

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL064-145	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/04/2020
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NAME OF PROVIDER OR SUPPLIER BETTER DAYS AHEAD GROUP HOME #6	STREET ADDRESS, CITY, STATE, ZIP CODE 501 CASCADE AVENUE ROCKY MOUNT, NC 27803
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V 000	<p>INITIAL COMMENTS</p> <p>An Annual and Follow Up Survey was completed on 02/04/20. Deficiencies were cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p>	V 000		
V 512	<p>27D .0304 Client Rights - Harm, Abuse, Neglect</p> <p>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION</p> <p>(a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66.</p> <p>(b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter.</p> <p>(c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.</p> <p>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of intervention procedures shall be compliance with Subchapter 10A NCAC 27E of this Chapter.</p> <p>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for dismissal of the employee.</p> <p>This Rule is not met as evidenced by: Based on record review and interview one of one staff (#1) subjected three of three clients (#1-#3) to abuse. The findings are:</p>	V 512		

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

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V 512	<p>Continued From page 1</p> <p>Review on 01/30/20 of staff #1's record revealed: -Hire date of 06/10/15</p> <p>Review on 01/30/20 of client #1's record revealed: -Admitted: 01/25/08 -Diagnoses: Mild Intellectual Disability, Bipolar, Obesity, Hypertension, Insomnia and Myopia</p> <p>Review on 01/30/20 of client #2's record revealed: -Admitted: 2016 -Diagnoses: Mild Intellectual Disability and Impulsive Disorder</p> <p>Review on 01/30/20 of client #3's record revealed: -Admitted: 01/15/15 -Diagnoses: Mild Intellectual Disability and Schizophrenia</p> <p>During interview on 01/30/20, client #3 reported: -He had concerns with the way staff #1 interacted with client #1 -Staff #1 "yelled and just causes a big scene. I have not said nothing to her...She yells at him to wash, put on lotion." -"I don't think she likes me. She don't talk to me nice. She talks nice to everyone but me and [client #1]. I just leave her alone."</p> <p>During interview on 01/30/20, client #1 reported: -He was ready to be out on his own and not at the group home. -Staff #1 yelled at him when she talked to him. He did not like to be yelled at. She yelled for him to take a bath or whatever she asked him to do. She didn't yell at client #2.</p>	V 512		

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V 512	<p>Continued From page 2</p> <p>-A few weeks ago, staff #1 told client #2 to "jump on me...hit me." -He (client #2) hit me because [staff #1] told him to."</p> <p>During interviews between 01/30/20 and 01/31/20, client #2 reported: -Staff #1 treated him okay but she did not treat client #1 like she treated everyone else. -"If I did not want to take a bath at night, [staff #1] would allow me to take a bath in the morning. If [client #1] asked her, she would make him take a bath that night." -Staff #1 yelled when she talked to client #1. Staff #1 "did not yell at me. She talks to me nice." -Staff #1 told him to "beat up [client #1] but I did not touch him. I walked away." He was not sure why she asked him to "go get" client #1 but he went to his room instead.</p> <p>During interview on 01/31/20, staff #1 reported: -Client #1 was the most challenging client at the group home. He required directives on all tasks. He did not like to take baths. When she got a little "frustrated", she reminded herself that he was a client and required assistance. She did not yell at him when she spoke to him -She would never instruct one client to hit another client. She was not sure why anyone would think otherwise.</p> <p>During interviews between 01/31/20-02/03/20, the Administrator reported: -Prior to this interview, no client had ever expressed concern regarding how staff at the group home treated them or interacted with them. -Client #1 required constant directives to bathe as he did not like to take baths. Normally, staff had a routine that he took a bath once they arrived at the group home, then staff prepared for</p>	V 512		

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V 512	<p>Continued From page 3</p> <p>dinner. Client #1 required verbal prompts and some physical assistance with hygiene.</p> <p>-Over the weekend, she conducted an internal investigation and obtained 4 different versions from the clients. None of the clients informed her of concerns staff #1 yelled at them. Staff #1 talked loud in nature and used a sharp tone at times.</p> <p>-During the internal investigation, client #2 now reported staff #1 did not ask him to beat or hit client #1. Staff #1 asked him to "go get" client #1. He described "go get" as in to physically go obtain client #1 for her because staff #1 could not talk because she had some dental work. Client #2 liked to "boss around" client #1. She had not interviewed staff #1 as the clients seemed to have provided her different information.</p> <p>-She would submit her findings to the North Carolina Health Care Personnel Registry and adhere to the processess outlined by that entity.</p> <p>Review on 02/03/20 of the facility's Plan of Protection dated 02/03/20 submitted by the Administrator revealed:</p> <p>-"What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? Better Days Ahead Of Rocky Mount Inc. has removed staff due to further investigations. All staff will be trained on using better choice of words and not to involve any member to do their job.</p> <p>-Describe your plans to make sure the above happens. Staff will be trained on all CAP Competencies to ensure they have a clear understanding of the elements of Interaction, Communication and members Rights. Qualified Professional and the Director Of Administration will follow up with members on a weekly basis to ensure this is met."</p>	V 512		

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V 512	Continued From page 4 Clients #1-#3 in the group home had primary diagnosis of Mild Intellectual Disability. Staff #1 told client #2 to beat up client #1. All three clients expressed concerns of how staff #1 yelled when she interacted with client #1. This type of staff behavior was detrimental to the welfare of the clients. The violation constitutes a Type B rule violation and must be corrected within 45 days. If the violation is not corrected within 45 days, an additional administrative penalty of \$200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day.	V 512		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observation and interview, the facility failed was not maintained in a safe manner. The finding is: Observation and tour of the facility on 01/30/20 at 12:30 PM revealed: -Mattresses worn in two bedrooms occupied by two of three clients. -The mattresses sagged and upon touch the metal spring could be felt or poke a person who slept on it During interview on 01/30/20, the Assistant	V 736		

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V 736	<p>Continued From page 5</p> <p>reported: -She had not noticed the mattress prior to the tour.</p> <p>During interview on 01/30/20, client #3 reported: -His mattress had been worn for a while -He did not mention it to staff</p> <p>During interview on 02/03/20, the Administrator reported: -She would have the mattresses at the group home replaced</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		