

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-156	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/24/2021
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NAME OF PROVIDER OR SUPPLIER LILLIES PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 1804 HARRIS DRIVE BURLINGTON, NC 27215
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on March 24, 2021. The complaint was substantiated (intake #NC00175246). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</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"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p>	V 110		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, one of two audited staff (#2) failed to demonstrate competency in the areas of knowledge, skills and abilities. The findings are:</p> <p>Review on 3/24/21 of Client #1's record revealed: -Admission date of 3/21/19. -Diagnoses of Attention Deficit Hyperactivity Disorder; Anxiety; Bipolar Disorder; GastroEsophageal Reflux Disease; Headaches; Migraine; Panic Attacks.</p> <p>Review on 3/24/21 of Client #2's record revealed: -Admission date of 2/2/15. -Diagnoses of Major Depression Disorder; Insomnia; Diabetes; Incontinence; Alcohol Peripheral Neuropathy; History of Alcohol Abuse; Dementia; Disorientation.</p> <p>Review on 3/24/21 of Client #3's record revealed: -Admission date of 5/27/20. -Diagnoses of Hypertension; Asthma; Anemia; Schizophrenia; Ankle Edema; Diabetes; Sleep Apnea; Hyperlipidemia.</p> <p>Review on 3/24/21 of Client #4's record revealed: -Admission date of 5/28/19. -Diagnoses of Unspecified Bipolar Disorder; Borderline Personality Disorder; Probable Front Temporal Dementia; Cataract; Atypical Parkinsonism; Fibromyalgia; Arthritis; Type II Diabetes Mellitus; Dyslipidemia; Hypertension.</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Review on 3/24/21 of Staff #2's Personnel Record revealed: -Hire date of 9/15/20. -She was hired as a Supervisor In Charge (SIC).</p> <p>Review on 3/24/21 of an incident report investigation dated 3/9/21 revealed the following: -Report was completed by the Owner. -Client #3 came to the Owner and told her that Client #1 had slept with her friend during his visit. -She further stated that Client #1 had gone to take a shower and they had sneaked in the bathroom together. -Owner talked to Client #1 and her friend whom was visiting for the first time in about a year inside the house. -He denied anything happened but after Owner left, he became upset and began to curse about it being none of her business. -Owner then talked to Client #1 and questioned her. -Client #1 denied it and stated "No, we just watched a movie!" -The next day, Client #1 left an apology message to the Owner. -Staff #2 stated that Client #1's friend had been standing by the medicine cart and she invited him to sit down. -Staff #2 had been doing puzzles with other residents but then she went to the living room to check on other other clients. -Staff #2 reported that everything was quiet. She then saw Client #1's friend outside smoking. -Staff #2 then walked to Client #1's room and observed her seating on the bed. -When the Owner asked Staff #2 why she did not see them engage in a sexual manor, she stated that she did not know why or how he sneaked by her.</p>	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 3</p> <ul style="list-style-type: none"> -The Owner interviewed Client #1's friend and he stated that she had asked him to go to her room. -He went to smoke a cigarette and Client #1 continued to ask him to go to her bedroom, so he sneaked back there with her. -The Owner informed him that he would be banned for the behavior shown. <p>Review on 3/24/21 of Post Investigation completed by the Owner revealed:</p> <ul style="list-style-type: none"> -Completed on 3/9/21 -She believed that Client #1 had a very promiscuous past. -She had redirected, encouraged, prompted her for the entire few years. -She understood that there was a fine line between privacy and her major concern was why staff did not realized they had sneaked. -She would write up, suspend or terminate Staff #2 because with dealing with clients that have a mental illness diagnosis often have a high sex drive and this was one of Client #1's goals they had been working on. -Client #1 had been doing well until this occurred. -The Owner had given Client #1 a discharge notice before COVID hit but her guardian was unable to find placement for her due to her behaviors. -Owner felt that she needed to reconsider her past decision. <p>Review on 3/24/21 of Post Investigation statements completed by the Owner revealed:</p> <ul style="list-style-type: none"> -Dated 3/10/21. -Signed by the Owner, Client #3 and Staff #2. -Owner reported that Client #1 had not told her yet that she did actually engaged, but she had begun to cry when she came to the facility saying "I know I broke your rules, and you are going to put me out!" 	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Owner spoke to Client #1 about respect she that she had to have for herself and for the other ladies at the house. As for her boyfriend, he would not be allowed to visit because she could not trust him to be a young man who respected the rules. -Client #1 walked away sadly saying "OK Mrs. Cherry, I understand". -Staff #2 was suspended from work for two weeks. -Client #1's actions showed she was guilty, but her boyfriend was seen again by the Owner and he stated that they had tried to have sex and that he was sorry and that he lied. -Situation was consensual because they called themselves boyfriend and girlfriend, but it was against her rules. -Owner investigated report. <p>Review on 3/24/21 of Statement note made by the Owner revealed:</p> <ul style="list-style-type: none"> -Dated 3/24/12. -As pertaining to the incident with Client #1 engaging in a sexual act a few weeks ago. She could say she felt personally responsible as she had also told her guardian. -Client #1 had finally achieved what she been working on doing for years. -Client #1 and the other clients had been confined to the facility for almost a year now with no visits, few outings, wearing their masks and practicing safety precautions. -She felt like a visit with her male friend was OK due to not having friends or family, but Client #1 sneaked this plan over her head. -The Owner's emotions got in the way feeling compassion due to COVID restrictions so long. -Staff #2 was new and let her guard down. -Staff #1 and the Owner knew how Client #1 was and she needed to be supervised at all times. 	V 110		

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V 110	<p>Continued From page 5</p> <ul style="list-style-type: none"> -The Owner agreed to make any provision she must to correct the incident and prevent it from reoccurring again. <p>Client #1 was not available to interview.</p> <p>Interview on 3/24/21 with Clients #2 revealed:</p> <ul style="list-style-type: none"> -Reported being at the house for about 5 years. -Liked the place and other residents. -Reported COVID situation at home as been OK. Staff had tried to keep them busy at the house. -Residents were allowed to bring family and friends to the home. -She had had visitors, but visits had been outside the house. -Sometimes, a visitor may had gone inside to use the bathroom, but were wearing their masks while inside. -She had also seen other resident's visitors coming to the house. -Reported that there had been no incidents with the other residents' visitors. -There was always a staff at the house. <p>Interview on 3/24/21 with Client #3 revealed:</p> <ul style="list-style-type: none"> -She reported being at the house close to a year. -No problems with anyone. -Reported having had visitors over, but that they had met outside of the house. -Family also wore a mask when they had come to visit her. -Reported other residents had also had visitors and they also met outside. -Reported that there had been no incidents with other residents visitors at the house. <p>Interview on 3/24/21 with Client #4 revealed:</p> <ul style="list-style-type: none"> -Reported being at the house close to two years. -She felt that they treated her and the others very well at the house. 	V 110		

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V 110	<p>Continued From page 6</p> <ul style="list-style-type: none"> -She had had visitors coming to see her. Family may had come inside the house, but they had their masks on. -She had also seen other residents' visitors come in the home, but nothing bad had ever happened. -There was always a staff at the house. <p>Interview on 3/24/21 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -Reported no incident reports. -Most of the clients stayed at the house currently due to COVID situation. -Some of the clients went out to community with their support team. -Two of the residents went to their workshop agency (Clients #1 and #5). -Visitors were allowed to come to the home, but needed to stay outside. They also needed to wear their facemasks. -Client #4's family had come to visit and stayed outside. -Client #3 had a friend and also stayed outside when he visited. -Resident's team supports also stayed outside whenever they came for them. -Staff later reported that there may had been an incident with Client #1 and a friend of hers, but she was not working at the time as it happened on a weekend. -She did not know what may had happened. She was informed by the owner. <p>Interview on 3/24/21 with Staff #2 revealed:</p> <ul style="list-style-type: none"> -She reported working at the house the day of the incident with Client #1 and her boyfriend. -She did not know if anything happened between Client #1 and her friend. -Reported not able to know what may had happened. -Se only knew that Client #1 had brought a friend over and that they had been doing puzzles and 	V 110		

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V 110	<p>Continued From page 7</p> <p>watching TV.</p> <p>-She denied anything inappropriate may had happened between Client #1 and her boyfriend inside the house.</p> <p>Interview on 3/24/21 with the Owner revealed:</p> <p>-She reported that since COVID hit, nobody had been allowed inside the house.</p> <p>-In the past few weeks, they did allow some people come inside the house, but only wearing a mask.</p> <p>-The only person that came inside the house was Client #1's friend.</p> <p>-He came over for a few hours to watch TV with her.</p> <p>-He had been the only person allowed to actually come inside the house.</p> <p>-One day, one of the residents at the house told her in a gossiping way that Client #1 and her friend had been inside the bedroom together.</p> <p>-She asked the resident if anything happened with them and she denied.</p> <p>-She talked to the friend about what happened. He said that he came to visit but said nothing happened and he was respectful.</p> <p>-He denied anything inappropriate happened.</p> <p>-She then talked to Client #1 and she also denied doing anything inappropriate with her friend.</p> <p>-Client #1 admitted that he came inside the room with her, but denied wrongdoing.</p> <p>-She asked the staff on duty about the incident.</p> <p>-Staff told her that she saw the friend get up to go to the bathroom and that he came right back.</p> <p>-She did not think anything inappropriate may had happened. She reported watching them watch a movie.</p> <p>-If anything happened, it may had been very quick.</p> <p>-Owner informed that Client #1 may be very sleek and sneaky. Client #1 also had a history of doing</p>	V 110		

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V 110	<p>Continued From page 8</p> <p>inappropriate sexual things.</p> <p>-She had been doing very well at the house since she started living there.</p> <p>-Owner reported that she continued to press Client #1 and her friend, but got nothing. They then each got upset about her asking them questions.</p> <p>-She spoke with other residents at the house. None said that anything inappropriate happened at the house.</p> <p>-Owner reported that she later received an apology from Client #1.</p> <p>-She still did not know what may had happened between the two, but suspects something did happened especially after receiving apology from Client #1.</p> <p>-Client #1 reported that she was afraid of telling the Owner what may had happened for fear of being transferred to another house.</p> <p>-Owner reported speaking to both Client #1 and her friend and informed them that he would not to be allowed inside the house anymore.</p> <p>-She suspended Staff #2 while she was doing investigation.</p> <p>-Client #1 had been crying when she was apologizing to the Owner.</p> <p>-Client #1 still had not told her what may had happened.</p> <p>-Owner reported doing an incident report.</p> <p>-She was having a hard time finding out exactly what may had happened.</p> <p>-Owner felt that something may had happened, mainly because she got the apology from Client #1, but did not know exactly may had happened.</p> <p>-Owner acknowledged that staff made a poor decision allowing Client #1's friend inside the house to watch tv with her.</p> <p>-Staff #2 was fairly new at the job and did not follow Client #1's plan and goals regarding her mental health diagnosis and behaviors to work</p>	V 110		

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V 110	Continued From page 9 on. -Owner acknowledged that although clients had been fully vaccinated, bringing Client #1's friend inside the home could have brought positive COVID exposures to the residents and staff.	V 110		
V 115	27G .0208 Client Services 10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that: (1) space and supervision is provided to ensure the safety and welfare of the clients; (2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and (3) clients participate in planning or determining activities. (h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule. (c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious. (d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment. (e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.	V 115		

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V 115	<p>Continued From page 10</p> <p>This Rule is not met as evidenced by: Based on interviews and records review, the facility failed to provide supervision to ensure the safety and welfare of one of five clients (#1). The findings are:</p> <p>Review on 3/24/21 of Client #1's record revealed: -Admission date of 3/21/19. -Diagnoses of Attention Deficit Hyperactivity Disorder; Anxiety; Bipolar Disorder; GastroEsophageal Reflux Disease; Headaches; Migraine; Panic Attacks.</p> <p>Review on 3/24/21 of Client #2's record revealed: -Admission date of 2/2/15. -Diagnoses of Major Depression Disorder; Insomnia; Diabetes; Incontinence; Alcohol Peripheral Neuropathy; History of Alcohol Abuse; Dementia; Disorientation.</p> <p>Review on 3/24/21 of Client #3's record revealed: -Admission date of 5/27/20. -Diagnoses of Hypertension; Asthma; Anemia; Schizophrenia; Ankle Edema; Diabetes; Sleep Apnea; Hyperlipidemia.</p> <p>Review on 3/24/21 of Client #4's record revealed: -Admission date of 5/28/19. -Diagnoses of Unspecified Bipolar Disorder; Borderline Personality Disorder; Probable Front Temporal Dementia; Cataract; Atypical Parkinsonism; Fibromyalgia; Arthritis; Type II Diabetes Mellitus; Dyslipidemia; Hypertension.</p> <p>Review on 3/24/21 of Staff #2's Personnel Record revealed: -Hire date of 9/15/20. -She was hired as a Supervisor In Charge (SIC).</p>	V 115		

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V 115	<p>Continued From page 11</p> <p>Review on 3/24/21 of an incident report investigation dated 3/9/21 revealed the following:</p> <ul style="list-style-type: none"> -Report was completed by the Owner. -Client #3 came to the Owner and told her that Client #1 had slept with her friend during his visit. -She further stated that Client #1 had gone to take a shower and they had sneaked in the bathroom together. -Owner talked to Client #1 and her friend whom was visiting for the first time in about a year inside the house. -He denied anything happened but after Owner left, he became upset and began to curse about it being none of her business. -Owner then talked to Client #1 and questioned her. -Client #1 denied it and stated "No, we just watched a movie!" -The next day, Client #1 left an apology message to the Owner. -Staff #2 stated that Client #1's friend had been standing by the medicine cart and she invited him to sit down. -Staff #2 had been doing puzzles with other residents but then she went to the living room to check on other other clients. -Staff #2 reported that everything was quiet. She then saw Client #1's friend outside smoking. -Staff #2 then walked to Client #1's room and observed her seating on the bed. -When the Owner asked Staff #2 why she did not see them engage in a sexual manor, she stated that she did not know why or how he sneaked by her. -The Owner interviewed Client #1's friend and he stated that she had asked him to go to her room. -He went to smoke a cigarette and Client #1 continued to ask him to go to her bedroom, so he sneaked back there with her. 	V 115		

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V 115	<p>Continued From page 12</p> <ul style="list-style-type: none"> -The Owner informed him that he would be banned for the behavior shown. <p>Review on 3/24/21 of Post Investigation completed by the Owner revealed:</p> <ul style="list-style-type: none"> -Completed on 3/9/21 -She believed that Client #1 had a very promiscuous past. -She had redirected, encouraged, prompted her for the entire few years. -She understood that there was a fine line between privacy and her major concern was why staff did not realized they had sneaked. -She would write up, suspend or terminate Staff #2 because with dealing with clients that have a mental illness diagnosis often have a high sex drive and this was one of Client #1's goals they had been working on. -Client #1 had been doing well until this occurred. -The Owner had given Client #1 a discharge notice before COVID hit but her guardian was unable to find placement for her due to her behaviors. -Owner felt that she needed to reconsider her past decision. <p>Review on 3/24/21 of Post Investigation statements completed by the Owner revealed:</p> <ul style="list-style-type: none"> -Dated 3/10/21. -Signed by the Owner, Client #3 and Staff #2. -Owner reported that Client #1 had not told her yet that she did actually engaged, but she had begun to cry when she came to the facility saying "I know I broke your rules, and you are going to put me out!" -Owner spoke to Client #1 about respect she that she had to have for herself and for the other ladies at the house. As for her boyfriend, he would not be allowed to visit because she could not trust him to be a young man who respected 	V 115		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-156	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/24/2021
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NAME OF PROVIDER OR SUPPLIER LILLIES PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 1804 HARRIS DRIVE BURLINGTON, NC 27215
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V 115	<p>Continued From page 13</p> <p>the rules.</p> <ul style="list-style-type: none"> -Client #1 walked away sadly saying "OK Mrs. Cherry, I understand". -Staff #2 was suspended from work for two weeks. -Client #1's actions showed she was guilty, but her boyfriend was seen again by the Owner and he stated that they had tried to have sex and that he was sorry and that he lied. -Situation was consensual because they called themselves boyfriend and girlfriend, but it was against her rules. -Owner investigated report. <p>Review on 3/24/21 of Statement note made by the Owner revealed:</p> <ul style="list-style-type: none"> -Dated 3/24/21. -As pertaining to the incident with Client #1 engaging in a sexual act a few weeks ago. She could say she felt personally responsible as she had also told her guardian. -Client #1 had finally achieved what she been working on doing for years. -Client #1 and the other clients had been confined to the facility for almost a year now with no visits, few outings, wearing their masks and practicing safety precautions. -She felt like a visit with her male friend was OK due to not having friends or family, but Client #1 sneaked this plan over her head. -The Owner's emotions got in the way feeling compassion due to COVID restrictions so long. -Staff #2 was new and let her guard down. -Staff #1 and the Owner knew how Client #1 was and she needed to be supervised at all times. -The Owner agreed to make any provision she must to correct the incident and prevent it from reoccurring again. <p>Client #1 was not available to interview.</p>	V 115		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-156	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/24/2021
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NAME OF PROVIDER OR SUPPLIER LILLIES PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 1804 HARRIS DRIVE BURLINGTON, NC 27215
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V 115	<p>Continued From page 14</p> <p>Interview on 3/24/21 with Clients #2 revealed: -Reported being at the house for about 5 years. -Reported that there had been no incidents with the other residents' visitors. -There was always a staff at the house.</p> <p>Interview on 3/24/21 with Client #4 revealed: -Reported being at the house close to two years. -There was always a staff at the house.</p> <p>Interview on 3/24/21 with Staff #1 revealed: -Reported no incident reports. -No clients received unsupervised time at home or community. They always needed to be supervised by staff. -Most of the clients stayed at the house currently due to COVID situation. -Some of the clients went out to community with their support team. -There was always a staff on duty at the house. -Staff later reported that there may had been an incident with Client #1 and a friend of hers, but she was not working at the time as it happened on a weekend. -She did not know what may had happened. She was informed by the owner.</p> <p>Interview on 3/24/21 with Staff #2 revealed: -She reported reports working at the house the day of the incident with Client #1 and her boyfriend. -She did not know if anything happened between Client #1 and her friend. -Reported not able to know what may had happened. -She only knew that Client #1 had brought a friend over and that they had been doing puzzles and watching TV.</p>	V 115		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-156	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/24/2021
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NAME OF PROVIDER OR SUPPLIER LILLIES PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 1804 HARRIS DRIVE BURLINGTON, NC 27215
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V 115	<p>Continued From page 15</p> <ul style="list-style-type: none"> -She denied anything inappropriate may had happened between Client #1 and her boyfriend inside the house. <p>Interview on 3/24/21 with the Owner revealed:</p> <ul style="list-style-type: none"> -The only person that came inside the house was Client #1's friend. -He came over for a few hours to watch TV with her. -He had been the only person allowed to actually come inside the house. -One day, one of the residents at the house told her in a gossiping way that Client #1 and her friend had been inside the bedroom together. -She asked the resident if anything happened with them and she denied. -She talked to the friend about what happened. He said that he came to visit but said nothing happened and he was respectful. -He denied anything inappropriate happened. -She then talked to Client #1 and she also denied doing anything inappropriate with her friend. -Client #1 admitted that he came inside the room with her, but denied wrongdoing. -She asked the staff on duty about the incident. -Staff told her that she saw the friend get up to go to the bathroom and that he came right back. -She did not think anything inappropriate may had happened. She reported watching them watch a movie. -If anything happened, it may had been very quick. -Owner informed that Client #1 may be very sleek and sneaky. Client #1 also had a history of doing inappropriate sexual things. -She had been doing very well at the house since she started living there. -Owner reported that she continued to press Client #1 and her friend, but got nothing. They then each got upset about her asking them 	V 115		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-156	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/24/2021
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V 115	<p>Continued From page 16</p> <p>questions.</p> <p>-She spoke with other residents at the house. None said that anything inappropriate happened at the house.</p> <p>-Owner reported that she later received an apology from Client #1.</p> <p>-She still did not know what may had happened between the two, but suspects something did happened especially after receiving apology from Client #1.</p> <p>-Client #1 reported that she was afraid of telling the Owner what may had happened for fear of being transferred to another house.</p> <p>-Owner reported speaking to both Client #1 and her friend and informed them that he would not to be allowed inside the house anymore.</p> <p>-She suspended Staff #2 while she was doing investigation.</p> <p>-Client #1 had been crying when she was apologizing to the Owner.</p> <p>-Client #1 still had not told her what may had happened.</p> <p>-Owner reported doing an incident report.</p> <p>-She was having a hard time finding out exactly what may had happened. Staff may be responsible for supervision of residents and she had spoken to her about it.</p> <p>-Owner felt that something may had happened, mainly because she got the apology from Client #1, but did not know exactly may had happened.</p> <p>-Owner felt that there had been a lack of supervision from Staff #2.</p> <p>-Staff #2 was also not able to say where she may had been while everything that may had occurred happened.</p>	V 115		