

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL091-109	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/05/2020
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NAME OF PROVIDER OR SUPPLIER ALPHA RESIDENTIAL SERVICES-OAKLAND	STREET ADDRESS, CITY, STATE, ZIP CODE 2103 OAKLAND AVENUE HENDERSON, NC 27537
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V 000	<p>INITIAL COMMENTS</p> <p>A follow up survey was completed 11/5/20. Deficiencies were 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 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p>	V 118		

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

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V 118	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to administer medication to one of three audited clients (#1) on the written order of a physician. The findings are:</p> <p>Review on 11/3/20 of client #1's FL2 dated 3/17/20 revealed:</p> <ul style="list-style-type: none"> - admitted 1/27/18 - diagnoses of Schizoaffective Disorder & Cocaine Use Disorder - physician's order dated 3/19/20: Albuterol 90 mcg twice day & Clotrimazole 1% twice a day - no initial physician's order for Chantix <p>Observation on 10/28/20 at 3:11pm of client #1's medication box revealed:</p> <ul style="list-style-type: none"> - Chantix was not in the medication box (used for anxiety) - Clotrimazole 1% twice a day (used to treat skin infections) - Albuterol 90 mcg twice a day (used to prevent and treat difficulty breathing, wheezing and shortness of breath) <p>Review on 11/4/20 of client #1's August, September & October 2020 MAR revealed:</p> <ul style="list-style-type: none"> - October MAR- Chantixm, Clotrimazole & Albuterol were transcribed as PRN...no staff initials for the entire month - August & September 2020 MAR-Chantix transcribed 1mg twice a day....staff initialed as transcribed 	V 118		

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V 118	<p>Continued From page 2</p> <p>Review on 11/5/20 of a fax to the Division of Health Service Regulation (DHSR) for client #1 revealed:</p> <ul style="list-style-type: none"> - "discontinue Albuterol, Chantix and Clotrimazole as requested...dated 10/15/20" - copy of a medication label for Chantix -(mg not visible) twice day with meals <p>During interview on 11/5/20 the Supervisor reported:</p> <ul style="list-style-type: none"> - Medications should be administered until they are discontinued. <p>[This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.]</p>	V 118		
V 119	<p>27G .0209 (D) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(d) Medication disposal:</p> <p>(1) All prescription and non-prescription medication shall be disposed of in a manner that guards against diversion or accidental ingestion.</p> <p>(2) Non-controlled substances shall be disposed of by incineration, flushing into septic or sewer system, or by transfer to a local pharmacy for destruction. A record of the medication disposal shall be maintained by the program. Documentation shall specify the client's name, medication name, strength, quantity, disposal date and method, the signature of the person disposing of medication, and the person witnessing destruction.</p> <p>(3) Controlled substances shall be disposed of in accordance with the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.</p>	V 119		

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V 119	<p>Continued From page 3</p> <p>(4) Upon discharge of a patient or resident, the remainder of his or her drug supply shall be disposed of promptly unless it is reasonably expected that the patient or resident shall return to the facility and in such case, the remaining drug supply shall not be held for more than 30 calendar days after the date of discharge.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure medications were disposed of in a manner that guards against diversion or accidental ingestion for two of three audited clients (#1 & #6). The findings are:</p> <p>Review on 11/5/20 of the facility's disposal policy revealed: - prescription medications...acceptable methods of disposal include the following: transfer of medication to a local pharmacy...</p> <p>A. Review on 11/3/20 of client #1's FL2 dated 3/17/20 revealed: - admitted 1/27/18 - diagnoses of Schizoaffective Disorder & Cocaine Use Disorder</p> <p>Review on 11/5/20 of a fax to the Division of Health Service Regulation (DHSR) for client #1 revealed: - "discontinue Albuterol and Clotrimazole as requested...dated 10/15/20"</p> <p>Observation on 10/28/20 at 3:11pm of client #1's medication box revealed:</p>	V 119		

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V 119	<p>Continued From page 4</p> <ul style="list-style-type: none"> - Clotrimazole 1% twice a day (used to treat skin infections) - Albuterol 90 mcg twice a day (used to prevent and treat difficulty breathing, wheezing and shortness of breath) <p>B. Record review on 11/3/20 of client #6's FL2 dated 5/7/20 revealed:</p> <ul style="list-style-type: none"> - admission date of 3/7/19 - diagnoses of Schizoaffective Disorder, Diabetes, Hypertension and Asthma <p>Observation 10/28/20 at 2:58pm of client #6's medication box revealed:</p> <ul style="list-style-type: none"> - a Ziploc bag with approximately 11 white oval pills with no label <p>Review on 11/5/20 of a fax to DHSR for client #6 revealed:</p> <ul style="list-style-type: none"> - "Effective 10/12/20, [client #6] can discontinue Fenofibrate" (can lower high cholesterol) <p>During interview on 10/28/20 staff#1 reported</p> <ul style="list-style-type: none"> - the medication in the Ziploc bag was Fenofibrate: - client #6 refused the Fenofibrate - said the medication caused him not to feel well - the physician discontinued the medication - he was waiting for the Qualified Professional to instruct him on what to do with the pills - she's aware the pills were in the bag <p>During interview on 11/5/20 the Supervisor reported:</p> <ul style="list-style-type: none"> - she spoke with staff #1 after surveyor left - all discontinued medications needed to be placed in a Ziploc bag - the medication was then taken out of the 	V 119		

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V 119	Continued From page 5 clients medication box - the local pharmacy would come pick up the discontinued medications	V 119		
V 513	27E .0101 Client Rights - Least Restrictive Alternative 10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE (a) Each facility shall provide services/supports that promote a safe and respectful environment. These include: (1) using the least restrictive and most appropriate settings and methods; (2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others; (3) providing choices of activities meaningful to the clients served/supported; and (4) sharing of control over decisions with the client/legally responsible person and staff. (b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include: (1) using the intervention as a last resort; and (2) employing the intervention by people trained in its use. This Rule is not met as evidenced by: Based on observation and interview the facility failed to promote a least restrictive environment for five of five (#1, #2, #3, #4 & #6) clients . The findings are:	V 513		

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V 513	<p>Continued From page 6</p> <p>Observation on 10/28/20 at 3:33pm of the facility's refrigerator revealed:</p> <ul style="list-style-type: none"> - a chain & lock on the refrigerator. - variety of food in the refrigerator and freezer <p>During interview on 10/28/20 client #1 reported:</p> <ul style="list-style-type: none"> - he was Ok with the lock being on the refrigerator - clients stole from the refrigerator - he didn't know who the clients were - clients asked staff to get what they needed from the refrigerator <p>During interview on 10/28/20 client #6 reported:</p> <ul style="list-style-type: none"> - staff got what he needed from the refrigerator - he was not Ok with with the lock being on the refrigerator - he stay hungry <p>During interview on 10/28/20 staff #1 reported:</p> <ul style="list-style-type: none"> - clients went in the refrigerator in the middle of the night for snacks - he had found a can of bean and franks in the bathroom - the chain and lock was on the refrigerator when he came in September 2020 <p>During interview on 11/5/20 the Supervisor reported:</p> <ul style="list-style-type: none"> - the lock and chain were immediately removed from the refrigerator after the surveyor left - client #6 ate raw foods from the refrigerator - staff now made hourly checks for closer supervision due to lock and chain being removed 	V 513		
V 736	27G .0303(c) Facility and Grounds Maintenance	V 736		

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V 736	<p>Continued From page 7</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the governing body failed to ensure the facility was maintained in a safe, clean and attractive manner. The findings are:</p> <p>Observation on 10/28/20 between 3:35pm and 3:39pm revealed the following:</p> <ul style="list-style-type: none"> - client #1 and client #4 room were downstairs - there was severe black stains throughout carpet - black stains throughout the upstairs hallway carpet - client #6's bedroom carpet had black stains throughout carpet - client #2 & #3's bedroom carpet was in the same condition <p>During interview on 10/28/20 staff #1 reported:</p> <ul style="list-style-type: none"> - due to COVID (Corona Virus Disease) its been hard to get someone to clean the carpet. - he thought someone was scheduled to come out next month <p>During interview on 10/29/20 & 11/5/20 the Supervisor reported:</p> <ul style="list-style-type: none"> - the carpet was cleaned in 2019 - due to COVID, management didn't want 	V 736		

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V 736	Continued From page 8 anyone in the facility for the safety of the clients - she was able to get the carpet cleaned on 10/30/20 [This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.]	V 736		