

Division of Health Service Regulation

PRINTED: 01/22/2020
FORM APPROVED

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
	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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(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>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		

DHSR - Mental Health

FEB 03 2020

Lic. & Cert. Section

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Paul Davis TITLE *Director*

(X6) DATE
1/28/2020

DATE FORM

6899

TZTT11

If continuation sheet 1 of 6

Division of Health Service Regulation		(X2) MULTIPLE CONSTRUCTION A BUILDING:	(X3) DATE SURVEY COMPLETED C 01/13/2020
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411101	B. WING	

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V 118	<p>Continued From page 1 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:</p> <ul style="list-style-type: none"> - Admission date: 7/28/2016 - Diagnoses: Bipolar I Disorder; Attention Deficit-Hyperactivity Disorder (ADHD); Oppositional Defiant Disorder; Profound Intellectual Disability; Unspecified Iron Deficiency; 1 - 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>Review on 1/9/2020 of client #4's MARs dated 10/1/2019 to 1/9/2020 revealed:</p> <ul style="list-style-type: none"> - Linzess was scheduled to be administered every day at 8:00AM; - Linzess was documented as having been administered every day at 8:00AM; 1 - There was no documentation that Linzess was 	V 118		

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		B. WING	
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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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411101	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED C 01/13/2020
		A. BUILDING:	
		B. WING	

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

M & S CREEKSIDE

**7312 FRIENDSHIP CHURCH ROAD
BROWN SUMMIT, NC 27214**

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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	Not sure about dates listed, because only 30 days in November. Director/QP will continue to make sure medication is administered correctly and signed off at the time of administering.	2/5/2020 Weekly

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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: - Client #2 had seen a mouse in the facility sometime between Thanksgiving and Christmas 2019;</p> <ul style="list-style-type: none"> - 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: - Staff #1 had not seen any rodents in the facility herself, but had heard that other staff had seen them;</p> <ul style="list-style-type: none"> - 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	<p>QP/Director received call and text on 12/20/2019 @ 4:24pm in reference to a rodent. That was the first time we were notified of any type of rodent (Picture state received was dated 12/20/2019 @ 4:31 pm). QP/Director was not notified 2 weeks prior to this citing. QP had mousetraps set that day and a single rodent was caught a few days later without further incident.</p> <p>Client #2 has a history of lying and repeating things that she hears. She stated that she heard FS#4 tell them that there was a rodent in the house.</p> <p>The facility is cleaned daily and the facility recently had its sanitation and construction inspections which showed no indication of any rodent problems.</p> <p>As a precautionary measure and in good faith, QP/Director will have pest management company to come out and treat facility on an ongoing basis.</p>	3/13/2020 Ongoing

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	<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	<p>QP/Director would like the record to show that this complaint is from a disgruntled employee who was terminated on 12/23/2019 for poor job performance and attendance. This report was called in on the same day per another employee. If FS#4 had the best interest of these clients, the photo would have been submitted on the 20th when she took the picture.</p> <p>QP/Director believes that the whole thing was staged.</p>	