

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL049-121	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/13/2020
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NAME OF PROVIDER OR SUPPLIER BROOKDALE	STREET ADDRESS, CITY, STATE, ZIP CODE 711 BROOKDALE DRIVE BRADFORDS CROSS ROAD, NC 28677
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on February 13, 2020. The complaint (Intake #NC00160440) was substantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illnesses.</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) 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>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision</p>	V 109		

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

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V 109	<p>Continued From page 1</p> <p>plan upon hiring each associate professional. (g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 1 Qualified Professional/Program Manager (QP/PM) failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 2/12/2020 of the QP/PM's record revealed -A hire date of 1/1/2019 -A job description of PM</p> <p>Review on 2/12/2020 of client #1's record revealed: -An admission date of 9/1/2009 -Diagnoses of Schizophrenia, Attention Deficit Hyperactivity Disorder, Hypothyroid, Morbid Obesity, Seasonal Allergies and Gastroesophageal Reflux Disease (GERD) -An assessment dated 9/1/2009 noting "health, family and having people be kind to her are important, needs to improve her skills for increased independence, needs to continue to receive medication management and group therapy sessions, needs daily structure and assistance, needs to develop symptom management skills and group therapy sessions, needs daily structure and assistance, needs to develop symptom management skills, social skills, daily living skills, prevocational skills, needs</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>to improve her inhibitions and learn needed protective measures when it comes to strangers, needs to increase her social skills to help her develop supportive and meaningful relationships, at times she has social conflicts with her peers due to her need to fix the problems of others and lacks sufficient coping skills to address her mental health needs."</p> <p>-A treatment plan dated 7/31/19 noting "will reduce daily stressors, manage symptoms and increase/maintain independence, will learn symptom management techniques to help with motivation, anxiety, agitation, depression, withdrawls and any other symptoms, will learn appropriate and effective self-advocacy, will develop/practice social and leisure activities that are appropriate, positive and healthy, will learn daily living skills such as money management services and will attend individual and group therapy to help her manage symptoms and regain independence, will develop a better sense of personal boundaries, will develop and be proactive in needed daily living skills in which she has deficits daily with no more than 2 verbal prompts to help increase her independence and self-reliance."</p> <p>-Staff would "teach [client #1] needed skills to help her participate in different activities to improve self-esteem and improve self-worth."</p> <p>Review on 2/12/2020 of a recording between two female voices revealed:</p> <p>-Client #1 identified her own voice on the recording</p> <p>-Client #1 identified the second voice on the recording as the QP/PM</p> <p>-The recording was not played in its entirety, just several minutes.</p> <p>-The recording had the following information on it which included client #1 state "Just so you know,</p>	V 109		

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V 109	<p>Continued From page 3</p> <p>I heard you. You don't have to respond like that. You don't realize how you sound." -The QP/PM stated "Don't hurt yourself girl. I have a lot in store for you." -Client #1 stated "Like what?" -The QP/PM stated "I don't speak to ignorant people. You will see." -Client #1 stated "Is that a threat?" -The QP/PM stated "You just need to shut up. You just need to shut up until you get out of this van. You've got some nerve."</p> <p>Interview on 2/12/2020 with client #1 revealed: -Had recorded a conversation between the QP/PM and herself with her cell phone back in November 2019 -"I think it was on 11/22/2019, but I don't know the exact time. I know it was sometime in the morning around 10am. I know the change in shift had already happened." -The QP/PM was not aware she had been recorded -"She told me to shut up and called me ignorant. She should not talk to anyone like that. I recorded her because no one would believe how she talks to me sometimes. It was just me and [the QP/PM] in the van when I recorded her."</p> <p>Interview on 2/13/2020 with the QP/PM revealed: -Client #1 didn't like to follow the rules in the facility. -"I am a rule follower and I enforce them. I like consistency. I don't know if it is because of my military upbringing but [client #1] was allowed to do what she wanted until I came on board...she doesn't do anything without a motive. She wants to get rid of me and have it go back to her way. We have expectations of the others. You have to prompt her several times to do things. She just doesn't like that I enforce rules."</p>	V 109		

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V 109	<p>Continued From page 4</p> <p>-Stated she and client #1 had had conversations in the past.</p> <p>-"I don't when, but we had a conversation and I said just shut up and let it go. Afterwards, I realized that wasn't nice. In the middle of it, I did say that. It was one of those things that came out and it wasn't meant in the way it was perceived. It was just a reaction to the behavior she was having at the time. I just remember telling her to shut up and let it go. I don't argue back with her. I told her I don't entertain ignorance."</p> <p>Interview on 2/13/2020 with the Licensee revealed:</p> <p>-The QP/PM had been taken off the schedule due to the investigation.</p> <p>-She would not return until the investigation had been completed.</p> <p>-"Things need to change before I think of having [the QP/PM] return to work. After listening to that recording, her tone and what was said was inappropriate ..."</p>	V 109		
V 120	<p>27G .0209 (E) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(e) Medication Storage:</p> <p>(1) All medication shall be stored:</p> <p>(A) in a securely locked cabinet in a clean, well-lighted, ventilated room between 59 degrees and 86 degrees Fahrenheit;</p> <p>(B) in a refrigerator, if required, between 36 degrees and 46 degrees Fahrenheit. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container;</p> <p>(C) separately for each client;</p> <p>(D) separately for external and internal use;</p>	V 120		

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V 120	<p>Continued From page 5</p> <p>(E) in a secure manner if approved by a physician for a client to self-medicate.</p> <p>(2) Each facility that maintains stocks of controlled substances shall be currently registered under the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to store medication in a refrigerator for 1 of 5 clients (client #1). The findings are:</p> <p>Review on 2/12/2020 of client #1's record revealed: -An admission date of 9/1/2009 -Diagnoses of Schizophrenia, Attention Deficit Hyperactivity Disorder, Hypothyroid, Morbid Obesity, Seasonal Allergies and Gastroesophageal Reflux Disease (GERD) -An assessment dated 9/1/2009 noting "health, family and having people be kind to her are important, needs to improve her skills for increased independence, needs to continue to receive medication management and group therapy sessions, needs daily structure and assistance, needs to develop symptom management skills and group therapy sessions, needs daily structure and assistance, needs to develop symptom management skills, social skills, daily living skills, prevocational skills, needs to improve her inhibitions and learn needed protective measures when it comes to strangers, needs to increase her social skills to help her develop supportive and meaningful relationships, at times she has social conflicts with her peers due to her need to fix the problems of others and</p>	V 120		

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V 120	<p>Continued From page 6</p> <p>lacks sufficient coping skills to address her mental health needs."</p> <p>-A treatment plan dated 7/31/19 noting "will reduce daily stressors, manage symptoms and increase/maintain independence, will learn symptom management techniques to help with motivation, anxiety, agitation, depression, withdrawals and any other symptoms, will learn appropriate and effective self-advocacy, will develop/practice social and leisure activities that are appropriate, positive and healthy, will learn daily living skills such as money management services and will attend individual and group therapy to help her manage symptoms and regain independence, will develop a better sense of personal boundaries, will develop and be proactive in needed daily living skills in which she has deficits daily with no more than 2 verbal prompts to help increase her independence and self-reliance."</p> <p>-A physician's order, dated 12/4/2019 for Victoza 3 pack, 18mg, keep refrigerated until after first use.</p> <p>Interview on 2/12/2020 with client #1 revealed: -Her prescription for Victoza for her Diabetes was supposed to be kept in the refrigerator until it was used for the first time. -The Qualified Professional/Program Manager (QP/PM) had failed to store her medication in the refrigerator on several occasions -"I told her it had to go into the refrigerator, but she wouldn't listen to me and put it in with my other medications."</p> <p>Interview on 2/13/2020 with staff #1 revealed: -Client #1's prescription for Victoza was to be kept in the refrigerator until after it was used for the first time. -Saw the medication was not put in the</p>	V 120		

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V 120	<p>Continued From page 7</p> <p>refrigerator and was put in with client #1's other medication by the QP/PM approximately 3 weeks ago</p> <p>-"I told her it was to be kept in the refrigerator and she said it would be okay not to keep it in there."</p> <p>-Was unable to provide the specific dates of when this occurred but stated it had happened on at least 4 different occasions.</p> <p>Interview on 2/13/2020 with the QP/PM revealed:</p> <p>-Was aware client #1's prescription for Victoza was to be kept in the refrigerator until it was used for the first time.</p> <p>-Had kept the Victoza in the refrigerator until after the first use by client #1</p> <p>Interview on 2/13/2020 with the Licensee revealed:</p> <p>-Would ensure client #1's Victoza was kept in the refrigerator as ordered.</p>	V 120		
V 290	<p>27G .5602 Supervised Living - Staff</p> <p>10A NCAC 27G .5602 STAFF</p> <p>(a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs.</p> <p>(b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time.</p>	V 290		

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V 290	<p>Continued From page 8</p> <p>(c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present:</p> <p>(1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or</p> <p>(2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the Qualified Professional/Program Manager (QP/PM)) failed to assess the client's capability of unsupervised time in the home and in the community for specified amounts of time affecting 1 of 5 clients (#1). The findings are:</p>	V 290		

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V 290	<p>Continued From page 9</p> <p>Review on 2/12/2020 of client #1's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 9/1/2009 -Diagnoses of Schizophrenia, Attention Deficit Hyperactivity Disorder, Hypothyroid, Morbid Obesity, Seasonal Allergies and Gastroesophageal Reflux Disease (GERD) -An assessment dated 9/1/2009 noting "health, family and having people be kind to her are important, needs to improve her skills for increased independence, needs to continue to receive medication management and group therapy sessions, needs daily structure and assistance, needs to develop symptom management skills and group therapy sessions, needs daily structure and assistance, needs to develop symptom management skills, social skills, daily living skills, prevocational skills, needs to improve her inhibitions and learn needed protective measures when it comes to strangers, needs to increase her social skills to help her develop supportive and meaningful relationships, at times she has social conflicts with her peers due to her need to fix the problems of others and lacks sufficient coping skills to address her mental health needs." -A treatment plan dated 7/31/19 noting "will reduce daily stressors, manage symptoms and increase/maintain independence, will learn symptom management techniques to help with motivation, anxiety, agitation, depression, withdrawls and any other symptoms, will learn appropriate and effective self-advocacy, will develop/practice social and leisure activities that are appropriate, positive and healthy, will learn daily living skills such as money management services and will attend individual and group therapy to help her manage symptoms and regain independence, will develop a better sense of personal boundaries, will develop and be 	V 290		

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V 290	<p>Continued From page 10</p> <p>provactive in needed daily living skills in which she has deficits daily with no more than 2 verbal prompts to help increase her independence and self-reliance." -No documentation of unsupervised time for employment which began in January 2020.</p> <p>Review on 2/12/2020 of the facility's Authorization for Unsupervised Time for client #1 revealed: -The form was dated 12/12/19 and signed by client #1, client #1's Legal Guardian and the QP/PM. -"Date of Assessment: In my opinion, the above resident is capable of spending unsupervised time in: Activity: with a friend, 6 hours; with a family member, 10 hours, with an overnight visit with a friend or family member, 2 to 5 days; a walk in the community, 4 hours; going to the mall/local shopping center, 4 to 6 hours; going to a movie theater, 4 hours; going to the local community/neighborhood store, 2 hours; attending church/community function, 4 to 8 hours; remaining in the home without presence of staff, 2 hours; going to the beauty/barber shop, 6 hours and routine doctor/dental appointments for 4 to 5 hours."</p> <p>Interview on 2/12/2020 with client #1 revealed: -She had started a job at a local fast food chain in January 2020 -She worked from 11am to 3pm several times a week. -No facility staff remained with her at her place of employment -"They pick me up and drop me off."</p> <p>Interview on 2/12/2020 with staff #1 revealed: -The QP/PM was responsible for assessing clients for unsupervised time in the home and community.</p>	V 290		

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V 290	<p>Continued From page 11</p> <ul style="list-style-type: none"> -Client #1 started a job in January 2020 -The facility staff dropped off and picked up client #1 from her place of employment -No facility staff remained with client #1 while she worked <p>Interview on 2/13/2020 with the QP/PM revealed:</p> <ul style="list-style-type: none"> -Was responsible for assessing clients for unsupervised time -Would discuss the unsupervised time a client's guardian if they had one. -Client #1 had 4 hours of unsupervised time. -Client #1 started a job in January 2020 -Had not assessed client #1 for unsupervised time while she worked. -"It (client #1's job) happened out of the blue. She said she was going to do an interview with [the name of the fast food place]. All I can say is that is slipped through the cracks. The job only came to light recently. It has come about so fast. I honestly don't have an answer as to why she wasn't assessed." <p>Interview on 2/13/2020 with the Licensee revealed:</p> <ul style="list-style-type: none"> -The QP/PM was responsible for assessing unsupervised time for the clients -Was not aware client #1 had started a job in January 2020 and worked approximately 4 hours a day at her job. -Would ensure client #1 was assessed for unsupervised time as soon as possible so she would not lose her employment. 	V 290		