

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 12/10/2020
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G224	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/02/2020
NAME OF PROVIDER OR SUPPLIER COUNTRY LANE			STREET ADDRESS, CITY, STATE, ZIP CODE 534 COUNTRY LANE HOLLY SPRINGS, NC 27540	
(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) COMPLETION DATE
W 000	INITIAL COMMENTS	W 000		
W 186	<p>A follow-up survey survey was completed on 12/2/2020 for recertification survey completed 10/13/2020. All deficiencies cited were corrected. New deficiency was cited and the facility is not in compliance.</p> <p>DIRECT CARE STAFF CFR(s): 483.430(d)(1-2)</p> <p>The facility must provide sufficient direct care staff to manage and supervise clients in accordance with their individual program plans.</p> <p>Direct care staff are defined as the present on-duty staff calculated over all shifts in a 24-hour period for each defined residential living unit.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure sufficient staff were provided to supervise clients and provide services in accordance with their governing body. This potentially affected all the clients residing in the facility. The finding is:</p> <p>Upon arrival at the group home on 12/2/2020 at 11:27am-12:30pm, Staff A was working in the home alone with six clients. The staff stood at the door as the home was on 14 days quarantine since the clients had returned from home visit. The staff was only able to carry a conversation at the door as she kept going back to the client and to the door since she was the only staff working that shift.</p> <p>Interview on 12/2/20 with Staff A, who is the Home Manager (HM), revealed she had worked</p>	W 186	<p>This deficiency will be corrected by the following actions:</p> <p>A. The Site Supervisor will ensure to scheduling staffing to meet the needs of the home to include the proper staff/ resident ratio on each shift.</p> <p>B. The Area Supervisor will monitor and ensure that this is being done by reviewing the weekly staffing schedule in advance of each week to identify any additional staffing needs.</p>	2/11/2021

RECEIVED
By DHSR Mental Health Licensure & Certification at 9:20 am, Dec 29, 2020

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

TITLE

(X6) DATE

[Signature]

ASST. EXEC. DIRECTOR

12/24/2020

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.