

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-781	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/19/2020
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NAME OF PROVIDER OR SUPPLIER OUR HOME-AUNT ZOLA'S	STREET ADDRESS, CITY, STATE, ZIP CODE 408 ANDREW STREET GREENSBORO, NC 27406
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on November 19, 2020. The complaints were unsubstantiated (intake #NC00170992 and NC00171004). Deficiencies were cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 10A NCAC 27G .1700: Residential Treatment Staff Secure for Children or Adolescents</p>	V 000		
V 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS (a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to: (1) an identification face sheet which includes: (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; (2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV; (3) documentation of the screening and assessment; (4) treatment/habilitation or service plan; (5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician; (6) a signed statement from the client or legally</p>	V 113		

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

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V 113	<p>Continued From page 1</p> <p>responsible person granting permission to seek emergency care from a hospital or physician; (7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure client records were maintained in the facility for each individual that contained at least; an identification face sheet, diagnoses, screening and assessments and emergency information, for three (client #1, client #2 and client #3) of three clients. The findings are:</p> <p>Review on 11-13-20 and 11-16-20 of client #1 ' s facility record revealed: - admitted 9-30-20 - 15 years old - diagnosed with: - Major Depressive Disorder -Recurrent,</p>	V 113		

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V 113	<p>Continued From page 2</p> <p>Moderate</p> <ul style="list-style-type: none"> - Oppositional Defiant Disorder - Unspecified Alcohol Related Disorder - Unspecified Hallucinogen Related Disorder <p>Disorder</p> <ul style="list-style-type: none"> - Cannabis Use Disorder - No Identification or Face Sheet containing information related to: <ul style="list-style-type: none"> - client demographics - emergency contacts - emergency medical - admission date <p>Review on 11-13-20 and 11-16-20 of client #2 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted 7-20-20 - 13 years old - diagnosed with: <ul style="list-style-type: none"> - Conduct Disorder -Severe - Attention-Deficit, Hyperactivity Disorder -Combined Type - Other Stress and Trauma Related Disorder - Specific Learning Disorder - Major Depressive Disorder -Recurrent, Unspecified - No Identification or Face Sheet containing information related to: <ul style="list-style-type: none"> - client demographics - emergency contacts - emergency medical - admission date <p>Review on 11-13-20, 11-16-20 and 11-17-20 of client #3 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted 9-14-20 - 17 years old - diagnosed with: 	V 113		

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V 113	<p>Continued From page 3</p> <ul style="list-style-type: none"> - Bipolar Disorder, Unspecified Per History - Attention-Deficit, Hyperactivity Disorder -Combined Type <ul style="list-style-type: none"> - Conduct Disorder, Childhood Onset - Post Traumatic Stress Disorder - No Identification or Face Sheet containing information related to: <ul style="list-style-type: none"> - client demographics - emergency contacts - emergency medical - admission date <p>Interview on 11-18-20 with staff #1 revealed:</p> <ul style="list-style-type: none"> - client face sheets were not in the client ' s facility records - she had not seen them in awhile - if she needed the information usually found on a client face sheet, she would reach out to the Director/Administrator (DA) by telephone - having guardian, allergy, diagnoses and other information readily accessible would be helpful <p>Interview on 11-18-20 with staff #2 revealed:</p> <ul style="list-style-type: none"> - client information sheets were located at the administrative offices located elsewhere - there used to be a copy in both locations, but not now - the Qualified Professional (QP) is revising the client ' s facility records to include more information - having guardian, allergy, diagnoses and other information readily accessible, "that would be great." <p>Interview on 11-17-20 with the QP revealed:</p>	V 113		

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V 113	Continued From page 4 - most of the client information at the administrative office is also at the facility - nevertheless, he will make sure all needed information is located in the client facility files - "I see how it would be good to have all that information at the group home as well."	V 113		
V 736	27G .0303(c) Facility and Grounds Maintenance 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. This Rule is not met as evidenced by: Based on observation and interview, the facility staff failed to ensure the facility was maintained in a safe, clean, attractive and orderly manner. The findings are: Exterior Observations: Observation on 11-13-20 at approximately 11:15 am revealed: - a small yard at the front of the facility between the sidewalk and the entrance steps - a deodorant container and other loose trash items present in the front yard of the facility, close to the sidewalk - a dark-colored winter coat lying on the ground next to the steps - 3 windows boarded up with plywood; one in the front bedroom and 2 in the living room	V 736		

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V 736	<p>Continued From page 5</p> <p>Observation on 11-16-20 at approximately 1:00 pm revealed:</p> <ul style="list-style-type: none"> - the deodorant container and other loose trash remained in the front yard - the winter coat remained on the ground in the front yard - the 3 windows remained boarded up, with no glass in the frames <p>Observation on 11-18-20 at approximately 4:30 pm revealed:</p> <ul style="list-style-type: none"> - 2 windows on the front of the facility had been repaired <ul style="list-style-type: none"> - the bedroom window - one of the living room windows - one window opening in the living room remained boarded up <p>Interior Observations:</p> <p>Observation on 11-18-20 at approximately 4:30 pm to 6:30 pm revealed:</p> <ul style="list-style-type: none"> - dining area: <ul style="list-style-type: none"> - excessive paint peeling on walls in dining area - window blinds broken, excessively soiled - baseboards excessively scuffed and soiled, need cleaning and or painting - kitchen: <ul style="list-style-type: none"> - Excessively soiled cabinets above the oven range - Broken/loose tile on kitchen counter - Door frames leading into and out of kitchen have excessive paint peeled 	V 736		

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V 736	<p>Continued From page 6</p> <ul style="list-style-type: none"> - Baseboards excessively scuffed and soiled, need cleaning and or painting - Laundry Room: <ul style="list-style-type: none"> - Sheetrock repairs needed around inside frame of door that leads to backyard - Inside of back door is excessively scratched, needs painting - Linoleum floor is torn with at least 5 patches of missing floor, with bare wood showing - Bedrooms <ul style="list-style-type: none"> - Rooms # 2 and # 3 need closet doors, or curtains covering closet door frames - Room 4 needs painting around recently installed new door and frame <p>Interview on 11-17-20 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - maintenance and repairs seem to be needed daily - the windows were broken about 2 weeks prior (on or around 11-3-20) - the Director/Administrator (DA) is responsible for ensuring repairs are made <ul style="list-style-type: none"> - staff use a form they fill out, to inform the DA something needs to be fixed or repaired - some windows are old, and the glass has to be special ordered, which takes longer - some windows have been repaired with plexiglass, so that they are less likely to be broken in the future 	V 736		