

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL096-034	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/05/2020
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NAME OF PROVIDER OR SUPPLIER SCI-MT OLIVE	STREET ADDRESS, CITY, STATE, ZIP CODE 600 WEST JOHN STREET MOUNT OLIVE, NC 28365
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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 November 5, 2020. The complaint was substantiated (Intake #NC00170052). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000	<p>Skill Creations Group Home Director will ensure that staff is retrained in client rights. The executive director along with the group home director will have a personnel conference with staff to discuss her interaction with group home clients and review issues that clients have brought to their attention. Staff will be monitored on an ongoing basis to ensure positive interaction is being provided by staff to clients. Group Home Director will address this during regular house meetings with clients and document any issues that clients may have with staff and ensure that the issues are dealt with immediately.</p>	12-9-20
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

Sean Way Carrozz

Quality Management

11/20/20

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews one of two audited staff staff (#1) failed to demonstrate the knowledge, skill and ability required by the population served. The findings are:</p> <p>Review on 11/05/2020 of staff #1's record revealed: -Hire date of 10/11/07. -Direct Care Educator.</p> <p>Review on 11/4/2020 of client #3's record revealed: -58 year old female. -Admission date of 10/06/89. -Diagnoses of Moderate Mental Retardation, Lichen Planus, Bipolar Disorder, History of Breast Cancer, Hypertension and Obsessive Compulsive Disorder.</p> <p>During interview in 11/04/2020 client #3 revealed: -She had lived at the facility a long time. -She only had a problem with staff #1. -She tried to get along with staff #1 but staff #1 did not want to hear what she had to say. -Staff #1 hollered and yelled at her all the time. -She would stay in her room because she did not like getting yelled at by staff #1.</p> <p>During interview on 11/04/2020 client #4 revealed: -The clients at the facility had not been able to go anywhere since the virus started.</p>	V 110		

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Sometimes the staff at the facility were nice. -Staff #1 comes into work in a bad mood all the time. -Staff #1 would speak to the clients and sometimes she did not speak at all. -Staff #1 yelled a lot at everyone in the house. -She had not talked to anyone about staff #1 yelling and how she was treated. -She talked to her sister about staff #1 and her sister told her she needed to talk to the Director of Residential Services. -Staff #1 did not cuss at them she just yelled all the time. -Staff #1 would tell everyone in the house they were getting on her nerves. <p>During interview on 11/04/2020 client #6 revealed:</p> <ul style="list-style-type: none"> -She had lived at the facility for 12 years. -Things were ok at the facility. -Staff #1 hollered at her all the time. -She didn't know why staff #1 yelled so much. -Staff #1 yelled at everyone in the home. -Staff #1 was always in a bad mood. <p>During interview on 11/05/2020 staff #1 revealed:</p> <ul style="list-style-type: none"> -She started working for the agency in 2007. -She felt like she was a loud person. -Since the virus started in March she felt like things had been very stressful. -All the clients were in the home all day everyday since the virus started. -Staff try to make it fun for them in the home also while completing daily goals. -It was up and down all day long emotionally and it had been very difficult to deal with. -She did not feel like she was mean or yelled at any of the clients. <p>During interview on 11/05/2020 the Director of</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>Residential Services revealed:</p> <ul style="list-style-type: none"> -She felt like it was a difference of wants with staff #1 and client #1. -Staff #1 had been with the agency for years. -Client #1 and client #4 came from a sister facility approximately 2 years ago and the staff were different. -She and the Executive Director were going to have staff #1 complete more training on client rights and also do a one on one meeting with her to discuss the concerns of the clients in the home. 	V 110		