

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

PRINTED: 02/03/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G041	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 02/02/2021
NAME OF PROVIDER OR SUPPLIER COUNTRY MANOR GROUP HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1070 PACKING PLANT ROAD SMITHFIELD, NC 27577		
(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 227	<p>INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(4)</p> <p>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.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure client #2's Individual Program Plan (IPP) included objectives to meet his communication needs. This affected 1 of 3 audit clients. The finding is:</p> <p>During observations throughout the survey in the home on 2/1 - 2/2/21, client #2 was non-verbal and expressed himself through gestures and vocalizations. Staff verbalized requests to the client; however, he was not assisted or encouraged to use any other forms of expressive communication.</p> <p>Interview on 2/2/21 with Staff A and Staff B revealed client #2 has a picture communication book or a picture board he uses to communicate with throughout his day. During the interview, the staff noted client #2's communication book could not be located in the home. Additional interview also indicated he has a tablet which he used at the day program when they were there. The staff stated the tablet was not used in the home.</p> <p>Review on 2/2/21 of client #2's IPP dated 6/2/20 revealed, "[Client #2] is non-verbal but communicates with gestures, some words, I-Pad and some sign language...[Client #2] will attempt to communicate with some single words and sign</p>	W 227			

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

TITLE

(X6) DATE

Patrick Carter

BAOP

2/14/2021

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.

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W 227	Continued From page 1 language and uses body language and gestures." Additional review of the plan indicated the client had trained on an objective in 2018 to make simple 4 - 5 word statements and questions simultaneously with 80% accuracy using his I-Pad. Although client #2's IPP noted a need to increase his communication skills, his plan did not include current objectives in this area to meet his needs. Interview with the Habilitation Specialist revealed the facility had recently acquired a new Speech Pathologist. Additional interview indicated client #2's communication goal remains current; however, no objectives have been implemented in this area.	W 227		
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan. This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure client #5 received a continuous active treatment program consisting of needed interventions and services as identified in the areas of leisure and communication. This affected 1 of 3 audit clients. The findings are:	W 249		

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W 249	<p>Continued From page 2</p> <p>A. During observations in the home throughout the survey on 2/1 - 2/2/21, client #5 frequently sat on the couch in the living room with the television on nearby. During this time, the client periodically covered his eyes with his hands and held his head down while various staff sporadically approached him asking if he was ok or if he wanted to "do something". With the exception of one card game, the client was not prompted or assisted to participate in any activities.</p> <p>Interview on 2/2/21 with Staff A and Staff B revealed client #5 likes to be outside, go to the park or sitting on outdoor swings. Additional interview indicated he also likes puzzles. Further interview also revealed while at home, they do have an activity schedule which is followed including leisure activities, chores, meals and goals.</p> <p>Review on 2/2/21 of client #5's IPP dated 4/22/20 revealed, "[Client #5] uses a picture book to communicate about activities which he routinely enjoys particularly throughout his day...he enjoys sensory type activities throughout his daily routine...he enjoys going to the park, getting on swings...He has exhibited some interests in arts and crafts i.e. coloring, painting...He enjoys going to the movies at times and listening to music... [Client #5] needs structure during his daily routine so that he is aware of what is expected of him. Staff can support him by following his daily routine schedule and ensure he's aware of what his plans are for that day. Staff should encourage independence and giving appropriate prompts upon completing any given tasks with social praises on his accomplishments."</p>	W 249			

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W 249	<p>Continued From page 3</p> <p>Interview on 2/2/21 with the Habilitation Specialist (HS) indicated client #5 likes to watch TV, go to the park or sit on swings. Additional interview revealed the client has participated in arts/crafts activities for a short timeframe.</p> <p>Interview on 2/2/21 with the Qualified Intellectual Disabilities Professional (QIDP) revealed he is still trying to determine what motivates client #5 and it can be difficult to get him engaged. The QIDP noted staff should continue to provide leisure choices for client #5.</p> <p>B. During observations throughout the survey in the home on 2/1 - 2/2/21, client #5 was non-verbal and expressed himself through gestures, facial expressions and infrequent vocalizations. Staff verbalized requests to the client without utilizing any other forms of communication during interactions with him. Client #5 was not assisted or encouraged to use any other forms of expressive communication.</p> <p>Interviews on 2/2/21 with Staff A and Staff B revealed client #5 has a communication book which can be used to express himself. During the interview, Staff A located pieces of a picture communication board with client #5's name on it in a hall closet.</p> <p>Review on 2/2/21 of client #5's IPP dated 4/22/20 revealed, "[Client #5] is non-verbal but can communicate his thoughts wants and needs. [Client #5] uses a picture book to communicate about activities which he routinely enjoys particularly throughout his day." Additional review of Functional Communication Guidelines (OSG #7) revised 1/22/18 noted, "...[Client #5] is non-verbal and communicates using gestures,</p>	W 249			

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W 249	<p>Continued From page 4</p> <p>eye gaze, actions, facial expressions, physical manipulation of others and a few manual signs, some of which are his own. Signs he uses include yes, eat/drink, candy, thank you and ok (thumbs up). He also has a picture communication book."</p> <p>Additional review of the guidelines noted, "...You can ask him to 'Help me remember the sign for...' Then show him a picture or object... [Client #5] needs to continue to have consistent practice with signs he has already mastered in order to keep them in his memory. It provides a good model for him, as well as improving his chances of understanding you and you understanding him... [Client #5] has worked on a formal goal to learn the pictures in his communication book. He needs to be encouraged to use his book so he becomes more aware of using the communication book as a viable means to communicate his thoughts, wants and needs..."</p> <p>Interview on 2/2/21 with the HS revealed client #5 continues to use a picture communication book and knows several manual signs. Additional interview confirmed the client should continue to be prompted to use his communication book as well as manual signs during interactions with staff.</p>	W 249			



RHA Health Services, Inc.
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Benson, NC 27504
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FAX TRANSMISSION

CONFIDENTIAL HEALTH INFORMATION ENCLOSED

To:	<i>Wilma Worsley-Diggs</i>	Fax:	<i>919-715-8078</i>
From:	<i>Patrick Carver</i>	Date:	<i>2-14-21</i>
Re:	<i>P.O.C Country Manor</i>	Pages:	<i>7</i> (Including Cover)
CC:			
Urgent	<u>For Review</u>	As Requested	Please Reply
			Please Recycle

Additional Comments: *P.O.C. Country Manor Group Home. Please let me know if you need any additional information.*

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W 227 INDIVIDUAL PROGRAM PLAN

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.

QP will review and revise client #2 PCP addressing communication needs. SLP will assess client #2 communication needs to implement a program for the use of an iPad to make 2-4 word phrases. QP and/or Habilitation Specialist will re-in-service staff's on new goals in the plan, as it pertains to client #2's communication needs, focusing on ensuring that DSA's assist client #2 with the use of the iPad to communicate.

QP, SLP and/or Hab Spec will in-service client #2's communication goals and all others in the home for communication needs.

Monitoring of adherence to the above will occur through the Interaction assessments, Formal Program Assessments, communication programs as well as general observations at a minimum of (2) each for the next (3) consecutive months. The assessments and general observations will be completed by either of the following: Behavior Specialist, Habilitation Specialist, QP, Home Manager, Vocational Coordinator, Administrator, and the Nurse

Target Date: 4/2/21

W 249 PROGRAM IMPLEMENTATION

As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.

SLP will assess and update communication goals for client #5. QP/Hab Spec. will in-service staff On updated goals and specific instructions and methods to support client #5 with communication and interaction through the use of a communication book.

QP/Hab Spec will in-service DSA's on Client #5 and all other individuals communication objective plans addressing supporting effective communication and interaction for client #5 through the use of a communication book.

Monitoring of adherence to the above will occur through the Interaction assessments, Formal Program Assessments, communication programs as well as general observations at a minimum of (2) each for the next (3) consecutive months. The assessments and general observations will be completed by either of the following: Behavior Specialist, Habilitation Specialist, QP, Home Manager, Vocational Coordinator, Administrator, and the Nurse

Target Date: 4/2/21