

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-573	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/20/2021
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NAME OF PROVIDER OR SUPPLIER MEEKS #2	STREET ADDRESS, CITY, STATE, ZIP CODE 4125 EDGEMONT ROAD WENDELL, NC 27591
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 04/20/21. The complaint was substantiated. (intake #NC00174922). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious</p>	V 108		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 108	<p>Continued From page 1</p> <p>and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews, the facility failed to assure 4 of 4 staff (#1, #2, Licensee and Qualified Professional) were trained in Cardiopulmonary Resuscitation CPR/First Aid. The findings are:</p> <p>Review on 03/24/21 of staff #1's record revealed the following: -Hired: 11/26/19 -Training: 03/22/21 certification for Adult and Child CPR/First Aid 03/22/21 certificates for Evidence Based Protective Intervention (EBPI) Base Plus and Medication Administration Training</p> <p>Review on 03/24/21 of staff #2's record revealed the following: -Hired: 02/01/17 -Training: 03/22/21 certification for Adult and Child CPR/First Aid 03/22/21 certificates for EBPI Base Plus and Medication Administration Training</p> <p>Review on 03/24/21 of the Licensee's record revealed the following: -Training: 03/22/21 certification for Adult and Child CPR/First Aid 03/22/21 certificates for EBPI Base Plus</p>	V 108		

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V 108	<p>Continued From page 2</p> <p>and Medication Administration Training</p> <p>Review on 03/24/21 of the Qualified Professional's record revealed the following: -Hired: 2009 -Training: 03/22/21 certification for Adult and Child CPR/First Aid 03/22/21 certificates for EBPI Base Plus and Medication Administration Training</p> <p>Review on 04/05/21 of fax submitted by the CPR/First Aid and EBPI Instructor revealed the following: -03/22/21 CPR/First Aid logs noted a roster 4 signatures inclusive of staff #2, the Licensee and the Qualified Professional (QP). No notation staff #1 attended the CPR/First Aid training. -Handwritten note: "Sorry, I didn't have the times down but half was done in the morning and the other half in the evening into the night."</p> <p>Observation on 03/22/21 at approximately 11:00am-3:30pm revealed: -Two DHSR staff initiated an unannounced visit to three facilities managed by this Licensee. DHSR (Division of Health Service Regulation) staff were onsite -Between 1:30 pm-3:30 pm, DHSR staff were at two different locations simultaneously.</p> <p>During interview on 03/30/21 staff #1 reported: -Last training was 2 weeks ago -Training was CPR/First Aid, Medication training and EBPI -Training started at 5:00pm and ended around 7:00pm -"Guess the trainers name was [trainer's first name] not sure of her name"</p>	V 108		

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V 108	<p>Continued From page 3</p> <p>During interview on 03/31/21, the QP reported she:</p> <ul style="list-style-type: none"> -Attended the trainings noted on the certificates -Estimated the trainings started at 4:30 pm and lasted until 9:00 pm -Did not schedule the trainings. Trainings were scheduled by the Licensee. <p>During interview on 04/01/21, the instructor for CPR/First Aid and EBPI reported:</p> <ul style="list-style-type: none"> -For this agency, she taught two separate classes that consisted of a combination of CPR/First Aid and EBPI. As the CPR/First Aid training was a refresher, CPR/First Aid took to 2-2 1/2 hours to review and test on March 27th. -The first class was split into two sessions. Between 9-12 Noon, she taught CPR/First Aid and a portion of EBPI. Because a nurse was teaching medication administration, she came back after 4:00 pm to resume the training. -The second class was one session and taught between 5:30-8:30 or 9:00 pm. -Each staff signed the attendance log. A total of 9 participants were enrolled between the two classes. <p>Review on 04/02/21 of a text communication from the CPR/First Aid and EBPI Instructor revealed:</p> <ul style="list-style-type: none"> -After the interview, she contacted her son who reviewed the training logs for this facility -The classess for this facility were taught on March 22nd instead of March 27th. <p>During interview on 04/01/21, the Customer Service Representative for CPR/First Aid reported:</p> <ul style="list-style-type: none"> -He worked for the company on a national 	V 108		

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V 108	<p>Continued From page 4</p> <p>level as all local chapter calls were rerouted due to COVID19</p> <ul style="list-style-type: none"> -He was able to provide answers for questions because training requirements were the same for all in person trainers -CPR/First Aid was not a refresher, it was a "renewal" of the certification. The class time and training would be the same for any class. -For a class size of 4-5 people, the training for Adult and Child CPR/First Aid including review, practice of skills as well as testing of written and practical skills would last 5-6 hours. <p>During interview on 04/01/21, the EBPI Chief Executive Officer/Founder reported the following:</p> <ul style="list-style-type: none"> -Recertification takes 1/2 day or a day for 5 people. <p>Unsuccessful attempts were made on 04/01/21, 04/05/21 and 04/06/21 to obtain contact information from the Licensee for the person who provided training for Medication Administration. The Licensee reported her business phone was inoperable and the phone number was in her business cellular phone. As DHSR staff requested but did not receive contact information for the Medication Administration Instructor, it is impossible to determine the length of time for Medication Administration Training.</p> <p>During interview on 04/06/21, the Licensee reported:</p> <ul style="list-style-type: none"> -She was not sure when she secured the date for the trainings. -The training was all day but she did not recall if all the trainings were done at once or if staff were divided into groups. -She did not recall the time the trainings started. She did not recall if the trainings were held at different times. 	V 108		

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V 108	Continued From page 5 -"We had COVID so I set up the training" as some certificates had expired.	V 108		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.	V 118		

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V 118	<p>Continued From page 6</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interview the facility failed to administer medications as ordered by a physician and failed to keep MARs current affecting 2 of 3 audited clients (#1 and #4). In addition, 4 of 4 staff (#1, #2, Licensee and Qualified Professional) lacked training in medication administration. The findings are:</p> <p>I. Examples of issues with medications for client #1 and client #4</p> <p>Review on 03/23/21 of client #1's record revealed: - Admission: 02/01/2017 - Diagnoses: Hypertension, Insomnia, Mental Retardation, Schizophrenia</p> <p>Review on 03/23/21 of client #4's record revealed: -Admission: 01/29/2020 -Diagnoses: Schizophrenia, Neutropenia, History of Seizure/Myoclonus, Vitamin D deficiency</p> <p>Review on 03/22/21 of client #1's March 2021 MAR revealed: - Fluticasone (used to relieve symptoms of rhinitis such as sneezing and a runny, stuffy, or itchy nose and itchy, watery eyes caused by hay fever or other allergies) 50 microgram(mcg)-place 1 spray in each nostril every day, was initialed for the month of March 2021 as given - Benztropopine(used to treat symptoms of Parkinson's disease or involuntary movements due to the side effects of certain psychiatric drugs) .05 milligram(mg)- take 1 tablet by mouth</p>	V 118		

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V 118	<p>Continued From page 7</p> <p>twice a day, was initialed for the month of March 2021 as given</p> <p>Review on 03/22/21 of client #4's March 2021 MAR revealed: -Loxapine(used to treat certain mental/mood disorders) 25 mg Capsule-take 1 capsule by mouth at bedtime with 10mg capsule for total dose of 35mg had no physician orders</p> <p>Observation on 03/22/21 at 2:00pm revealed: -Client #1's Fluticasone and Benztropopine were not present in the home -Client #4's Loxapine was not present in the home</p> <p>Interview on 03/25/21 client #1 reported: -Does not know of any missed medication -Took the medication that staff would give to him -Can not name any medications</p> <p>Interview on 03/25/21 client #4 reported: -Does not know if any missed medication -Does not know the name of medications</p> <p>Interview on 03/22/21 and 03/30/21 staff #1 reported: -The last dose of medication Loxapine, Fluticasone, and Benztropopine was given today and will be order today -Informed the Qualified Professional (QP) when the medication hits a certain level and the QP reorders the medication -Thought MAR's were supposed to be signed even though the medication is not in the home -Doesn't know anything about physician orders that would be the QP or Licensee</p> <p>Interview on 04/06/2021 QP reported: -Responsible for ordering medications</p>	V 118		

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V 118	<p>Continued From page 8</p> <ul style="list-style-type: none"> -Staff report when medications are low, she will call the pharmacy -Pharmacy delivered medications to the corporate office same day or next day -She will check the medication, then deliver the medication to the home <p>II. Examples staff lacked training in medication administration.</p> <p>Review on 03/24/21 of staff #1's record revealed:</p> <ul style="list-style-type: none"> -Hired: 11/26/19 -Training: <ul style="list-style-type: none"> 03/22/21 certification for MAT (Medication Administration Training) 03/22/21 certificates for Adult and Child (cardiopulmonary resuscitation) CPR/First Aid and Evidence Based Protective Intervention (EBPI) Base Plus <p>Review on 03/24/21 of staff #2's record revealed the following:</p> <ul style="list-style-type: none"> -Hired: 02/01/17 -Training: <ul style="list-style-type: none"> 03/22/21 certification for Adult and Child CPR/First Aid 03/22/21 certificates for EBPI Base Plus and Medication Administration Training <p>Review on 03/24/21 of the Licensee's record revealed:</p> <ul style="list-style-type: none"> -Training: <ul style="list-style-type: none"> 03/22/21 certification for MAT 03/22/21 certificates for Adult and Child CPR/First Aid and EBPI Base Plus <p>Review on 03/24/21 of the QP's record revealed:</p> <ul style="list-style-type: none"> -Hired: 2009 -Training: <ul style="list-style-type: none"> 03/22/21 certification for MAT 	V 118		

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V 118	<p>Continued From page 9</p> <p>03/22/21 certificates for Adult and Child CPR/First Aid and EBPI Base Plus</p> <p>Observation on 03/22/21 between 11:00 AM-3:30 PM, two DHSR (Division of Health Service Regulation) staff initiated an unannounced visit to three facilities managed by this Licensee.</p> <p>-Between 1:30 PM-3:30 PM, DHSR staff were at two different locations simultaneously that included this location.</p> <p>-At this location, the Licensee and staff #1 were present. One DHSR staff was present</p> <p>Review on 04/05/21 of fax submitted by the CPR/First Aid and EBPI instructor revealed the following:</p> <p>-03/22/21 Recertification for EBPI logs noted a roster with 3 signatures inclusive of staff #1 a second roster with 4 signatures inclusive of staff #2, the Licensee and the QP.</p> <p>-Handwritten note: "Sorry, I didn't have the times down but half was done in the morning and the other half in the evening into the night."</p> <p>.During interview on 03/30/21 staff #1 reported:</p> <p>-Last training was 2 weeks ago</p> <p>-Training was CPR/First Aid, Medication training and EBPI</p> <p>-Training started at 5:00pm and ended around 7:00pm</p> <p>-"Guess the trainers name was [trainer's first name] not sure of her name"</p> <p>Unsuccessful attempts were made on 03/31/21, 04/05/21 and 04/06/21 to obtain contact information from the Licensee for the MAT Instructor. As DHSR staff requested but did not receive contact information for the MAT Instructor, it is impossible to determine the length of time for MAT.</p>	V 118		

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V 118	<p>Continued From page 10</p> <p>Interviews between 03/31/21-04/06/21, the Licensee reported: -Her business phone was inoperable -The phone number for the MAT Instructor was in her business cellular phone. -Once she obtained access or went to the corporate office, she would provide the contact information.</p> <p>Interview on 03/30/21, staff #1 reported: -Training for CPR/First Aid, MAT and EBPI was held 03/22/21 -Training lasted 4 hours in the evening.</p> <p>Interview on 03/31/21, the QP reported she: -Attended the trainings noted on the certificates -Estimated the trainings started at 4:30pm and lasted until 9:00pm -Did not schedule the trainings. Trainings were scheduled by the Licensee.</p> <p>Interview on 04/01/21, the CPR/First Aid and EBPI Instructor reported: -For this agency, she taught two separate classes that consisted of a combination of CPR/First Aid and EBPI per session. As the trainings were refreshers, both classes lasted an estimated 5 hours. -The first class was split into two sessions. Between 9am-12 Noon, she taught CPR/First aid and a portion of EBPI. Because a nurse was teaching medication administration, she came back after 4:00pm to resume the training.</p> <p>Interview on 04/01/21, the Customer Service Representative for CPR/First Aid reported: -For a class size of 4-5 people, the training for Adult and Child CPR/First Aid including review, practice of skills as well as testing of written and</p>	V 118		

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V 118	Continued From page 11 practical skills would last 5-6 hours. Interview on 04/01/21, the EBPI Chief Executive Officer/Founder reported the following: -Recertification takes 1/2 day or a day for 5 people. Interview on 04/06/21, the Licensee reported: -She was not sure when she secured the date for the trainings. -The training was all day but she did not recall if all the trainings were done at once or if staff were divided into groups. -She did not recall the time the trainings started. She did not recall if the trainings were held at different times. -"We had COVID (Coronavirus Disease) so I set up the training" as some certificates had expired.	V 118		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int. 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal	V 536		

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V 536	<p>Continued From page 12</p> <p>compliance and demonstrate they acted on data gathered.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <ol style="list-style-type: none"> (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior; (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose 	V 536		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-573	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/20/2021
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NAME OF PROVIDER OR SUPPLIER MEEKS #2	STREET ADDRESS, CITY, STATE, ZIP CODE 4125 EDGEMONT ROAD WENDELL, NC 27591
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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
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V 536	<p>Continued From page 13</p> <p>activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p>	V 536		
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-573	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/20/2021
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V 536	<p>Continued From page 14</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by:</p>	V 536		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-573	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/20/2021
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V 536	<p>Continued From page 15</p> <p>Based on record reviews, observation and interviews, the facility failed to assure 4 of 4 staff (#1, #2, Licensee and Qualified Professional (QP)) were trained in Alternatives to Restrictive Interventions. The findings are:</p> <p>Review on 03/24/21 of staff #1's record revealed the following: -Hired: 11/26/19 -Training: 03/22/21 certification for Evidence Based Protective Intervention (EBPI) Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Review on 03/24/21 of staff #2's record revealed the following: -Hired: 02/01/17 -Training: 03/22/21 certification for EBPI Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Review on 03/24/21 of the Licensee's record revealed the following: -Training: 03/22/21 certification for EBPI Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Review on 03/24/21 of the Qualified Professional's record revealed the following: -Hired: 2009 -Training: 03/22/21 certification for EBPI Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration</p>	V 536		

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V 536	<p>Continued From page 16</p> <p>Training</p> <p>Observation on 03/22/21 from 11-00am-3:30 pm revealed :</p> <ul style="list-style-type: none"> -Two DHSR staff initiated an unannounced visit to three facilities managed by this Licensee. DHSR (Division of Health Service Regulation) staff were onsite between 11:00 am-3:30 pm. Between 1:30 pm-3:30 pm, DHSR staff were at two different locations simultaneously. <p>Review on 04/05/21 of fax submitted by the CPR/First Aid and EBPI instructor revealed the following:</p> <ul style="list-style-type: none"> -03/22/21 Recertification for EBPI logs noted a roster with 3 signatures inclusive of staff #1 a second roster with 4 signatures inclusive of staff #2, the Licensee and the QP. -Handwritten note: "Sorry, I didn't have the times down but half was done in the morning and the other half in the evening into the night." <p>During interview on 03/30/21 staff #1 reported:</p> <ul style="list-style-type: none"> -Last training was 2 weeks ago -Training was CPR/First Aid, Medication training and EBPI -Training started at 5:00pm and ended around 7:00pm -"Guess the trainers name was [trainer's first name] not sure of her name" <p>During interview on 03/31/21, the QP reported she:</p> <ul style="list-style-type: none"> -Attended the trainings noted on the certificates -Estimated the trainings started at 4:30 pm and lasted until 9:00 pm -Did not schedule the trainings. Trainings were scheduled by the Licensee. 	V 536		

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V 536	<p>Continued From page 17</p> <p>During interview on 04/01/21, the instructor for CPR/First Aid and EBPI reported:</p> <ul style="list-style-type: none"> -For this agency, she taught two separate classes on March 27th that consisted of a combination of CPR/First Aid and EBPI per session. As the training was a refresher, both classes lasted an estimated 5 hours. The CPR/First Aid and EBPI took 2-2 1/2 hour to review and test per topic. -The first class was split into two sessions. Between 9-12 Noon, she taught CPR/First aid and a portion of EBPI. Because a nurse was teaching medication administration, she came back after 4:00 PM to resume the training. -The second class was one session and taught between 5:30-8:30 or 9:00 pm. -Each staff signed the attendance log. A total of 9 participants were enrolled between the two classes. <p>Review on 04/02/21 of a text communication from the CPR/First Aid and EBPI Instructor revealed:</p> <ul style="list-style-type: none"> -After the interview, she contacted her son who reviewed the training logs for this facility -The classes's for this facility was taught on March 22, 2021 instead of March 27, 2021. <p>During interview on 04/01/21, the Customer Service Representative for CPR/First Aid reported:</p> <ul style="list-style-type: none"> -For a class size of 4-5 people, the training for Adult and Child CPR/First Aid including review, practice of skills as well as testing of written and practical skills would last 5-6 hours. <p>Unsuccessful attempts were made on 04/01/21, 04/05/21 and 04/06/21 to obtain contact information from the Licensee for the person who provided training for medication administration. The Licensee reported her business phone was</p>	V 536		

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V 536	<p>Continued From page 18</p> <p>inoperable and the phone number was in her business cellular phone. As DHR staff requested but did not receive contact information for the medication administration instructor, it is impossible to determine the length of time for Medication Administration Training.</p> <p>During interview on 04/01/21, the EBPI Chief Executive Officer/Founder reported the following: -Recertification takes 1/2 day or a day for 5 people. -Recertification consisted of a 40 minute video, supplementary material, discussion, practice of skills and written and physical -"Doing a recertification in 2 hours is really stretching it."</p> <p>During interview on 04/06/21, the Licensee reported: -She was not sure when she secured the date for the trainings. -The training was all day but she did not recall if all the trainings were done at once or if staff were divided into groups. -She did not recall the time the trainings started. She did not recall if the trainings were held at different times. -"We had COVID so I set up the training" as some certificates had expired.</p>	V 536		
V 537	<p>27E .0108 Client Rights - Training in Sec Rest & ITO</p> <p>10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT (a) Seclusion, physical restraint and isolation time-out may be employed only by staff who have been trained and have demonstrated</p>	V 537		

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V 537	<p>Continued From page 19</p> <p>competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually.</p> <p>(b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated.</p> <p>(c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Acceptable training programs shall include, but are not limited to, presentation of:</p> <ol style="list-style-type: none"> (1) refresher information on alternatives to the use of restrictive interventions; (2) guidelines on when to intervene (understanding imminent danger to self and others); (3) emphasis on safety and respect for the 	V 537		

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V 537	<p>Continued From page 20</p> <p>rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention);</p> <p>(4) strategies for the safe implementation of restrictive interventions;</p> <p>(5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention;</p> <p>(6) prohibited procedures;</p> <p>(7) debriefing strategies, including their importance and purpose; and</p> <p>(8) documentation methods/procedures.</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualification and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out.</p> <p>(3) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(4) The training shall be</p>	V 537		

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V 537	<p>Continued From page 21</p> <p>competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (j)(6) of this Rule.</p> <p>(6) Acceptable instructor training programs shall include, but not be limited to, presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) evaluation of trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule.</p> <p>(8) Trainers shall be currently trained in CPR.</p> <p>(9) Trainers shall have coached experience in teaching the use of restrictive interventions at least two times with a positive review by the coach.</p> <p>(10) Trainers shall teach a program on the use of restrictive interventions at least once annually.</p> <p>(11) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcome (pass/fail);</p>	V 537		

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V 537	<p>Continued From page 22</p> <p>(B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (l) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times, the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (m) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews, the facility failed to assure 4 of 4 staff (#1, #2, Licensee and Qualified Professional (QP)) were trained in Restrictive Interventions. The findings are:</p> <p>Review on 03/24/21 of staff #1's record revealed the following: -Hired: 11/26/19 -Training: 03/22/21 certification for Evidence Based Protective Intervention (EBPI) Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Review on 03/24/21 of staff #2's record revealed the following: -Hired: 02/01/17 -Training:</p>	V 537		

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V 537	<p>Continued From page 23</p> <p>03/22/21 certification for EBPI Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Review on 03/24/21 of the Licensee's record revealed the following: -Training: 03/22/21 certification for EBPI Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Review on 03/24/21 of the Qualified Professional's record revealed the following: -Hired: 2009 -Training: 03/22/21 certification for EBPI Base Plus 03/22/21 certificates for Adult and Child CPR/First Aid and Medication Administration Training</p> <p>Observation on 03/22/21 from 11-00am-3:30 pm revealed : - Two DHSR staff initiated an unannounced visit to three facilities managed by this Licensee. DHSR (Division of Health Service Regulation) staff were onsite between 11:00 AM-3:30 pm. Between 1:30 pm-3:30 pm, DHSR staff were at two different locations simultaneously.</p> <p>Review on 04/05/21 of fax submitted by the CPR/First Aid and EBPI instructor revealed the following: -03/22/21 Recertification for EBPI logs noted a roster with 3 signatures inclusive of staff #1 a second roster with 4 signatures inclusive of staff #2, the Licensee and the QP. -Handwritten note: "Sorry, I didn't have the times down but half was done in the morning and</p>	V 537		

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V 537	<p>Continued From page 24</p> <p>the other half in the evening into the night."</p> <p>.During interview on 03/30/21 staff #1 reported:</p> <ul style="list-style-type: none"> -Last training was 2 weeks ago -Training was CPR/First Aid, Medication training and EBPI -Training started at 5:00pm and ended around 7:00pm -"Guess the trainers name was [trainer's first name] not sure of her name" <p>During interview on 03/31/21, the QP reported she:</p> <ul style="list-style-type: none"> -Attended the trainings noted on the certificates -Estimated the trainings started at 4:30 pm and lasted until 9:00 pm -Did not schedule the trainings. Trainings were scheduled by the Licensee. <p>During interview on 04/01/21, the instructor for CPR/First Aid and EBPI reported:</p> <ul style="list-style-type: none"> -For this agency, she taught two separate classes that consisted of a combination of CPR/First Aid and EBPI per session. As the training was a refresher, both classes lasted an estimated 5 hours. The CPR/First Aid and EBPI took 2-2 1/2 hour to review and test per topic. -The first class was split into two sessions. Between 9-12 Noon, she taught CPR/First aid and a portion of EBPI. Because a nurse was teaching medication administration, she came back after 4:00 PM to resume the training. -The second class was one session and taught between 5:30-8:30 or 9:00 pm. -Each staff signed the attendance log. A total of 9 participants were enrolled between the two classes. <p>Review on 04/02/21 of a text communication from</p>	V 537		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-573	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/20/2021
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NAME OF PROVIDER OR SUPPLIER MEEKS #2	STREET ADDRESS, CITY, STATE, ZIP CODE 4125 EDGEMONT ROAD WENDELL, NC 27591
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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 537	<p>Continued From page 25</p> <p>the CPR/First Aid and EBPI Instructor revealed: -After the interview, she contacted her son who reviewed the training logs for this facility -The classes's for this facility was taught on March 22, 2021 instead of March 27, 2021.</p> <p>During interview on 04/01/21, the Customer Service Representative for CPR/First Aid reported: -For a class size of 4-5 people, the training for Adult and Child CPR/First Aid including review, practice of skills as well as testing of written and practical skills would last 5-6 hours.</p> <p>Unsuccessful attempts were made on 04/01/21, 04/05/21 and 04/06/21 to obtain contact information from the Licensee for the person who provided training for medication administration. The Licensee reported her business phone was inoperable and the phone number was in her business cellular phone. As DHSR staff requested but did not receive contact information for the medication administration instructor, it is impossible to determine the length of time for Medication Administration Training</p> <p>During interview on 04/01/21, the EBPI Chief Executive Officer/Founder reported the following: -Recertification takes 1/2 day or a day for 5 people. -Recertification consisted of a 40 minute video, supplementary material, discussion, practice of skills and written and physical -"Doing a recertification in 2 hours is really stretching it."</p> <p>During interview on 04/06/21, the Licensee reported: -She was not sure when she secured the date for the trainings.</p>	V 537		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-573	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/20/2021
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NAME OF PROVIDER OR SUPPLIER MEEKS #2	STREET ADDRESS, CITY, STATE, ZIP CODE 4125 EDMONT ROAD WENDELL, NC 27591
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V 537	Continued From page 26 -The training was all day but she did not recall if all the trainings were done at once or if staff were divided into groups. -She did not recall the time the trainings started. She did not recall if the trainings were held at different times. -"We had COVID so I set up the training" as some certificates had expired.	V 537		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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. 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: Observation and tour of the facility on 03/22/21 between 1:30pm-3:30pm and 03/30/21 revealed the following: -Hallway bathroom molding around the commode was unattached fro the floor and the base of the commode -Floor-wrinkling/buckling in the doorway to the bathroom -Bedroom -first bedroom on the right had 5 full size mattresses with 1 full size head board laying against the wall	V 736		

Division of Health Service Regulation

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V 736	Continued From page 27 -Smoke alarms throughout the home were chirping on 03/22/21 and on 03/30/21 Interview on 03/22/21, the Licensee reported: -Issues/concern with the commode have been at the base, has tried to fix and maintain it herself -She was not aware of a floor buckling in the bathroom doorway -Mattresses will be moved out of bedroom #1 today was intended to be moved prior -Batteries need to be changed in alarms and will do today.	V 736		
V 753	27G .0304(b)(5) Indoor Lighting 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (5) All indoor areas to which clients have routine access shall be well-lighted. Lighting shall be adequate to permit occupants to comfortably engage in normal and appropriate daily activities such as reading, writing, working, sewing and grooming. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to ensure all indoor areas were well-lighted. The findings are: Observation on 03/22/21 between 1:30-3:30 PM of the group home revealed:	V 753		

Division of Health Service Regulation

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V 753	<p>Continued From page 28</p> <p>-Kitchen/Dining Area Unable to determine how many bulb were in the overhead light, area was dim unable to see well</p> <p>-Living room Overhead light and lamp as lighting. Room was still dim not well lit for client activities</p> <p>During interviews on 03/25/21 and 04/05/21, the Licensee reported: -She thought the group home was well lit. -100 watt light bulbs were purchased and utilized in light fixtures.</p>	V 753		