

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

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FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G267	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/27/2020
NAME OF PROVIDER OR SUPPLIER BLUEWEST OPPORTUNITIES-KENMORE HOUSE			STREET ADDRESS, CITY, STATE, ZIP CODE 1 KENMORE STREET ASHEVILLE, NC 28803	
(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) COMPLETION DATE
W 189	<p>STAFF TRAINING PROGRAM CFR(s): 483.430(e)(1)</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interview, the facility failed to ensure staff was trained relative to the behavior support programs for 3 of 3 sampled clients (#1, #2 and #3). The finding is:</p> <p>Review of the facility abuse and neglect investigations on 1/27/20 revealed an investigation started on 1/3/20 and completed on 1/6/20. Further review of the investigation revealed an incident which occurred on 1/3/20 at approximately 10:00 PM during third shift. The investigation documentation indicated one staff person (A) was working in the home with a total of three clients, and this was the first time staff A had worked in the group home. The facility investigation summary indicated client #2 began to have a behavior which included screaming and hitting things. Continued review of the documentation revealed staff A became scared at that time and locked herself in a bathroom and called the third shift supervisor, who then called the on-call supervisor. The investigation statement documentation for the 3rd shift supervisor indicated he arrived at the home approximately 30 minutes later and no client behaviors were occurring but client #3 had a bite mark on his arm which had not broken the skin, and client #1 indicated client #2 had hit him. Further review of the investigation summary indicated all clients were assessed by the facility</p>	W 189	*see attached.	3-27-20

DHSR - Mental Health
FEB 20 2020
Lic. & Cert. Section

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Derek Briscoe Derek Briscoe, Program Administrator
TITLE
TITLE
(X6) DATE
2.14.20

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.

BlueWest Opportunities - Kenmore

Plan of Correction

Complaint Survey completed 1/27/20

DHSR - Mental Health

FEB 20 2020

Lic. & Cert. Section

W 189 STAFF TRAINING PROGRAM

The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and completely.

BlueWest Opportunities policy regarding staff training will be revised to include clarification about the training of substitute staff (that is, BlueWest Opportunities staff assigned to shifts in group homes which are not their primary work locations). All staff working directly with clients residing in any group home will receive training specific to client plans of care.

At least 3 staff whose primary work locations are not in Kenmore will be identified and will receive training specific to the support needs of the residents of Kenmore, conducted by the QIDP. BlueWest Opportunities (West Division) management team will receive training regarding prioritizing the assignment of these cross-trained staff. This will alleviate much of the need for emergent staff reassignment. This training will be conducted by the Program Administrator.

In addition, an abridged training process will be developed whereby staff from other group homes in the agency will learn the client-specific duties in the group home in which they will be working that shift. As a rule, such a staffing assignment will be used only when all other resources have been exhausted. The abridged training process will be conducted by the responsible management team member prior to the start of the shift. The abridged training will consist of client specific support needs which relate to safety; such as: intake and elimination guidelines, any life-saving protocols specific to the client, any mobility issues related to safety, any potential behavior issues the staff might see and the interventions prescribed in the behavior support plans. The abridged training will also cover the clients' communication styles, as well as preferred activities and routines. Managers will be instructed to conduct this abridged training upon arrival of the substitute staff, and to document that the training has occurred.

Training documentation will be kept with the HR department, and regular (at least quarterly) review of training documentation and any follow-up thereby identified will be conducted by the Quality Assurance Specialist, in order to ensure continued compliance with the expectation that the facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and completely.

Responsible persons: COO, Program Administrator, QIDP, Residential Management team, Quality Assurance Specialist

Derek Briscoe
Program Administrator
BlueWest Opportunities
43 College Place Suite 306
Asheville, NC 28801
February 14, 2020

To the survey team:

On behalf of the clients and the entire support team at BlueWest Opportunities – Kenmore group home, thank you for the time and energy you spent with us last week helping us to improve our services. Following you will find our plan to correct the issues cited during the survey. We look forward to the improved outcomes you have helped us to identify.

Thank you again.

Sincerely,



Derek Briscoe, Program Administrator