

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL084-041	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/14/2020
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NAME OF PROVIDER OR SUPPLIER EAST MAIN STREET GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 610 EAST MAIN STREET ALBEMARLE, NC 28001
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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 4-14-20. The complaints were substantiated (NC00161766, NC00162067, NC00161921, NC00161977). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600 Supervised Living for Adults Whose Primary Diagnosis is a Developmental Disability.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) 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>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews one of one staff (staff #1) failed to demonstrate the knowledge, skills and ability for the population served. The findings are:</p> <p>Review on 4-9-20 of staff #1's personnel record revealed: - Re-Hire date of 7-8-19. -Trainings include: client rights; 4-22-19, getting it Right, 4-22-19.</p> <p>Review on 4-8-20 of internal investigation dated 3-9-20 and signed by the Qualified Professional revealed: -[Staff #1] then grabbed the showerhead and told [Former client #1] if she didn't get in the shower she was going t spray her." -Second interview on 2-25-20 with staff #1 revealed: "Stated, yes, she did make that comment and didn't even remember she had said it. She stated she made that comment jokingly but I didn't do it and never would do it. It was just said jokingly." -Recommendations: "[Staff #1] will written warning around positive interactions with the PWS (People We support)."</p> <p>Interview on 4-3-20 with staff #2 revealed: -Staff #1 did say that she would spray former client #1 but she had been joking.</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Interview on 4-2-20 with former staff #3 revealed: -Staff #1 threatened to spray former client #1 with water while former client #1 was on the floor. -She did not see staff #1 actually spray former client #1.</p> <p>Interview on 4-7-20 with staff #1 revealed: -She had been called in to help give former client #1 a shower. -Former client #1 was sitting on the floor in the bathroom. -She did say she was going to spray former client #1,"but it wasn't in a threatening way. She doesn't like being sprayed, ever."</p> <p>Interview on 4-14-20 with the Qualified Professional revealed: -She agreed it was an inappropriate comment for staff 31 to make to former client #1. -Staff #1 had been counseled and they would address the issue with everyone at the next staff meeting to be mindful about the way the clients were spoken to, even jokingly.</p>	V 110		