

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 092-516	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 01/07/2021
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NAME OF PROVIDER OR SUPPLIER MARY'S MANOR II	STREET ADDRESS, CITY, STATE, ZIP CODE 501 BUNN STREET ZEBULON, NC 27597
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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	INITIAL COMMENTS A complaint and follow-up survey was completed on January 7, 2021. The complaint was substantiated (Intake #NC00171516). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.	V 000		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals. (d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court	V 291		

DHSR - Mental Health
FEB 22 2021
Lic. & Cert. Section

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Mary McCullers *owner*

2-16-21

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V 291	<p>Continued From page 1</p> <p>or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility's operator failed to coordinate with qualified professionals responsible for the treatment/habilitation or case management of one of six clients (#5). The findings are:</p> <p>Review on 01/05/21 of client #5's record revealed: -Admitted: 10/29/13 -Diagnoses: Schizophrenia, Seizures, Bipolar Mood Disorder, Hypertension, Obesity, Cerebral Hypokia and Hypothyroidism -No guardian listed but Power of Attorney (POA) noted as his aunt</p> <p>Interviews between 01/05/21 and 01/06/21 with client #5's POA reported: -She wanted to transfer client #5 to a facility in another state which would be closer to her and most of the family. -For the transfer, she needed a birth certificate, Identification Card and Social Security Card. -In regards to the birth certificate, he was born in another state and she was having difficulty obtaining the requested documents necessary to secure the birth certificate -She requested the facility's assistance. "I have yet to get a response."</p> <p>During interview on 01/06/21 and 01/07/21, staff #1 reported the following: -She was aware the POA needed a birth certificate for client #5 to be transferred. She had</p>	V 291		
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V 291	Continued From page 2 assisted with the process of obtaining the birth certificate. -Initially, she mailed the requested verification information to the vital records department in the state where the client was born. After months of no response, she was able to maintain contact with a person and faxed over the information. The group home had a copy of his Medicaid card and FL-2. The vital records office wanted the original paperwork not copies. The POA did not want to submit the original paperwork. The group home had the paperwork not the POA. -She started working on the process with the vital records department in 2019. She did follow up last year (2020) and had client #5 sign a notarized request for his birth certificate. - The family said they were going to get the Social Security card. She was not sure what was needed to finalize the process. She would just resubmit everything. During interview between 01/06/21 and 01/07/21, the Licensee reported: -In September 2020, she became aware client #5's family requested "that stuff." -The group home never had the birth certificate when he was admitted. -The POA had not asked her for anything. During interview on 01/07/21, the Qualified Professional (QP) reported: -He started January 2020. -Due to COVID 19, he did virtual visits with the clients and staff at the group home. -He was not aware of a request for assistance with obtaining documents to secure client #5's birth certificate in another state.	V 291	<i>The group home has never had a social security card for him and his POA knew that and never a birth certificate. Client was born in Alaska and can you imagine how hard that's going to be, but I am working on the birth certificate and honestly it should be their responsibility to get it. We never had the correct information to get a social security card either, that's why we never got him a ID, and it's really hard if you don't have what is requested to get these things.</i>	
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V 542	Continued From page 3	V 542		
V 542	<p>27F .0105(a-c) Client Rights - Client's Personal Funds</p> <p>10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS</p> <p>(a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days.</p> <p>(b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts.</p> <p>(c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that:</p> <ol style="list-style-type: none"> (1) assure to the client the right to deposit and withdraw money; (2) regulate the receipt and distribution of funds in a personal fund account; (3) provide for the receipt of deposits made by friends, relatives or others; (4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account; (5) assure that a client's personal funds will be kept separate from any operating funds of the facility; (6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client; (7) provide for the issuance of receipts to persons depositing or withdrawing funds; and (8) provide the client with a quarterly accounting of his personal fund account. 	V 542		

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V 542	Continued From page 4 This Rule is not met as evidenced by: Based on record review and interview, the facility failed to maintain adequate financial records on all transactions and provide quarterly accounting of personal fund accounts for five of five clients (#1, #2, #4, #5 and #6) whom the facility managed their funds. The findings are: Review on 01/05/21 of client #1's record revealed: -Admitted: 10/17/13 -Diagnoses: Schizophrenia, Diabetes Type II and Hycholesterolemia -His guardian was an attorney. Review on 01/05/21 of client #5's record revealed: -Admitted: 10/29/13 -Diagnoses: Schizophrenia, Seizures, Bipolar Mood Disorder, Hypertension, Obesity, Cerebral Hypokia and Hypothyroidism -No guardian listed but Power of Attorney (POA) noted as his aunt Review on 01/05/21 of client #6's record revealed: -Admitted: 06/21/19 -Diagnoses: Schizophrenia, Depression -Guardian was his mother/parent During interview on 01/05/21, staff #1 reported client #2's guardian was his brother and client #4 obtained funds from the Licensee. Review on 01/05/21 of the facility's records revealed a "Money book" that contained the following information noted between	V 542		
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V 542	<p>Continued From page 5</p> <p>August-November 2020 for clients: - "Monthly Financial Statements" and completed by the facility for clients. These statements provided notation of monthly amounts for Social Security Income, Special Assistance money (SA), administrative donation amount, room and board rate, medicine bill and amount client received. Each statement was signed and dated by either the Licensee or staff #1 as well as the clients.</p> <p>I. The following are examples the facility failed to assure system of record keeping regarding client's stimulus checks.</p> <p>Review on 01/05/21 of August-November's Monthly Statements for clients #1, #2, #4, #5 and #6 revealed: - No notation of the stimulus checks - No verification the stimulus money was given to the clients or guardians - No receipts to verify how the stimulus money was used.</p> <p>Review on 01/06/21 of a hand written statement dated 01/06/21 by the Licensee noted she would go to the bank and establish accounts for the clients. Due to COVID, the inside of the bank was closed. When she felt better, she would take clients to the bank and open accounts with the balance amounts of their stimulus checks. The clients would receive a bank card. She noted without receipts or systems to verify, the following balances from the clients' \$1200.00 stimulus checks as of 01/05/21: - Client #2- balance \$644.05 (notes indicate \$155.95 medication bill payments and \$400 shopping as sources of spending) - Client #4- balance \$556.25 (notes indicate \$243.75 medication bill and \$400.00 shopping as</p>	V 542	<p><i>client #2 has opened a bank account with his \$600.00 stimulus and wants to keep the balance of his \$1200 to pay for his meds and a record is kept of that.</i></p>	2/9/21
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V 542 Continued From page 6

sources of spending)
-Client #1 -copy of check written to him dated 01/05/21 with memo of \$1000.00 for stimulus

During interview on 01/05/21, clients #1, #5 and #6 were not aware of a stimulus check for \$1200.00 issued by the United States Government due to the COVID 19 pandemic for each citizen whose individual income was below \$75,000. The clients reported the following:
-Client #1- he was not sure if he would be eligible for a stimulus check.
-Client #5- his money was handled by his POA since July 2020 and the Licensee before June 2020.
-Client #6- he did not know what a stimulus check was.

During interview on 01/05/21 & 01/07/21, staff #1 reported:
-At the beginning of each month, the Licensee gave each client money that was tracked through the "Money book"
-Nothing was signed for the receipt of the stimulus checks
-Clients #2, #4, and #5 each received \$200 from their stimulus checks
-Clients #2, #4, and #5's \$200 stimulus money was added to her July 2020 paycheck to give clients for shopping
-She thought the stimulus money was the reason clients received \$80 monthly as opposed to \$66. The extra \$14 was because the remainder of the stimulus check balance was being dispersed throughout the years.

During interviews between 01/05/21 & 01/07/21, the Licensee reported:
-She gave the clients out of her expenses an extra \$14 a month.

V 542

All clients were told of their stimulus and staff took them shopping twice and was told the money was a part of their stimulus. Staff failed to keep receipts so from here on I will handle all clients funds and provide receipts as needed except their 80.00 spending personal money. Client # 4 his PO wants his money to stay as it is and not open him an account and keep up with it the way she saw I was keeping up with it and she has a copy for client # 2 and #4. Staff knew of the stimulus and don't know why she would

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V 542	<p>Continued From page 7</p> <ul style="list-style-type: none"> -She added the clients' stimulus money to staff #1's July 2020 paycheck. Staff #1 gave each client \$200 to spend for shopping from that paycheck. -In July 2020, client #1 spent \$200 to purchase carton of cigarettes with his stimulus money. On 01/05/21, she wrote client #1 a check for \$1000.00 to deposit in his bank account for the balance of his stimulus check -When the clients received their stimulus checks, client #5 was given \$200.00 to spend on clothing. His POA also asked the money be used to pay down his pharmacy bill that was between \$300-\$400. -Client #6 did not receive a stimulus check. His check must have been given to his guardian/parent. <p>Attempted interview on 01/06/21 revealed:</p> <ul style="list-style-type: none"> -Attempts made on 01/06/21 to interview client #6's guardian/parent. -Unable to leave a message. <p>During interview on 01/06/21, client #5's POA reported the following regarding the usage of his stimulus check:</p> <ul style="list-style-type: none"> -She approved for the stimulus check to be used for his pharmacy bill. As the balance was at one point above \$500, it was zero when she assumed responsibility for the payments in October. -She was told he used \$200 for shopping -She received \$350 check as the stimulus balance from the Licensee. <p>II. The following are examples the facility failed to keep adequate financial records of all transactions and provide quarterly accounting of personal funds.</p>	V 542	<p><i>say what she said. I spoke with the POA of client #5 and she advised me to give him the 14.00 I had been giving him and she never said to me she was sending his 66.00, I have advised staff when she sends money to document it and let him sign and that is being done now.</i></p>	
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V 542	<p>Continued From page 8</p> <p>a. Review on 01/05/21 of client #1's financial bank statements maintained by the Licensee at her home revealed: -June-December 2020 Bank Statements</p> <p>During interview on 01/05/21, client #1 reported: -The Licensee showed him monthly statements of how much he had in the bank. - He was not aware of his current bank balance or how much money he had at the group home. He gave his money to staff #1 to hold. -Monthly, he was given over \$500.00 from his attorney through the Veterans Administration. He puts his money in the bank</p> <p>During interview on 01/05/21 & 01/07/2, staff #1 reported: -Client #1 loved to spend money on food, eating out and helping his family. He kept his own bank card -His probation officer inquired monthly about spending habits and would review his money</p> <p>During interview between 01/05/21 and 01/07/21, the Licensee reported: -After his room and board was paid, client #1 received over \$700 a month from Social Security. He was considered a private pay client. -She had client #1's bank statements mailed to her home. -She did not provide him a copy but she did review the information with him -She did not have him sign the bank statement</p> <p>b. Review on 01/05/21 of client #5's "Monthly Financial Statements" between August 2020-November 2020 completed by the facility revealed: -No reference to funds sent to him by his</p>	V 542	<p><i>client #1 bank statements were sent to my home so I could keep up with them and I showed him what his balance was because he is unable to keep up with them</i></p> <p><i>I was not aware client #5 was receiving ^{mm} any money from this family until it came out from staff at the</i></p>	
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MARY'S MANOR II

**501 BUNN STREET
ZEBULON, NC 27597**

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V 542

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family
-\$14 in additional funds provided by the Licensee
-Record keeping of amounts for Cost of Care and Special Assistance

Review on 01/05/21 of client #5's July-December 2020 Monthly Financial records revealed the following:
-\$14 given monthly
-No evidence of deposits from family

During interview on 01/05/21, client #5 reported he received and signed for \$66 a month from the Licensee.

During interview on 01/06/21, client #5's POA reported:
-His family sent him money quarterly. She estimated he received an average of \$150 for the quarter
-She had requested in a letter dated 07/2020, the facility provide financial receipts to her. Although she had received some receipts, she had not received receipts of all transactions inclusive of receipt of room and board payments.

During interview on 01/07/21, staff #1 verified:
-Client #5's family had sent money twice to him via money transfer system
-She picked up the funds at a money transfer location for client #5.
-She did not know she was to document when he received funds

During interviews between 01/05/21 & 01/07/21, the Licensee reported:
-She was not aware client #5's family had sent money to him.
-Until this interview, she was not aware the

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V 542	<p>Continued From page 10</p> <p>\$66 client received was a requirement of SA funds. She thought the \$66 was required because the client received Social Security funds.</p> <p>-For client #5, the payment received from the guardian and SA combined left a negative balance of \$66 for his monthly cost of care. She utilized the \$66 he was supposed to receive as part of the SA to supplement the difference.</p> <p>-Each month, client #5 only received \$14 from her.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 542	<p><i>The \$66.00 for each client comes from their social security and client #5 POA receives his and she is responsible for sending the 66.00 for him. I did my part by giving him the 14.00 which I give all the clients to make 80.00.</i></p>	
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on interview and observation the facility failed to ensure the home was maintained in a safe, orderly and attractive manner. The findings are:</p> <p>Observation on 01/05/21 at 10:35am of the facility revealed:</p> <p>-Two lower level cabinet doors in the kitchen under the counter were loose and slightly hanging from the base.</p> <p>-Two side by side cabinet doors located</p>	V 736		

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V 736

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V 736

under the kitchen sink were being held closed with a rubber band around the door knobs

Interview on 01/05/21 Staff #1 reported:
 -Cabinet doors have been "broken for awhile"
 -She told the licensee before and would let the licensee know again that it was broken
 -The rubber band was on the cabinet doors so that it didn't fall open

Interview on 01/07/21 Licensee reported:
 -She was told the cabinet doors were broken but she hadn't been to the house that often and forgot
 -Staff #1 called her after surveyors left and told her the cabinet doors were broken and needed to be fixed
 -Staff #1 could call maintenance at any time
 -She called the maintenance man to fix the cabinet doors and he was scheduled to go to the facility the next day

Cabinet door repaired and staff has the number for the repair man for future repairs. 1/9/21