



November 2, 2020

NC Division of Facility Services
Mental Health Licensure & Certification Section
2718 Mail Service Center
Raleigh, NC 27699-2718

Dear Ms. Kaila Mitchell,

You will find enclosed the plan of correction for the deficiencies cited at the annual survey at Meadowood Group Home on September 30, 2020. The deficiencies will be corrected no later than November 30, 2020. Thank you for your time and attention. Please do not hesitate to call with questions regarding the plan of correction.

Sincerely,

Nycole Mumford B.S.
Operations Manager

W104 –The governing body must exercise general policy, budget and operating direction over the facility.

Correction:

The facility will ensure all cleaning supplies & disinfectant remain stocked in the cleaning supply cabinet and used throughout the day following CANC cleaning COVID 19 guidelines. All bathrooms will be completely stocked with soap so individuals can wash their hands properly. Staff and management will check the bathrooms throughout the day to ensure all supplies are stocked properly. Staff will clean and sanitize the bathrooms to remove any standing water in the bathrooms after everyone has taken their shower. Staff will make sure any excessive standing water is mopped up immediately and a wet floor sign will be utilized afterwards to prevent slips. The facility will also ensure all window screens on the home are in good condition with no holes or tears; along with ensuring any broken glass on the outside of the home is cleaned up immediately and disposed of properly. Staff and management will inspect all windows daily to monitor any breaks. Staff and management will inspect the exterior of the home for spider webs and remove them from windows, doors, and other surfaces as necessary daily. All tattered outdoor furniture will be removed and disposed of and will be replaced with new weatherproof patio furniture. The facility will ensure all towels remain in good repair. All towels with hole/tears will be disposed of. The facility will inspect all towels regularly and dispose of any towels in poor condition. All air vents will be checked weekly and changed as needed when the air filter becomes dirty. The QP/Group Home Manager will In-Service all direct support staff on proper sanitizing and maintenance practices on a regular basis to ensure they're aware of the expectations of the upkeep of the home. The Group Home Manager will inspect the home daily for upkeep. The QP will complete weekly inspections to ensure accuracy and compliance. The Operation Manager will inspect the home bi-weekly to ensure all agency standards are being met and maintained. Operation Manager will also follow up with Aramark to ensure sure all maintenance issues are completed accurately and in a timely manner.

Projected Completion Date: November 30, 2020

Responsible Parties: Qualified Professional, Group Home Manager, Operation Manager

W136—The facility must ensure the rights of all clients, Therefore, the facility must ensure that clients have the opportunity to participate in social, religious, and community options.

Correction:

The facility will ensure all individuals can eat at various restaurants while out in the community and have the necessary equipment to accommodate their person specific diets. All individuals will be given an opportunity to choose their preferred meals while in the community, according to their nutritional assessments. The Group Home Manager, QP, and staff will be In-serviced on offering all individuals food choices while participating in community activities.

Projected Completion Date: November 30, 2020

Responsible Parties: Qualified Professional, Group Home Manager, Operation Manager

W137—The facility must ensure the rights of all clients. Therefore, the facility must ensure that clients have right to retain and use appropriate personal possessions and clothing.

Correction:

The facility will ensure all individuals have weather appropriate, properly fitted clothing. Everyone's personal possessions will be labeled and put away in their personal living space. The Group Home Manager will complete/update all individuals assets list and update it each quarter. The Group Home Manager and all direct support staff will be In-serviced on appropriate grooming and dressing practices to ensure all individuals present well groomed, neat and clean daily. The QP will complete weekly inspections to ensure accuracy as it relates to dressing and grooming practices. The Operation Manager will inspect the home bi-weekly.

Projected Completion Date: November 30, 2020

Responsible Parties: Qualified Professional, Group Home Manager, Operation Manager

W189 – The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.

Correction:

The facility will ensure all employees are well trained on individual privacy protocols. The staff training along with QP and Group Home Manager will consist of proper entry in an individual's personal living space, such as knocking on the door and announcing themselves before entering the space. The Operation Manager will be responsible for ensuring all employees including the Group Home Managers and QP are knowledgeable about privacy protocols. The Operations Manager will also ensure the Group Home Manager and QP are enforcing all privacy protocols are being adhered to by all direct support staff. The QP/Group Home Manager & staff will In-Service to make sure they understand and can effectively implement the privacy protocol for all individuals. The Qualified Professional will complete weekly home observations to monitor both practice and systems are being implemented correctly. The Group Home Manager will complete daily home observations. The Operation Manager will meet bi-weekly to make sure all parties involved all following all protocols and practices correctly.

Projected Completion Date: November 30, 2020

Responsible Parties: Qualified Professional, Group Home Manager, Operation Manager

W227 – The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section.

Correction:

The facility will ensure the Comprehensive Functional Assessment states specific objectives necessary to meet each client's needs. The Qualified Professional will be responsible for identifying all consumers' needs according to Community Alternatives North Carolina Home Community Life Assessment. The QP will also be responsible for writing training programs to address their priority needs such as, transportation guidelines, physical activity, pace eating, bedmaking and entering other's room without prior consent. The individual's behavior support plan will be updated to reflect the individual's behavior and adding additional guidelines to support the individual's health, wellness and safety needs. All individual's reports will be read at Safety Meeting to discuss their prioritize needs for health and safety interventions. The Qualified Professional will receive additional training to ensure their understanding and ability to establish written training programs & completion of Comprehensive Functional Assessment. The Behaviorist will be In-service on revising individual's behavior support plan to reflect their current needs related to health & safety issues. The QP will monitor programs and interventions daily for accuracy. The Behaviorist & QP will In-Service all direct support staff and Group Home Manager on programs, interventions, and updated practices. Operation Manager will complete home observations bi- weekly to monitor both practice and systems of corrections.

Projected Completion Date: 11/30/2020

Responsible Parties: Qualified Professional, Behaviorist, Group Home Manager, Operations Manager

W288- Techniques to manage inappropriate client behavior must never be used as a substitute for an active treatment program.

Correction:

The facility will ensure all staff are trained properly to provide least restrictive interventions when redirecting individuals in all settings. Individuals behavior support plan will reflect specific behaviors related to the individual behavior definitions. The Behavior Specialist will revise individual behavior support plans as needed and ensure all necessary adjustments are made based on the individual's current level of functioning. The Qualified Professional will review all behavior support plans with staff to ensure proper application of interventions.

The facility will ensure all bathrooms are fully stock with paper products such as paper towel and toilet tissues for personal use. Also, bathroom caddies will be provided and adequately stocked with each individual's personal hygiene products including but not limited to shampoo, body wash, etc. The Group Home Manager will inspect daily for all paper and hygiene products. The Qualified Professional will inspect the home weekly for accuracy. The Behaviorist will monitor at least twice monthly for accuracy and effective implementation. Operations Manager will complete bi-monthly observations to monitor both practice and systems of corrections.

Projected Completion Date: 11/30/2020

Responsible Parties: Behaviorist Specialist, Qualified Professional, Group Home Manager, Operation Manager

W440 – – The facility must hold evacuation drills at least quarterly for each shift of personnel.

Correction:

The facility will ensure all fire drills are schedule and completed on all shifts. Staff will receive appropriate training & In-services to make sure they understand the importance of conducting fire drills and turning in the reports to the managers. The Group Home Supervisor will monitor fire drill schedules monthly to ensure appropriate implementation of training initiatives are met. The Qualified Professional will monitor fire drill schedules weekly to assure appropriate implementation of training initiatives for accuracy. Operation Manager will complete home observations bi- monthly to monitor both practice and systems of corrections.

Projected Completion Date: 11/ 30/ 2020

Responsible Parties: QP, Group Home Manager, Operation Manager

W460 – – Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets.

Correction:

The facility will ensure all employees are trained effectively on each individual's diet according to their nutritional evaluation. The nurse will review all individual's nutritional evaluation assessment notes and In-Service all employees on changes to their individual diets. All individuals' diets will be reviewed quarterly by the dietitian. Any changes will be implemented immediately by the nurse and practiced by the staff. The Group Home Manager will closely monitor direct support staff daily to make sure all individuals dietary needs are followed accordingly. The Nurse will conduct monthly monitoring to ensure the appropriate implementation of nutritional training for accuracy. The Qualified Professional will monitor weekly for accuracy. Operation Manager will complete home observations bi-monthly to monitor both practice and systems of corrections.

Projected Completion Date: 11/ 30/ 2020

Responsible Parties: QP, Group Home Manager, Nurse, Operation Manager