

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL042-082	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/28/2020
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NAME OF PROVIDER OR SUPPLIER ULTIMATE FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 212 PINE RIDGE DRIVE ROANOKE RAPIDS, NC 27870
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on May 28, 2020. The complaint was unsubstantiated (intake# NC00164757). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 5600C Supervised Living for Adults with 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 for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p>	V 110		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interviews, one of one staff (#1) failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are:</p> <p>During interview on 5/19/20 at 4:01pm client #2 reported: -there was only one staff at the home. -staff was disrespectful. -accused him of stealing. -staff ignored him -staff will not have a conversation with him. -he would stay in his room and played on his game to keep his mind off of things. -he was going to talk to his case manager to move out of the home. -he was not happy living at the home and not happy with staff. -he did not trust staff.</p> <p>During interview on 5/19/20 at 4:20pm client #3 reported: -staff yelled in the house. -she does not go to the day program and is in the home all day. -she reported to staff that she felt anxious and had a headache, and staff laughed at her. -staff did not offer her any medication. -staff did not make her a doctor's appointment.</p> <p>During interview on 5/19/20 at 4:30pm staff #1 reported:</p>	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> -employed since 11/2019. -she is the house manager. -she has had training to assist clients. -if a client reports they are sick she will take the client's temperature, use Tylenol or if in a lot of pain she will call 911. -she uses a normal tone of voice. <p>During interview on 5/27/20 at 2:27pm Qualified Professional reported:</p> <ul style="list-style-type: none"> -staff #1 is currently the only staff at the home. -he does visit the home weekly. -he does supervisions with staff monthly. -he is not aware of staff tone of voice since he completed a supervision in regards to tone of voice earlier this year. -client's have not reported any staff concerns or issues. 	V 110		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <ul style="list-style-type: none"> (a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority. (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies. (d) Each facility shall have basic first aid supplies accessible for use. 	V 114		

Division of Health Service Regulation

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V 114	<p>Continued From page 3</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to complete disaster drills quarterly and to have fire drills conducted under conditions that simulate fire emergencies. The findings are:</p> <p>During record review on 5/20/20 fire drills were completed as follow: -4/28/20 at 11:00 am -4/21/20 at 7:40 am -3/29/20 at 11:10 pm -3/23/20 at 3:30 pm -3/7/20 at 7:30 am -2/28/20 at 6:45 am -2/18/20 at 7:30 pm -2/11/20 at 8:30 am -1/25/20 at 6:30 pm -1/15/20 at 4:40 pm -1/2/20 at 7:40 am</p> <p>During the interview on 5/19/20 at 4:01pm client #2 reported he: -was admitted 12/2019 -had not participated in any fire drills at this home. -did not know where to go to meet in case of a fire. -did not participate in any disaster drills. -did know what to do in case of a fire, because he had done drills at another home.</p> <p>During the interview on 5/19/20 at 4:20pm client #3 reported she: -was admitted 4/2020 -has not done any fire drills since she has been at the home. -did know what to do in case of a fire. -did not participate in any disaster drills.</p> <p>During the interview on 5/19/20 at 4:30pm staff</p>	V 114		

Division of Health Service Regulation

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V 114	Continued From page 4 #1 reported she: - did fire drills. -is the only staff that completed the drills. -only documented fire drills no disaster drills. -stated clients were present when drills were completed. During interview on 5/27/20 at 2:27pm Qualified Professional reported he: -trained staff on how to complete drills. -is not at the home when the drills are to be completed. -trained the clients on evacuation plans. -fire drills and disaster drills should be completed at least quarterly.	V 114		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a	V 291		

Division of Health Service Regulation

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V 291	<p>Continued From page 5</p> <p>conference and shall focus on the client's progress toward meeting individual goals. (d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to provide activity opportunities based on the client's choices and needs for 2 of 2 clients (#2 and #3). The findings are:</p> <p>During interview on 5/19/20 at 4:01pm client #2 reported: -there was only one staff at the home. -accused him of stealing. -staff ignored him -staff will not have a conversation with him. -no activities inside the home. -he would stay in his room and play on his game to keep his mind off of things. -he was not happy living at the home.</p> <p>During interview on 5/19/20 at 4:20pm client #3 reported: -there were no in house activities. -she does not go to the day program and is in the home all day. -she would listen to music because there was nothing else to do.</p> <p>During interview on 5/19/20 at 4:30pm staff #1 reported: -employed since 11/2019.</p>	V 291		

Division of Health Service Regulation

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V 291	<p>Continued From page 6</p> <ul style="list-style-type: none"> -she is the house manager. -she has had training to assist clients. -there no in house activities, because of the pandemic and restrictions on going out. -clients engage in activities of their choice. <p>During interview on 5/27/20 at 2:27pm Qualified Professional reported:</p> <ul style="list-style-type: none"> -staff #1 is currently the only staff at the home. -he does visit the home weekly. -he does supervisions with staff monthly. -he stated there are no activities due to when clients moved in it was in the mist of the pandemic and travel was limited. 	V 291		