

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL043-102	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/20/2020
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NAME OF PROVIDER OR SUPPLIER FREEDOM CARE SERVICES, LLC #6	STREET ADDRESS, CITY, STATE, ZIP CODE 34 SHALLOW FORD STREET CAMERON, NC 28326
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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 April 20, 2020. The complaint was substantiated (intake #NC00161436). Deficiencies 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 540	<p>27F .0103 Client Rights - Health, Hygiene And Grooming</p> <p>10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING</p> <p>(a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:</p> <ul style="list-style-type: none"> (1) opportunity for a shower or tub bath daily, or more often as needed; (2) opportunity to shave at least daily; (3) opportunity to obtain the services of a barber or a beautician; and (4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil. <p>(b) Bathtubs or showers and toilets which ensure individual privacy shall be available.</p> <p>(c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.</p> <p>This Rule is not met as evidenced by:</p>	V 540		

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

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V 540	<p>Continued From page 1</p> <p>Based on interviews, the facility failed to ensure personal health, hygiene and grooming was implemented affecting six of six (#1, #2, #3, #4, #5 and #6). The findings are:</p> <p>Interview on 4/17/20 with Day Program Staff revealed:</p> <ul style="list-style-type: none"> -Clients often came to the program with poor hygiene. -Clients had a foul body odor. -Clients would have a string or sock around their waist to hold up pants. -Clients needed haircuts. -There were some improvements over the last two weeks. <p>Interview on 4/27/20 with Staff revealed:</p> <ul style="list-style-type: none"> -Clients had to purchase their own hygiene products. -Client received haircuts once a month. -Clients often did not have money to get haircuts. -Some clients wore either a sock or string around their waste to hold up pants. -Clients did not have money to purchase belts. -Clients shopping was done on an as needed basis. -Some clients received cash after receiving the balance of the monthly \$66.00. -Clients had to purchase their own soap, body wash, deodorant, tooth paste and tooth brush. -They were not aware what hygiene products the group home was supposed to have available. -The group home did not have a stock of personal items supplies for clients. <p>Interview on 4/13/20 - 4/20/20 with the Owner/Qualified Professional revealed:</p> <ul style="list-style-type: none"> -She was aware client #4 wore a string around his waist to hold up pants. -Client #4 was admitted without a belt; client #4 	V 540		

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V 540	Continued From page 2 was given a belt and then threw it away. -Reported other clients had a belt. -Some clients purchased clothing via monthly \$66.00 allowance. -Clients shopped at thrift stores. -Clients with family involvement would purchase or send money for clothing. -She would see clients at least weekly. -She made sure clients looked appropriate; "we don't want clients to look like a stigma." -Reported clients purchased their own hygiene products if clients wanted something different. -Reported she recently purchased tooth brush and tooth paste. -Confirmed the group home did not have a stock of hygiene products. -Confirmed clients had not been clothes shopping since December 2019. -She was not aware there was a problem with client's hygiene.	V 540		
V 542	27F .0105(a-c) Client Rights - Client's Personal Funds 10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS (a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days. (b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts. (c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that: (1) assure to the client the right to deposit	V 542		

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V 542	<p>Continued From page 3</p> <p>and withdraw money;</p> <p>(2) regulate the receipt and distribution of funds in a personal fund account;</p> <p>(3) provide for the receipt of deposits made by friends, relatives or others;</p> <p>(4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;</p> <p>(5) assure that a client's personal funds will be kept separate from any operating funds of the facility;</p> <p>(6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client;</p> <p>(7) provide for the issuance of receipts to persons depositing or withdrawing funds; and</p> <p>(8) provide the client with a quarterly accounting of his personal fund account.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to keep adequate financial records to assure funds were managed in the manner required for two of three audited clients (#5, #6). The findings are:</p> <p>Review on 4/13/20 - 4/20/20 of Client #5's record revealed: -Admission date of 8/3/18. -Diagnoses of Schizophrenia Disorder, Personality Disorders, NOS, Diabetes Type 2, COPD, Obesity and Hypertension.</p> <p>Review on 4/13/20-4/20/20 of a handwritten document of Client #5's purchases included: -There was a positive balance from January 2020</p>	V 542		

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V 542	<p>Continued From page 4</p> <ul style="list-style-type: none"> - April 2020. -The was a positive balance each month in the amount of \$245.00. -Monthly \$66.00 minus medication copayment and received in cash. -Monthly breakdown of \$245.00 included \$125.00 for cigarettes + 120.00 for recreation, etc. -There were 10 cash purchases made in March 2020 with client #5's signature. -The March 2020 purchases included fast food, groceries and day program activity. -There were no receipts for the March 2020 purchases. -There were no receipts for any purchase from company's debit card or cash on hand. -The total current balance after purchases from January 2020-April 2020 was \$36.96. <p>Review on 4/13/20-4/20/20 of Client #6's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 12/8/17. -Diagnoses of Schizophrenia, GERD, High Cholesterol and Alcohol, Cocaine and Cannabis Abuse. <p>Review on 4/13/20-4/20/20 of a handwritten document of Client #6's funds/purchases included:</p> <ul style="list-style-type: none"> -Client #6's guardian sent \$950.00/month towards room/board. -There was a monthly allowance in the amount of \$147.00 provided by the guardian. -Monthly \$66.00 minus medication copayment and received in cash. -Purchases made for cigarettes, personal items, snacks, etc with company's debit card. -There were no receipts for any purchase from company's debit card or cash on hand. -The total current balance after purchases from January 2020-April 2020 was \$144.87. 	V 542		

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V 542	<p>Continued From page 5</p> <p>Interview on 4/13/20 - 4/20/20 with the Owner/Qualified Professional revealed:</p> <ul style="list-style-type: none"> -Clients received monthly \$66.00 in cash minus medication copayment. -Clients received additional allowance from guardian or other resources. -She managed and maintained additional allowance in the company's account. -Client #5's \$245.00 was documented on the company's ledger. -Client #5's monthly purchases of cigarettes and recreation was identified on the ledger. -Client #6's monthly purchases included cigarettes, personal items, coffee, snacks, etc. -Confirmed clients purchases were made on the company's debit card. -Confirmed there were no receipts for any of the purchases. 	V 542		