

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL045-132</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/21/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>REACH FOR INDEPENDENCE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>143 SOUTH RUGBY ROAD HENDERSONVILLE, NC 28791</b>
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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><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 9/21/20. The complaint was substantiated (# NC166830). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Individuals of all Disability Groups/Alternative Family Living.</p>	V 000		
V 291	<p><b>27G .5603 Supervised Living - Operations</b></p> <p><b>10A NCAC 27G .5603 OPERATIONS</b></p> <p>(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.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(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 conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(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</p>	V 291		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 291	<p>Continued From page 1</p> <p>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 interviews, the facility failed to maintain coordination with other qualified professionals responsible for client's treatment for 1 of 1 former clients (Former Client (FC) #2). The findings are:</p> <p>Record review on 9/25/20 for FC #2 revealed: -Date of Admission 7/15/18 with diagnoses of Down Syndrome, Moderate Intellectual Disability, Impulse Control Disorder, Irritable Bowel Syndrome, Traumatic Brain Injury, Post Traumatic Stress Disorder and Generalized Anxiety Disorder. -Date of Discharge- 7/7/20 -History/assessments- Needs assistance with appropriate boundaries- will manipulate and play people against each other- tends to focus on the negative aspects of her life- she can be rude to her peers and staff-she needs reminders to speak to others politely and focus on positive events in her life. Tends to favor people she likes and will become obsessed with them-touching their hair, rubbing their back or sitting too close. -Treatment plan goals included: will independently make healthy food choices and eat appropriate portions of the foods she chooses. -will refrain from obsessing over things or people by accepting redirection to another activity or topic of conversation will increase social skills by communicating openly and honestly her wants and needs, refraining from trying to manipulate to get her way -will increase social skills by treating others with</p>	V 291		

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V 291	<p>Continued From page 2</p> <p>respect, demonstrating reasonable boundaries when interacting with others and respecting others' personal space</p> <ul style="list-style-type: none"> <li>-will dress appropriate for the weather and according to what she will be doing each day.</li> <li>-will exhibit safety skills daily while at home and when in the community</li> <li>-will eat and drink foods and beverages slowly by taking one sip or bite at a time, chewing and swallowing before taking the next bite or sip.</li> </ul> <p>Interview on 9/18/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> <li>-"[Staff #1] didn't help me with hygiene-didn't help wash my bumpy back."</li> <li>-"Yes, I can bathe myself and wash my hair without help."</li> <li>-"No I never asked [Staff #1] to help me wash my back."</li> <li>-When she started her menstrual cycle, she "got a pad from the bathroom cabinet" herself and notified Staff #1 she was bleeding.</li> </ul> <p>Interview on 9/10/20 with primary care physician's nurse revealed:</p> <ul style="list-style-type: none"> <li>-FC #2 received Depo-Provera injections from their office every 13 weeks since 2016.</li> <li>-FC #2 missed 5/12/20 appointment to get her Depo shot.</li> <li>-the appointment was made on 2/17/20 after FC #2's last shot.</li> <li>-FC #2 received her shot about 1 month past due on 6/22/20 after she completed a pregnancy test.</li> <li>-Side effects from not receiving her shot were- she could have gotten pregnant and would begin ovulation/start menstruation.</li> </ul> <p>Interview on 8/21/20 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-she was the primary caregiver for FC #2.</li> <li>-she didn't realize she had missed the appointment for FC #2 until she started her</li> </ul>	V 291		

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V 291	Continued From page 3  period. -they went back and forth to the lake house during the covid shutdown. -she didn't have her calendar with her and did not receive email or phone reminders of the appointment for FC #2 which had been made at her last appointment in February. -she made a mistake and scheduled the appointment for the depo shot as soon as FC #2 started her period.	V 291		