

12-15-2020

Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718  
Attn: Frances E. Hicks, MSW

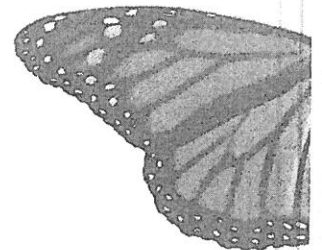
Re: Complaint & Follow-up Survey Completed December 4, 2020  
Middleton Street, 340 North Middleton Street, Robbins, NC 27325  
MHL# 063-091  
E-mail Address: [Reviews@monarchnc.org](mailto:Reviews@monarchnc.org)  
Intake #NC00171609

Please find enclosed the required plan of correction for the deficiencies cited during the recent survey completed on December 4, 2020 at Middleton Street Group Home in Robbins, NC. The corrective action will be completed by January 3, 2021

Sincerely,

Relena Hair  
Director of Program Operations  
Monarch  
[relena.hair@monarchnc.org](mailto:relena.hair@monarchnc.org)

Enclosures



Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL063-091</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 12/04/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MIDDLETON STREET</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>340 MIDDLETON STREET ROBBINS, NC 27325</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 and follow-up survey was completed on December 4, 2020. The complaint was substantiated (intake #NC00171609). Deficiencies 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		
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"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 110	This page was left blank intentionally	

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Rehana Nair*

*Director of Program Operations*

TITLE

(X6) DATE

*12-15-20*

Division of Health Service Regulation

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V 110	<p>Continued From page 1</p> <p>for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews two of two audited staff (#5 and #6) failed to demonstrate decision-making skills required by the population served affecting Client (#1). The findings are:</p> <p>Review on 12/4/20 of Staff #5 personnel record revealed: -Hire date of 10/21/19. -Developmental Specialist Sleepover. -Completed the following trainings: -Direct Support Competency - 4/23/20. -Getting It Right Recertification - 5/13/20. -Individual Rights - 10/17/20. -Overview of Development Disabilities - 10/29/19. -Attended Getting It Right Inservice on 2/11/20.</p> <p>Review on 12/4/20 of Staff #6 personnel record revealed: -Hire date of 8/28/17. -Developmental Specialist Sleepover. -Completed the following trainings: -Direct Support Competency - 6/2/20. -Getting It Right Recertification - 2/25/20. -Individual Rights - 4/18/20. -Overview of Development Disabilities - 5/15/20. -Attended Getting It right Inservice on 2/11/20.</p>	V 110	This page was left blank intentionally	
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V 110	<p>Continued From page 2</p> <p>Interview on 12/1/20 with Staff #5 revealed:</p> <ul style="list-style-type: none"> <li>-She worked at the group home since August 2019.</li> <li>-She was a floater but worked at the home full-time.</li> <li>-Reported she worked alternative days with staff #6.</li> <li>-They were sleepover staff.</li> <li>-She allowed client #1 to dress himself but needed help.</li> <li>-Client #1 would put his shoes on the wrong foot and clothes would be on backwards.</li> <li>-She made sure he was dressed well.</li> <li>-Reported client #1 shoes was on the right foot and clothes was on the right way on her shift.</li> </ul> <p>Interview on 12/3/20 with Staff #6 revealed:</p> <ul style="list-style-type: none"> <li>-She worked at the first time in 2004 and returned 2017.</li> <li>-Worked alternate days throughout the week.</li> <li>-They worked three or four or sometimes five days throughout the week.</li> <li>-When she was on duty client #1 dressed himself.</li> <li>-She gave client #1 a shower, put his shoes on right and lotion client #1 down.</li> <li>-Then client #1 would go the day program.</li> <li>-She had no idea about client #1 shirt on inside out.</li> <li>-She assisted client #1 and made sure client #1's clothing was on right.</li> <li>-She made sure client #1's shoes were on the right foot.</li> <li>-She made sure client was completely dressed.</li> <li>-On her shift, she made sure client #1 was looking good and smelling good.</li> <li>-They had a floater that worked as a staff.</li> <li>-The floater was staff #5.</li> <li>-She was only the full-time regular staff at the group home.</li> <li>-Staff #5 was working since she became full-time</li> </ul>	V 110	<p>V110: All Staff will follow the Treatment Plan for each individual supported. Residential Team Leader will provide re-training to all staff to address all the client's needs and will document on an In-Service form.</p> <p>Residential Manager will provide re-training on all individual's person specifics to include level of assistance needed for hygiene and grooming and will document on an In-Service form.</p> <p>The Residential Manager will monitor during service observations at a minimum of monthly for 3 months and then quarterly thereafter and will document on a Residential Observation form.</p> <p>Target Date: January 3, 2021</p>	

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V 110	<p>Continued From page 3</p> <p>at the beginning of the year.</p> <ul style="list-style-type: none"> <li>-Staff #5 was still a full-time floater.</li> <li>-When she was on shift, she made sure client #1 was dressed properly.</li> <li>-She did not know reason client #1 was reportedly wearing his shoes on the wrong foot and shirt inside out.</li> <li>-She reported it did not happen on her shift.</li> </ul> <p>Interview on 12/2/20 and 12/3/20 with the Residential Manager revealed:</p> <ul style="list-style-type: none"> <li>-The complaint occurred with both staff #5 and staff #6 working at the group home.</li> <li>-When the day program was closed the one-on-one worker would come into the home and provide services.</li> <li>-That one-on-one worker reported client #1 shoe was on the wrong foot and shirt was small.</li> <li>-The one-on-one staff may have noticed the hygiene before staff could clean it up.</li> <li>-There was no valid excuse from staff #5 and staff #6.</li> <li>-Staff #5 and staff #6 alternated days throughout the week.</li> <li>-This was not the first complaint about client #1's clothing.</li> <li>-The first complaint was back in February 2020 from the day program.</li> <li>-She made guardian aware of the complaint.</li> <li>-She did an in-service with staff #5 and staff #6 after the complaint in February.</li> <li>-The second complaint was back in October or November by day program staff working in the home.</li> <li>-The complaint was about client #1 shoes on the wrong foot and shirt on backwards.</li> <li>-She gave staff #5 and staff #6 a verbal warning.</li> <li>-She facilitated meetings with staff monthly.</li> <li>-When she received the complaint, she called the staff over the phone.</li> </ul>	V 110	This page was left blank intentionally	
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V 110	Continued From page 4  -She also called staff that was off that day. -She did not document the verbal warning. -She went to the group home every week; about 3-4 days throughout the week. -She was not at the group home when client #1 left for the day program. -She was at the home when client #1 returned. -Client #1 clothing was adjusted at the day program. -There was no disciplinary actions. -She made unannounced visits at the group home on the weekends. -Staff #5 and Staff #6 was made aware to check client #1 before leaving the house.  Interview on 12/4/20 with the Qualified Professional revealed: -There was no written disciplinary actions. -There was an in-service after the complaints. -He attended the monthly meetings facilitated by the Residential Manager. -Staff #5 and Staff #6 did not take responsibility. -Aware Staff #5 and Staff #6 was being careless and not paying attention. -Confirmed Staff #5 and Staff #6 were the only staff working at the group home.	V 110	This page was left blank intentionally		
V 540	27F .0103 Client Rights - Health, Hygiene And Grooming  10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING (a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the: (1) opportunity for a shower or tubbath daily, or more often as needed;	V 540			

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V 540	<p>Continued From page 5</p> <p>(2) opportunity to shave at least daily;</p> <p>(3) opportunity to obtain the services of a barber or a beautician; and</p> <p>(4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil.</p> <p>(b) Bathtubs or showers and toilets which ensure individual privacy shall be available.</p> <p>(c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to ensure the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming was implemented affecting one of three audited clients (#1). The findings are:</p> <p>Review on 12/1/20 of Client #1's record revealed: -Admission date of 5/3/10. -Diagnoses of Intellectual Development Disability, Severe, Major Depressive Disorder, Urinary Incontinence, Diabetes Type II Mellitus, Seizure Disorder by History, Generalized Epilepsy and Non-Verbal. -Treatment Plan dated 11/1/20 revealed the following goal: - "[client #1] will receive assistance with appropriately completing bathing and grooming." -Treatment Plan dated 11/1/20 - "Supports Needed to Complete Activities of Daily Living revealed: - "requires support with dressing and</p>	V 540	This page was left blank intentionally	

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V 540	<p>Continued From page 6</p> <p>grooming."</p> <p>Interview on 12/1/20 with Staff #5 revealed:</p> <ul style="list-style-type: none"> <li>-She worked at the group home since August 2019.</li> <li>-She was a floater but worked at the home full-time.</li> <li>-Reported she worked alternative days with staff #6.</li> <li>-They were sleepover staff.</li> <li>-Clients were currently quarantine in the bedrooms due to return from home visits for holiday.</li> <li>-Client #1 had no family and stayed at the group home.</li> <li>-She reported client #1 was supported by his guardian.</li> <li>-She allowed client #1 to dress himself but needed help.</li> <li>-Client #1 would put his shoes on the wrong foot and clothes would be on backwards.</li> <li>-Client #1's had enough clothes and cleaned weekly.</li> <li>-She did not see a problem with client #1's clothing.</li> <li>-She made sure he was dressed well.</li> <li>-Reported client #1 shoes was on the right foot and clothes was on the right way on her shift.</li> <li>-She did not know reason client #1 was reportedly wearing his shoes on the wrong foot and shirt inside out.</li> <li>-She reported it did not happen on her shift.</li> </ul> <p>Interview on 12/3/20 with Staff #6 revealed:</p> <ul style="list-style-type: none"> <li>-She worked at the first time in 2004 and returned 2017.</li> <li>-Worked alternate days throughout the week.</li> <li>-They worked three or four or sometimes five days throughout the week.</li> <li>-When she was on duty client #1 dressed himself.</li> </ul>	V 540	This page was left blank intentionally	
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V 540	<p>Continued From page 7</p> <ul style="list-style-type: none"> <li>-She gave client #1 a shower, put his shoes on right and lotion client #1 down.</li> <li>-Then client #1 would go the day program.</li> <li>-Previously would take client #1 to the day program.</li> <li>-Transportation was provided by the company van.</li> <li>-She had no idea about client #1 shirt on inside out.</li> <li>-She assisted client #1 and made sure client #1's clothing was on right.</li> <li>-She made sure client #1's shoes were on the right foot.</li> <li>-She made sure client was completely dressed.</li> <li>-The residential manager brought the complaint to her attention.</li> <li>-On her shift, she made sure client #1 was looking good and smelling good.</li> <li>-They had a floater that worked as a staff.</li> <li>-The floater was staff #5.</li> <li>-She was only the full-time regular staff at the group home.</li> <li>-Staff #5 was working since she became full-time at the beginning of the year.</li> <li>-Staff #5 was still a full-time floater.</li> <li>-When she was on shift, she made sure client #1 was dressed properly.</li> <li>-Client #1 had a one-on-one worker that came to the house prior to client #1 returning to day program.</li> <li>-Reported if client #1 was not dressed properly it was not on her shift.</li> <li>-She did not know reason client #1 was reportedly wearing his shoes on the wrong foot and shirt inside out.</li> <li>-She reported it did not happen on her shift.</li> </ul> <p>Interview on 12/2/20 and 12/3/20 with the Residential Manager revealed: -She became the residential manager January</p>	V 540	This page was left blank intentionally	

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V 540	<p>Continued From page 8</p> <p>2020.</p> <ul style="list-style-type: none"> <li>-The complaint occurred with both staff #5 and staff #6 working at the group home.</li> <li>-When the day program was closed the one-on-one worker would come into the home and provide services.</li> <li>-That one-on-one worker reported client #1 shoe was on the wrong foot and shirt was small.</li> <li>-They try to make sure clients are as independent as possible.</li> <li>-The one-on-one staff may have noticed the hygiene before staff could clean it up.</li> <li>-There was no valid excuse from staff #5 and staff #6.</li> <li>-There was normally 3 staff working at the home until covid.</li> <li>-Staff #5 and staff #6 alternated days throughout the week.</li> <li>-This was not the first complaint about client #1's clothing.</li> <li>-The first complaint was back in February 2020 from the day program.</li> <li>-She made guardian aware of the complaint.</li> <li>-She did an in-service with staff #5 and staff #6 after the complaint in February.</li> <li>-The second complaint was back in October or November by day program staff working in the home.</li> <li>-The complaint was about client #1 shoes on the wrong foot and shirt on backwards.</li> <li>-She gave staff #5 and staff #6 a verbal warning.</li> <li>-She facilitated meetings with staff monthly</li> <li>-When she received the complaint, she called the staff over the phone.</li> <li>-She called staff that was off that day.</li> <li>-She did not document the verbal warning.</li> <li>-She went to the group home every week; about 3-4 days throughout the week.</li> <li>-She was not at the group home when client #1 left for the day program.</li> </ul>	V 540	<p>V540 All Staff will follow the Treatment Plan for each individual supported. Residential Team Leader will provide re-training to all staff to address all the client's needs and will document training on an In-Service form.</p> <p>Residential Manager will provide re-training on all individual's person specifics to include level of assistance needed for hygiene and grooming and will document on an In-Service form.</p> <p>The Residential Manager will monitor during service observations at a minimum of monthly for 3 months and then quarterly thereafter and will document on a Residential Observation form.</p> <p>Target Date: January 3, 2020</p>	
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V 540	<p>Continued From page 9</p> <ul style="list-style-type: none"> <li>-She was at the home when client #1 returned.</li> <li>-Client #1 clothing was adjusted at the day program.</li> <li>-There was no disciplinary actions.</li> <li>-Never heard of reports regarding client #1's body odor.</li> <li>-Client #1 was bathe in the morning and a 2nd if client #1 had an accident but wasn't often.</li> <li>-She made unannounced visits at the group home on the weekends.</li> <li>-The other clients were independent.</li> <li>-Client #1 was non-verbal.</li> <li>-Client #1 would get up in the morning and take a shower and put on his clothing.</li> <li>-She told staff #5 and staff #6 to put client #1's clothing out.</li> <li>-Staff #5 and Staff #6 was made aware to check client #1 before leaving the house.</li> </ul> <p>Interview on 12/4/20 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>-He was aware of the two separate complaints.</li> <li>-He was aware of the complaint in February and the complaint made by one-on-one staff.</li> <li>-They addressed it in a staff meeting and trained on this before.</li> <li>-It was his understanding that staff #5 and staff #6 understood and what was required.</li> <li>-He realized staff #5 and staff #6 did not understand because after receiving another complaint.</li> <li>-Staff meeting 1x/month to discuss everything was going on in the house.</li> <li>-Issues would also be addressed before staff meeting as needed.</li> <li>-They spoke to staff #5 and staff #6 on a daily basis as needed.</li> </ul>	V 540	This page was left blank intentionally	