

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-951	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/21/2020
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NAME OF PROVIDER OR SUPPLIER THE LOVING HOME, INC #6	STREET ADDRESS, CITY, STATE, ZIP CODE 1903 BRIDGER STREET FAYETTEVILLE, NC 28303
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on February 21, 2020. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 121	<p>27G .0209 (F) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(f) Medication review:</p> <p>(1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated.</p> <p>(2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to obtain a review of each client's drug regimen at least every six months for 3 of 3 audited clients receiving psychotropic medications (clients #2, #3, #4). The findings are:</p> <p>Finding #1: Review on 2/19/2020 of client #2's record revealed: -66 year old male admitted 5/30/15.</p>	V 121		

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

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V 121	<p>Continued From page 1</p> <p>-Diagnoses included Schizophrenia, Hypertension, Type 2 Diabetes, Hyperthyroidism, Hyperlipidemia.</p> <p>-Psychotropic medications ordered included Depakote Extended Release (seizures or certain psychiatric conditions), Haloperidol (Schizophrenia), Lithium (Bipolar Disorder, Depression, and Schizophrenia), Mirtazapine (Depression), Paliperidone Extended Release (Schizophrenia), Hydroxyzine (Anxiety), and Temazepam (Insomnia).</p> <p>Review on 2/19/2020 of client #2's drug regimen reviews for the past 12 months revealed: -1 drug regimen review dated 2/10/2020. - Pharmacist reviewer documented: "The main concern with [client #2's] drug regimen continues to be the increased risk of QTs prolongation due to his concurrent use of antipsychotics. Invega, Lithium, Mirtazapine, Haldol and Hydroxyzine can all cause life threatening arrhythmias. While he does seem stabilized on this regimen and his Drs (doctors) are aware, it is worth noting. Because of this, imidazole antifungals, macrolide antibiotics, or drugs that cause electrolyte disturbance should be avoided. This will require ongoing monitoring. ..."</p> <p>Finding #2: Review on 2/19/2020 of client #3's record revealed: -63 year old female admitted 5/1/14. -Diagnoses included Generalized Anxiety Disorder (GAD), Bipolar Disorder; Hypertension, High Cholesterol. -Psychotropic medications ordered included Aripiprazole (Schizophrenia and Bipolar I Disorder), Escitalopram (Depression and GAD), Lorazepam (Anxiety), and Trazodone (Depression).</p>	V 121		

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V 121	<p>Continued From page 2</p> <p>-Medication orders dated 8/21/19 included Calcium 600-Vitamin D3 400 (supplement) daily and Levothyroxine 100 mcg (micrograms) (hormone replacement) daily.</p> <p>Review on 2/19/2020 of client #2's drug regimen reviews for the past 12 months revealed: -1 drug regimen review dated 2/10/2020. A drug regimen review dated 12/1/18. - Pharmacist reviewer documented: "The main concern with drug interactions remains her calcium supplement and her Synthroid. Care taker has been counseled to separate administration times by at least 4 hours. The best practice would be Synthroid in the morning and calcium later."</p> <p>Review on 2/19/2020 of client #2's Medication Administration Records for December 2019, January 2020, and February 2020 revealed Calcium 600-Vitamin D3 400 and Levothyroxine 100 mcg were both scheduled and documented as administered daily at 7 am.</p> <p>Finding #3: Review on 2/19/2020 of client #4's record revealed: -58 year old male admitted 5/3/14. -Diagnoses included Schizophrenia. -Psychotropic medications ordered included Hydroxyzine, Invega (Schizophrenia), Trazodone, Zolpidem (Insomnia), and Alprazolam (Anxiety,Panic Attacks).</p> <p>Review on 2/19/2020 of client #4's drug regimen reviews for the past 12 months revealed 1 drug regimen review dated 2/10/2020.</p> <p>Interview on 2/19/2020 the Group Home Manager stated:</p>	V 121		
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V 121	Continued From page 3 -The pharmacy reviews were done annually. - Reviews are sent to her, the Group Home Manager, and she filed the reports in the client's record. -No one read or followed up on the recommendations. Interview on 2/19/2020 the Cllinical Director stated he had sent a message to the pharmacy requesting the reviews be done every 6 months.	V 121		
V 513	27E .0101 Client Rights - Least Restrictive Alternative 10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE (a) Each facility shall provide services/supports that promote a safe and respectful environment. These include: (1) using the least restrictive and most appropriate settings and methods; (2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others; (3) providing choices of activities meaningful to the clients served/supported; and (4) sharing of control over decisions with the client/legally responsible person and staff. (b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include: (1) using the intervention as a last resort; and (2) employing the intervention by people trained in its use.	V 513		

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V 513	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to provide services/supports which promoted a safe and respectful environment including using the least restrictive and most appropriate methods affecting 3 of 3 audited clients (#2, #3 and #4). The findings are:</p> <p>Finding #1: Review on 2/19/2020 of client #2's record revealed: -66 year old male admitted 5/30/15. -Diagnoses included Schizophrenia, Hypertension, Type 2 Diabetes, Hyperthyroidism, Hyperlipidemia. -Treatment plan dated 7/30/19 did not include restrictions to access any area of the home based on client needs.</p> <p>Interview on 2/19/2020 client #2 stated: -The clients could not go into the kitchen and help themselves to food or drink. -If he wanted something to eat or drink between meals he had to ask staff.</p> <p>Finding #2: Review on 2/19/2020 of client #3's record revealed: -63 year old female admitted 5/1/14. -Diagnoses included Generalized Anxiety Disorder (GAD), Bipolar Disorder; Hypertension, High Cholesterol. -Treatment plan dated 5/1/19 did not include restrictions to access any area of the home based on client needs.</p> <p>Interview on 2/19/2020 client #2 stated:</p>	V 513		

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V 513	<p>Continued From page 5</p> <ul style="list-style-type: none"> -The clients had to sit in the TV room during the day until bedtime. -The clients could not sit in the front living room. -She could not go to her room during the day. -Staff could get snacks for clients between meals. She could not get her own snack or go get anything from the refrigerator. <p>Finding #3: Review on 2/19/2020 of client #4's record revealed:</p> <ul style="list-style-type: none"> -58 year old male admitted 5/3/14. -Diagnoses included Schizophrenia. -Treatment plan dated 7/31/19 did not include restrictions to access any area of the home based on client needs. <p>Interview on 2/19/2020 client #4 stated:</p> <ul style="list-style-type: none"> -The clients could not go into the kitchen unless they had permission from staff. -He was not allowed to get anything from the refrigerator. <p>Observations on 2/19/2020 between approximately 11 am and 4 pm and on 2/20/2020 between approximately 8:30 am and 11:30 am revealed:</p> <ul style="list-style-type: none"> -Clients #1, #2, and #3 stayed in the TV room and watched television. -Clients did not access the kitchen for food or drink unless called by staff. -Clients were not observed walking to their rooms or using the front room. 	V 513		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be</p>	V 736		

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V 736	<p>Continued From page 6</p> <p>maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observations on 2/18/2020 between 11 am and 12 noon revealed:</p> <ul style="list-style-type: none"> -Broken mini blinds above the kitchen sink. -Black and brown colored debris particle build up inside cabinet under the kitchen sink. -Black and brown colored debris particle build up and a meat bone about 3 inches by 2 inches in size under the stove storage drawer. -Dust and small black and brown colored debris particle build up under the sink cabinet in hall bathroom. -Rust covered the ceiling vent in the hall bathroom. -Client #2's window coverings were worn and sagging. -Medicine cabinet door in back bathroom held closed with transparent tape. The door would not remain closed without the tape. Door made of metal and glass; sharp edges at corners that protruded directly above the sink when opened. <p>Interview on 2/19/2020 the Clinical Director stated he had repaired the medicine cabinet door.</p>	V 736		
V 738	27G .0303(d) Pest Control	V 738		

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V 738	<p>Continued From page 7</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility was not kept free from insects and rodents. The findings are:</p> <p>Observations on 2/18/2020 between 11 am and 12 noon revealed: -Dead bugs on top and bottom shelves of base cabinets to the right of the kitchen sink. -Dead bugs in base cabinet to left of stove. Stock cooking pot stored inside the cabinet. -Dead bugs in cabinet drawer to right of the stove. -Black particles approxiately the shape and size of a grain of rice found under the base cabinets in the kitchen.</p> <p>Interview on 2/19/2020 client #1 stated: -He had seen a mouse about 5 months ago in the kitchen. -They could hear the mouse make a "knocking sound" inside the wall, -The mouse was very large. He estimated the size to be approximately 4-5 inches in length.</p> <p>Interview on 2/19/2020 the Director stated: -He understood from the General Manager there was a contract for routine pest control services. -He would provide a copy of the pest control contract.</p>	V 738		
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V 738	Continued From page 8 Review on 2/20/2020 of documentation from the pest control vendor dated 1/29/2020 revealed: -Title of document listed the Licensee "Bug Contract." -"General Comments/Instructions... No Service Performed. Reversal of credit or credit memo created in error." -No documentation of services rendered for pest or rodent control.	V 738		