

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411146	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/13/2021
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NAME OF PROVIDER OR SUPPLIER AGAPE HOME LIVING CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2708 16TH STREET GREENSBORO, NC 27405
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 1/13/21. The complaint was substantiated (intake #NC00171281). 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		

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

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interviews, the facility failed to ensure one of one staff (the Owner) demonstrated competency by exhibiting interpersonal and communication skills to meet the needs of the clients served. The findings are:</p> <p>Interview on 12/23/20 with former client (FC) #4 revealed: -She was angry and had eloped from the facility on 11/2/20; -She had been stopped by a law enforcement officer that was looking for her as she was walking; -A former staff (FS) #4 of the facility was driving by and saw her standing on the side of the road with the officer; -FS #4 stopped and explained her knowledge of the client to the officer; -After talking with the officer and FS #4 for a few minutes, she had started to calm down; -The Owner arrived and started yelling and saying that FS #4 was not allowed to speak with her; -The Owner was cursing and called her a fat b***h so she got angry again; -The Owner had called her a fat b***h previously at the facility.</p> <p>Interview on 12/23/20 with FS #4 revealed: -She saw FC #4 on 11/2/20 standing on the side of the road with a law enforcement officer; -She stopped and explained who she was to the officer;</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>-When she arrived, FC #4 was angry but after talking with her and the Officer, she calmed down;</p> <p>-The Owner arrived and started yelling and cursing;</p> <p>-"She (The Owner) was just going off in general;"</p> <p>-The Owner called one of them a fat b***h but she wasn't sure if it was directed at her or FC #4;</p> <p>-FC #4 got angry again and ended up being transported to the local hospital for a psychological evaluation.</p> <p>Interview on 12/17/20 with a law enforcement officer revealed:</p> <p>-He had responded to a call on 11/2/20 regarding a report that FC #4 had eloped from the facility;</p> <p>-He had stopped FC #4 while she was walking down the street;</p> <p>-"I think what was alarming for me was another woman (FS #4) who used to work at the facility was driving by and stopped and volunteered to talk with her (FC #4)...the woman (FS #4) was doing a really great job with [FC #4]...the Owner showed up and the Owner was very adamant that the woman (FS #4) needed to leave the scene;"</p> <p>-The Owner informed him that FS #4 used to work at the facility and was "...forbidden to speak to her client (FC #4);"</p> <p>-"I remember saying to the Owner that she (FC #4) isn't a client, she's a human being;"</p> <p>-"She (the Owner) said the state likes for her to refer to them as clients;"</p> <p>-The Owner kept repeating she's my client;</p> <p>-"...You would think that they're (clients) basically chips in a poker game;"</p> <p>-"The Owner's response didn't seem measured or appropriate to the circumstance;"</p> <p>-"She (the Owner) was derogatory to the [FS #4] and calling her a fat b***h;"</p> <p>-FC #4 informed him that the Owner had made</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>derogatory comments to her in the past about her weight; -"I wasn't even expecting motherly because that's not her (FC #4) mom but the response from the Owner didn't seem appropriate to me."</p> <p>Interviews on 12/16/20 and 1/13/21 with the Owner revealed: -On 11/2/20, FC #4 eloped from the facility and law enforcement was notified; -An officer had stopped FC #4 while she was walking down the street and was talking with her and FS #4 when she arrived; -She discussed the situation with the Officer but didn't speak to FC #4 or FS #4; -"If I was acting so irate like that, why didn't the police officer give me a citation;" -"I never got close up on them (FC #4 and FS #4) at all...I never said any foul language."</p>	V 110		