The interdisciplinary team failed to reassess client #4's posture during dining after this had been identified as a need.</p> <p>During observations on 11/13/19 at the facility during supper at 6:52pm client #4 was bent over the table with her face about an inch from her plate. Her feet were noted to be dangling approximately an half an inch from the floor. Staff B told client #4, " Sit up, scoot back in your chair.." Client #4 scooped her food, which was ground consistency, onto her spoon and into her mouth from her plate.</p> <p>During observations on 11/14/19 at the facility during breakfast at 7:23am client #4 was bent over the table eating her ground diet using her spoon. She was leaning over the table and scooped her food from her plate into her mouth. Her feet were noted to dangle approximately an half an inch from the floor.</p> <p>Review on 11/14/19 of client #4's individual program plan (IPP) dated 8/22/19 revealed she has diagnoses of Profound Intellectual disability,</p>	W 218	<p>Tag W-218 By or before 01/13/2020 client # 4 will be assessed by our PT and recommendations will be followed by both the group home and the day program. Both QPs will train their staff on relevant information and a copy of the training will be filed in staff training record. Members of Coordinator staff will monitor for implementation of recommendations and guidelines at both the group home and day program weekly and fade to monthly monitoring as needs are addressed. A copy of documentation will be placed in the POC notebook.</p> <p style="text-align: right; color: blue;">DHSR - Mental Health DEC 03 2019 Lic. &amp; Cert. Section 1/13/20</p>	
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Belinda K. Swanson, Dir of QCF</i>	TITLE	(X6) DATE <b>11/26/19</b>
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Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 218	Continued From page 1 Chromosomal Abnormality, Microcephaly and Type II Diabetes. Further review of the IPP revealed she can feed herself using a curved spoon and high sided sectional plate. No other adaptive equipment during dining is listed.  Review on 11/14/19 of a comprehensive Occupational therapy (OT) evaluation dated 7/30/96 revealed, "Provide stool for feet when sitting in regular chairs for better support, comfort and posture."  Interview on 11/14/19 with the qualified intellectual disabilities professional (QIDP) revealed she was unaware of this evaluation in client #4's record. She confirmed client #4 is smaller in stature and that her feet dangle above the floor when she is sitting in the dining room chairs during mealtime. Additional interview confirmed that client #4 has not been reassessed by the OT in several years.	W 218			
W 242	INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(6)(iii)  The individual program plan must include, for those clients who lack them, training in personal skills essential for privacy and independence (including, but not limited to, toilet training, personal hygiene, dental hygiene, self-feeding, bathing, dressing, grooming, and communication of basic needs), until it has been demonstrated that the client is developmentally incapable of acquiring them.  This STANDARD is not met as evidenced by: The facility failed to assure the individual program plans (IPPs) for 2 of 4 sampled clients	W 242	Tag W-242 By or before 01/13/2020 the QP will review the ADLSE to new goals addressing personal hygiene and self-feeding for client # 5 & client #6. The QP will train and implement new goals on or before 01/13/2020. Coordinator staff will monitor staff on goal training weekly fading to monthly as needs are addressed. Copies of goal data and observations will be placed in the POC notebook.	1/13/20	

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W 242	<p>Continued From page 2</p> <p>(#5 and #6) included training in personal skills essential for independence in personal hygiene and self-feeding to meet the clients' needs as evidenced by observation, interview and record verification. The findings are:</p> <p>A. Clients #5 and #6 failed to have objective training included in their IPPs to meet their personal hygiene needs. Interview with the home manager on 11/13/19 and qualified intellectual disabilities professional (QIDP) on 11/14/19 revealed clients #5 and #6 are sisters and have lived at the group home for about a year. Further interviews revealed the clients are fairly high functioning in many aspects of their lives but have missed learning some basic personal skills. Review of client #5's and client #6's IPPs both dated 4/25/19 revealed each to have Adult Daily Living Skills Evaluation also dated 4/25/19 which notes that both clients have deficits in independently wiping past toileting and have the skill marked as a "training potential." Further review of the IPPs, substantiated by interview with the QIDP, revealed neither client currently has a training objective to learn this basic skill.</p> <p>B. Clients #5 and #6 failed to have objective training included in their IPPs to meet there self-feeding needs. Observations of supper on 11/13/19 at 6:50 PM revealed both clients to eat supper consisting of lasagna, green beans, tossed salad and bread with only a spoon as no forks or knives were offered to the clients. The clients were noted to each supper without difficulty even though both clients were observed to have to eat their salads with a spoon.</p> <p>Interview with the home manager on 11/13/19 and qualified intellectual disabilities professional</p>	W 242		11/13/20
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W 242	Continued From page 3 (QIDP) on 11/14/19 revealed clients #5 and #6 are sisters and have lived at the group home for about a year. Further interviews revealed the clients are fairly high functioning in many aspects of their lives but have missed learning some basic personal skills. Review of client #5's and client #6's IPPs both dated 4/25/19 revealed each to have Adult Daily Living Skills Evaluation also dated 4/25/19 which notes that both clients have deficits in the ability to use a fork properly to eat pre-cut food and/or use a knife together with a fork to cut meat/food. Both skills are noted for both clients to be areas with training potential. Further review of the IPPs, substantiated by interview with the QIDP, revealed neither client currently has a training objective to learn this basic skill.	W 242		
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1)  As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.  This STANDARD is not met as evidenced by: The facility failed to assure the individual program plan (IPP) for 1 of 4 sampled clients (#2) included adequate interventions and services to provide a continuous active treatment program as evidenced by observations, interviews and record verification. The finding is:	W 249	Tag W-249 By or before 01/13/2020 the IDT team will meet and discuss whether tactile desensitization program may help with client #2 introduction to new activities and how to best offer other activities that will successfully compete with her pompoms to offer her a variety of activities. Once decided upon, QP will train staff placing a copy of documentation of training in the POC notebook. The coordinator staff will monitor the training weekly fading to monthly as needs are addressed. Copies of any new goals will be placed in the POC notebook along with copies of the goal data and observations.	1/13/20

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W 249	<p>Continued From page 4</p> <p>Afternoon observations in the day program on 11/13/19 from 12:15 PM to 1:05 PM revealed client #2 to lay on a couch in the work area sleeping for the duration of the 50 minutes of observation. Interview with the day program coordinator revealed that day program staff often have trouble getting client #2 to stay awake and participate in activities.</p> <p>Further afternoon observations in the group home on 11/13/19 from 4:50 PM until supper at 6:50 PM revealed client #2 to sit in a chair or on the couch in the living room. The client was observed to self-stem with a pom-pom or to lay down and appear to be asleep for 115 of the 120 minutes of observations, the exception being when the group home manager was able to get the client up to walk a lap around the house for 5 minutes at 6:10 PM.</p> <p>Continued morning observations on 11/14/19 from 6:30 AM until 7:40 AM revealed client #2 to again spend her time in the living room playing with the pom-pom or appearing to be asleep for 60 of the 70 minutes of observations. During the additional ten minutes of observations staff B, staff E and staff F were observed to try to get client #2 to the table to eat breakfast at 7:05 AM without success as the client was only interested in returning to her chair in the living room.</p> <p>Interview with the home manager on 11/13/19 revealed client #2's favorite activity is sitting in her chair with her pom-pom and does not like to be bothered. In addition, interview with the qualified intellectual disabilities professional (QIDP) on 11/14/19 revealed the client is tactile sensitive and does not like to be touched by staff.</p>	W 249		11/13/20	



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W 249	Continued From page 5  Review of client #2's IPP dated 7/25/19 revealed the client to have objective training to make a choice of what pajamas she wants to wear, exercise, take off clothing cover after a meal, pack one lunch item, pull shirt over head and choose an activity. Further review of the IPP, substantiated by interview with the QIDP, revealed no objective training or programmatic interventions are currently in place to compete with 225 of 240 observed minutes of client #2 sitting unoccupied or self-stemming to provide client with a continuous active treatment program.	W 249		11/13/20
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