

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL029-125	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/24/2021
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NAME OF PROVIDER OR SUPPLIER RIDGEWOOD	STREET ADDRESS, CITY, STATE, ZIP CODE 107 RIDGEWOOD DRIVE LEXINGTON, NC 27292
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and annual survey was completed on 5/24/21. The complaint was unsubstantiated. (Intake #NC00176428). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</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 records review, interviews and observations the facility failed to ensure that 6 of 6 audited staff (Staff #1, #2, #3, #4, the Home Manager and the Qualified Professional (QP)) were trained to meet the needs of clients served. The findings are:</p> <p>Review on 5/19/21 of Client #1's record revealed: -Date of Admission: 6/20/14 -Diagnoses: Hypertension; Schizoaffective disorder; Intellectual Developmental Disorder (IDD) - Moderate; deaf mutism; cerebral palsy and morbid obesity -Last physician visit on 1/27/21 his weight was 336 pounds (lbs.) -Client #1 is non-ambulatory</p> <p>Review on 5/19/21 of Client #1's Individual Support Plan (ISP) dated 2/1/21 revealed: -Evaluation dated 7/20/11: Wheelchair dependent but can transfer -Risk/Support needs assessment dated 8/6/2020: requires full support for transportation needs -Comprehensive functional assessment dated 10/6/20: household and community needs - level of assistance he/she needs to wear seat belt correctly - independently</p> <p>Review on 5/19/21 of Client #2's record revealed: -Date of Admission: 5/19/21 -Diagnoses: IDD - moderate; Schizoaffective</p>	V 108		

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V 108	<p>Continued From page 2</p> <p>Disorder, Bipolar type; nicotine dependence; chronic obstructive pulmonary disease; obstructive sleep apnea; hearing loss; lower back pain; acute bronchitis; edema, hyperlipidemia and hypothyroidism</p> <p>-Annual physical dated 4/20/21 listed his weight as 313 lbs.</p> <p>-Client #2 is ambulatory</p> <p>Review on 5/20/21 of Client #2's ISP dated 10/12/20 revealed:</p> <p>-Risk assessment dated 10/13/20: Client #2 is dependent on others for all aspects of transportation</p> <p>Review on 5/20/21 of Client #3's record revealed:</p> <p>-Date of Admission: 5/9/10</p> <p>-Diagnoses: IDD - Moderate; Intermittent Explosive disorder; epilepsy and ototoxic hearing loss (hearing loss due to medicine damaging the cochlea)</p> <p>Annual physical dated 9/24/20 listed his weight as 172 lbs.</p> <p>Review on 5/20/21 of Client #3's ISP dated 11/10/20 revealed:</p> <p>-Mobility: manual wheelchair; uses handrail always for transitioning</p> <p>Review on 5/20/21 of the House Manager's record revealed:</p> <p>-Hire date: 2/8/21</p> <p>-No documentation of training on safely lifting and/or assisting with transferring of non-ambulatory individuals into a vehicle</p> <p>Review on 5/20/21 of Staff #1's record revealed:</p> <p>-Hire date: 1/26/21</p> <p>-No documentation of training on safely lifting and/or assisting with</p>	V 108		

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V 108	<p>Continued From page 3</p> <p>transferring of non-ambulatory individuals into a vehicle</p> <p>Review on 5/20/21 of Staff #2's record revealed: -Hire date: 10/12/20 -No documentation of training on safely lifting and/or assisting with transferring of non-ambulatory individuals into a vehicle</p> <p>Review on 5/20/21 of Staff #3's record revealed: -Hire date: 5/10/21 -No documentation of training on safely lifting and/or assisting with transferring of non-ambulatory individuals into a vehicle</p> <p>Review on 5/20/21 of Staff #4's record revealed: -Hire date: 3/15/21 -No documentation of training on safely lifting and/or assisting with transferring of non-ambulatory individuals into a vehicle</p> <p>Review on 5/20/21 of the Qualified Professional's (QP) record revealed: -Hire date: 1/9/18 -No documentation of training on safely lifting and/or assisting with transferring of non-ambulatory individuals into a vehicle</p> <p>Interview on 5/20/21 with the House Manager revealed: - "I have not been trained in proper lifts and transfers by this company. I do whatever needs to be done to get [Client #3] into his seat. I have had lift training at my other job. - He (Client #3) doesn't seem strong enough at times to get into the van. A wheelchair lift would be safer for [Client #3]." - The House Manager had her back injured in a car accident and has to be careful when she assists with lifting Client #3.</p>	V 108		

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V 108	<p>Continued From page 4</p> <p>- "[Client #1] and [Client#2] are over 300 lbs. and assisting with lifts or transfers is unsafe if you're not trained in safe lifting procedures. This could be dangerous for them (the clients) and us (staff)."</p> <p>Interview on 5/20/21 with Staff #2 revealed: -"I have no training in safe procedures to lift or transfer clients. -This is how they did it when I shadowed (began work). I guess I do what they (staff/co-workers) tell me to do (when loading clients into the van)." -"It would be safer to place both (Client #1 and #3) in a lift and load them."</p> <p>Interview on 5/21/21 with Staff #3 revealed: -"[Client #3] is definitely a two-person lift (due to severe limited ability to assist himself). -I haven't had training here for lifts and transfers at this job. But I know lifts from my other job."</p> <p>Interview on 5/19/21 with Staff #4 revealed: -"I've never loaded anyone into the van. No, I don't think I've had training on lifts and transfers. -I do have to get [Client #3] and [Client #1] out of bed and get them washed and dressed (both clients use a wheelchair/non-ambulatory)."</p> <p>Interview on 5/21/21 with the QP revealed: -Training needs will be assessed for all staff in safe transportation and lifting clients in the group home. -Different transportation arrangements will be made until training and assessments are completed on all three clients.</p> <p>This deficiency is cross referenced into 10A NCAC 27G .0208 Client Services (V115) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 108		

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V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained. <p>This Rule is not met as evidenced by: Based on records review, interviews and observations the facility failed to ensure strategies were developed and implemented to meet the needs of the clients served affecting 3</p>	V 112		

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V 112	<p>Continued From page 6</p> <p>of 3 clients (Client #1, #2 and #3). The findings are:</p> <p>Review on 5/19/21 of Client #1's record revealed: -Date of Admission: 6/20/14 -Diagnoses: Hypertension; Schizoaffective disorder; Intellectual Developmental Disorder (IDD) - Moderate; deaf mutism; cerebral palsy and morbid obesity -Last physician visit on 1/27/21 his weight was 336 pounds (lbs.) -Client #1 is non-ambulatory -Admission Assessment: referral from neighboring county, deaf mute, can read lips, in wheelchair most of time, can take a couple of steps.</p> <p>Review on 5/19/21 of Client #1's Individual Support Plan (ISP) dated 2/1/21 revealed: -Goal: "Increase ability to carry out activities of daily living, improve communications skills and become more independent. Where am I now: His (Client #1) continued extensive behavioral support needs are also still a major issue for [Client #1] in the home. He becomes aggressive towards staff including yelling, throwing objects and attempting to be physically aggressive daily. -Goal: [Client #1] will utilize Day Supports to increase his ability to communicate and socialize, improve health through exercise and health education, and increase his overall wellbeing ... -Goal: [Client #1] will increase his involvement in his local community through organized activities and volunteer opportunities" -Risk/Support needs assessment dated 8/6/2020: -Client #1 can get out of his own wheelchair and crawl (mobile if on the floor) at times when displaying aggression. -Support needs - requires full support for transportation needs</p>	V 112		

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V 112	<p>Continued From page 7</p> <p>Further review of Client #1's ISP does not document strategies on how staff should assist Client #1 in managing his behaviors when he refuses to buckle up at any time when being transported to appointments, the Day Program or activities or be assisted by staff to buckle up. ISP does not document strategies nor how to implement strategies of how staff can assist Client #1 in keeping his dignity and privacy when he refuses their assistance in loading onto the van and unloading.</p> <p>Observation on 5/19/21 at approximately 2:30 pm revealed: Observations on 3/20/21 at approximately 7:45 am to 8:10 am of the House Manager and Staff #2 loading Client #1, #2 and #3 onto the facility van revealed:</p> <ul style="list-style-type: none"> - Client #1 wheels his self to the van, grabs on the vehicle door frame with both hands and pull his self out of his wheelchair. - Client #1's sweatpants fall to his mid-thigh area exposing his bare buttocks. - Client #1 continues to hang onto the van with left hand and then attempts to pull up his sweatpants. - Client #1 has his sweatpants pulled halfway up his buttocks and then lifts his right knee onto the floor of the van and then the left knee and crawls to the back seat of the van - Client #1 is not told to buckle up and is not assisted to buckle up. <p>Review on 5/19/21 of Client #2's record revealed: -Date of Admission: 5/19/21 -Diagnoses: IDD - moderate; Schizoaffective Disorder, Bipolar type; nicotine dependence; chronic obstructive pulmonary disease; obstructive sleep apnea; hearing loss; lower back pain; acute bronchitis; edema; hyperlipidemia and</p>	V 112		

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V 112	<p>Continued From page 8</p> <p>hypothyroidism -Annual physical dated 4/20/21 listed his weight as 313 lbs. -Client #2 is ambulatory</p> <p>Review on 5/20/21 of Client #2's ISP dated 10/12/20 revealed: -Goal: Live as independent as possible. Requires supervision when cooking, self-help skills and hygiene. Participate in medical appointments -Goal: Obtain meaningful employment. Wants to continue to work at a area restaurant when Covid restrictions are lifted. Duties there include taking trash out and washing vegetables to be cooked. -Goal: Receive support during and if, a crisis situation occurs. May be a threat to his self or others. Continues to require support from trained staff that can assess the nature of his crisis and determine whether the situation can be stabilized -Risk assessment dated 10/13/20: is dependent on others for all aspects of transportation -Further review of Client #2's ISP does not document strategies on how staff should assist Client #2 in managing his behaviors when he refuses to buckle up when being transported by the facility or be assisted by staff to buckle up.</p> <p>Review on 5/20/21 of Client #3's record revealed: -Date of Admission: 5/9/10 -Diagnoses: IDD - Moderate; Intermittent Explosive disorder; epilepsy and ototoxic hearing loss (hearing loss due to medicine damaging the cochlea) -Annual physical dated 9/24/20 listed his weight as 172 lbs. -Admission Assessment: referral from other facility. Client #3 has anger issues, seizures, has shunt in brain, family support, requires continued support from others.</p>	V 112		

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V 112	<p>Continued From page 9</p> <p>Review on 5/20/21 of Client #3's ISP dated 11/10/20 revealed: -Goal: Maintain as much independent daily living skills, with minimal staff assistance -Goal: Will learn basic skills needed to access the community with maximum independence while maintaining a safe and supported environment . -Comprehensive functional assessment dated 10/6/20 revealed: Mobility: manual wheelchair; uses handrail always for transitioning -Further review of Client #3's ISP reveals no goals on safely loading and unloading Client #3 via staff transfer and lifts. Further review fails to reveal an assessment of the safety aspects of staff transfer and lifting client #3 versus the safety of a wheelchair ramp loading van.</p> <p>Observation on 5/19/21 at approximately 2:30 pm revealed: Observations on 3/20/21 at approximately 7:45 am to 8:10 am of the House Manager and Staff #2 loading Client #1, #2 and #3 onto the facility van revealed: - Client #1 wheels his self to the van, grabs on the vehicle door frame with both hands and pull his self out of his wheelchair. - Client #1's sweatpants fall to his mid-thigh area exposing his bare buttocks. - Client #1 continues to hang onto the van with left hand and then attempts to pull up his sweatpants. - Client #1 has his sweatpants pulled halfway up his buttocks and then lifts his right knee onto the floor of the van and then the left knee and crawls to the back seat of the van - Client #1 is not told to buckle up nor is he assisted to buckle up.</p> <p>Observations on 5/19/21 at approximately 2:30</p>	V 112		

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V 112	<p>Continued From page 10</p> <p>pm to approximately 2:45 pm - Client #1 loads his self on the facility van:</p> <ul style="list-style-type: none"> - Client #1 wheels his self to the van, grabs onto the vehicle door frame with both hands and pull his self out of his wheelchair. - Staff #1 who is wearing gloves holds onto Client #1's sweatpants so they do not fall down. Client #1 continues to stand a minute and then Client #1 lifts his right knee onto the floor of the van and then reaches to hold onto the back seat, then pulls up his left knee and begins to crawl to the back seat of the van. Staff#1 assists as much as possible so that Client #1's sweatpants stay up. - Client #1 crawls to the back seat of the van. Client#1 is not told to buckle up and is not assisted to buckle up. - Client #1's wheelchair is then folded and placed on the floor in front of his seat and behind the driver of the van. The wheelchair is not secured. <p>Observations on 5/20/21 at approximately 7:45 am to 8:10 am of the House Manager and Staff #2 loading Client #1, #2 and #3 onto the facility van revealed:</p> <ul style="list-style-type: none"> - Client #1 wheels his self to the van, grabs on the vehicle door frame with both hands and pulls his self out of his wheelchair. - Client #1's sweatpants fall to his mid-thigh area exposing his bare buttocks. - Client #1 continues to hang onto the van with his left hand and then attempts to pull up his sweatpants. - Client #1 has his sweatpants pulled halfway up his buttocks and then lifts his right knee onto the floor of the van and then the left knee and crawls to the back seat of the van - Client #1 is not told to buckle up and is not assisted to buckle up. <p>Observations on 3/20/21 at approximately 8:00</p>	V 112		

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V 112	<p>Continued From page 11</p> <p>am Client #2 crawls into the van and on his hands and knees and goes to the back seat of the van. - Client #2 is not told to buckle up nor is he assisted to buckle up.</p> <p>Observation of Client #1's wheelchair is folded up and placed on the van floor once Client #2 is in his seat. Client #1's wheelchair is unsecured on the floor of the van in front of Client #1 .</p> <p>Observation on 3/20/21 at approximately 8:10 am of Client #3 being loaded onto the van by the House Manager and Staff #2 revealed: - Client #3 is wheeled up to the van door behind the front passenger seat. - The House Manager and Staff #2 each take Client #3 under his arm pit area -Client #3 begins to stand on both feet. This appears difficult for Client #3; he reaches to hold onto the back of the front seat and steps up with his left leg. Client #3's right leg is shaking as he stands there. - This process takes approximately 4 to 7 minutes -Staff now pick him up and slide Client #3 in towards the seat. Client #3 pulls his right leg up and steps onto van. -Staff have to push Client # 3's left hip into the seat as it is difficult for Client #3 to do this his self. -Staff then buckle Client #3 into his seat.</p> <p>Observation on 5/20/21 at approximately 8:40 am of Client #1 and Client #2 unloading at the Day Program revealed: - Staff remove Client #1's wheelchair from the floor of the van. - Client #1 slides out of the back seat of the van and onto his hands and knees - Client #1 then turns around so his buttocks are facing the van door opening and begins to move backwards on his hands and knees</p>	V 112		

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V 112	<p>Continued From page 12</p> <ul style="list-style-type: none"> - Once near the van door Client #1 slowly stretches out his right leg and reaches for the ground and then steadying his self he then stretches out his left knee until his foot reaches the ground and slowly raises onto his feet. - Client #1 is careful to always hold onto the seat or door handle or hand hold to keep his balance. - During this movement Client #1 must also keep his sweatpants pulled up. - Client #1 then sits in his wheelchair. - Client #2 then kneels and makes his way to the van door and turns to sit on his buttocks and then slides out until he is on his feet. <p>Interview on 5/20/21 with the House Manager revealed:</p> <ul style="list-style-type: none"> - "[Client #1] doesn't like to be helped (assisted into the van). He pretty much can get in the van his self. No, he doesn't like that if we help. - I won't get in and do it for him because he may hit, punch or spit at you. This is how we were taught when we shadowed other staff (Client #1 can become violent when assisiting and he doesn't want you to). - He (Client#3) doesn't seem strong enough at times to get into the van and a wheelchair lift would be safer for [Client #3]. This is how we were taught when we shadowed other staff. - I have not been trained in proper lifts and transfers by this company. I do whatever needs to be done to get [Client #3] into his seat. I have had lift training at my other job. No, the wheelchair is not secured by anything. - We put [Client #3's] wheelchair in the back of van." - I'm not aware of any seatbelt extensions for [Client #1] or [Client #2]." - The wheelchair (Client #1's) is folded up and placed on the floor behind the driver seat. That is supposed to prevent [Client #1] from getting up 	V 112		

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V 112	<p>Continued From page 13</p> <p>and attacking the driver."</p> <p>Interview on 5/19/21 with Staff #1 revealed: - "[Client#3] is loaded twice a day by two staff. You can tell it's uncomfortable for him. [Client #1] literally crawls into the van and I know there are days his knees hurt, or he just isn't his self. -Once they are all loaded the seatbelts either don't fit or you can't get either of them (Client #1 and client #2) to use the seat belts. They're so overweight that they cover the seat belt buckle in the seat. [Client #1's] behaviors are such that he could really hurt you if you started pulling around and trying to buckle him yourself. -No way to know what is the right way (loading the three clients into the van safely and how to do it safely and manage behaviors.)"</p> <p>Interview on 5/20/21 with Staff #2 revealed: -"I have no training in safe procedures to lift or transfer clients. - This is how they did it when I shadowed (began work). I guess I do what they (staff/co-workers) tell me to do (when loading clients into the van). - No, he doesn't like that if we help. -It would be safer to place both (Client #1 and #3) in a lift and load them. -"He (Client #1) won't buckle up and he won't let you buckle him in. I'm not sure why [Client #2] doesn't buckle up." -There are no goals to know what or how to do this (manage difficult behaviors and load the three clients).</p> <p>Interview on 5/21/21 with the QP revealed: -Client #1's behavior support plan was reviewed and there is nothing in the plan specifically how to address Client #1's behaviors while in the van. -Client #2's plan does not address specifically transportation safety and how to assist him</p>	V 112		

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V 112	Continued From page 14 (Client #2) with that. -Client #3's plan was reviewed and there is no recent assessment as to the best way for him to be placed in and van and transported. This deficiency is cross referenced into 10A NCAC 27G .0208 Client Services (V115) for a Type A1 rule violation and must be corrected within 23 days.	V 112		
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 15</p> <p>This Rule is not met as evidenced by: Based on records review, interviews and observations the facility failed to ensure safety needs of the clients and failed to ensure the vehicle was equipped with adaptive equipment for 3 of 3 clients (Client #1, #2 and #3). The findings are:</p> <p>Cross Reference: 10A NCAC 27G .0202 Personnel Requirements (V108). Based on records review and interviews the facility failed to ensure that 6 of 6 audited staff (Staff #1, #2, #3, #4, Home Manager and Qualified Professional (QP)) were trained to meet the needs of clients served.</p> <p>Cross Reference: 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V112). Based on records review, interviews and observations the facility failed to ensure strategies were developed and implemented to meet the needs of the clients served affecting 3 of 3 clients (Client #1, #2 and #3).</p> <p>Observation on 5/19/21 at 2:30 pm of the facility van used for transporting Client #1, Client #2 and client #3 revealed:</p> <ul style="list-style-type: none"> - Van is a standard six passenger van - Can seat three passengers in the back row - Can seat three passengers in the middle row. One/half of the middle row seat is removable and was removed from van. - Seats a driver and one front passenger - Doors slide on the right and left sides of van 	V 115		

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V 115	<p>Continued From page 16</p> <p>- Van is not equipped with a wheelchair lift/ramp and not equipped for locking in wheelchairs</p> <p>Interview on 5/21/21 with the Qualified Professional revealed: -"[Client #1] doesn't like to be assisted or bumped if he is in his wheelchair and can become pretty angry when this happens. So, he has been allowed to enter the van on his own (crawls in on his hands and knees). - I'm not sure why staff are not buckling in the clients (Client #1 and #2). This is unsafe and will be corrected immediately. If seat belt extensions were needed, I was not made aware of it by staff." - The Director is aware the van is not a handicap equipped van.</p> <p>Review on 5/24/21 of the facility's Plan of Protection dated 5/24/21 and written by the Qualified Professional revealed: What immediate action will the facility take to ensure the safety of the consumers in your care? "1. All passengers will wear seatbelts when the vehicle is in motion and wheelchairs will be stored in the back of the van (not in the passenger area). 2. All staff will be retrained on using the 2 person assist method for transfers. 3. Additional OT (Occupational Therapy) evaluations will be sought to determine if additional recommendations are needed related to transferring into and out of the vehicle or safely transporting. 4. The behavior plan will be amended to address strategies to ensure that the seatbelt is being properly worn and the individual is being transported safely. Describe your plans to make sure the above happens. 1. The Regional Director will ensure that all staff</p>	V 115		

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V 115	<p>Continued From page 17</p> <p>sign a memo detailing immediate protocols for transporting individuals residing in the program. The memo will include the requirement that seatbelts must be worn at all times when the van is moving. It will also explain that 2 vehicles will be used when all residents are being transported to allow for the space to locate wheelchairs in the back of the van (away from passengers). Wheelchairs will be transported in this manner until maintenance staff is able to identify an alternate way to safely secure wheelchairs when transporting. The Program Coordinator, or designee, will monitor at least weekly for three months to ensure that this protocol is being followed.</p> <p>2. All staff will watch training videos detailing how to properly perform 2 person transfers. All staff will be required to complete the training by June 1, 2021 or will be taken off the schedule until this training has been completed. The Program Manager, or designee, will monitor at least weekly for 3 months to ensure that staff are using the appropriate transfer techniques.</p> <p>3. The Residential Team Leader will request OT evaluations from the primary care doctors of both individuals to determine if additional adaptive equipment is needed to safely transport the individuals. Appointments have been scheduled for June 3rd and June 7th to request these referrals.</p> <p>4. The Regional Director has contacted the psychologist to request an amendment to the behavior plan to address strategies to ensure that the seatbelt is being properly worn and the individual is being transported safely. Once the plan has been amended, all staff will be retrained.</p> <p>"</p> <p>The clients have diagnoses of IDD Moderate; Intermittent Explosive Disorder; epilepsy; ototoxic</p>	V 115		

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V 115	<p>Continued From page 18</p> <p>hearing loss; Schizoaffective Disorder, Bipolar type; nicotine dependence; chronic obstructive pulmonary disease; obstructive sleep apnea; lower back pain; acute bronchitis; edema; hyperlipidemia; hypothyroidism; deaf mutism; cerebral palsy and morbid obesity.</p> <p>Two of the three clients are non-ambulatory using wheelchairs for mobility. All three clients require assistance with transfers. Client weight ranges are from 176 to 313 lbs. making transfers, assists and mobility challenging. Staff who assist and physically carry clients in and out of the van are not trained in proper lift and transfer techniques. Two clients crawl into and out of a standard, non-handicapped van and the third client is lifted/assisted by staff into the vehicle seat. Staff then place an unsecured wheelchair on the floor of the van in front of Client #1.</p> <p>The lack of staff training, developing goals and strategies on transportation safety, safe loading of non-ambulatory clients (Client #1 and #3) into a non-handicapped van and managing difficult behaviors makes these circumstance unsafe for Client #1, #2 and #3. This constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$5000.00 is imposed. If the violation is not corrected within 23 days, an administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 115		
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</p>	V 736		

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V 736	<p>Continued From page 19</p> <p>odor.</p> <p>This Rule is not met as evidenced by: Based on observations and interview the facility failed to maintain the facility in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observations on 5/19/21 at approximately 3:35 pm of the group home revealed:</p> <ul style="list-style-type: none"> -Dining area room (front room) air intake duct filter was thick with and completely covered in dust, hair and particles. -Dining area window revealed numerous cobwebs, dead flies, spiders and dust covering each window. -Client bathroom was missing the toilet's water tank cover. The holds for a towel rack and toilet paper rack were still in the wall but missing the rods. Bathroom window was also filled with dead flies, spiders, dust and cobwebs. -Client #2's bedroom had a large (approximately 3 x 4) hole that had been drywalled but not sanded and painted -Client #3's bedroom revealed the blind broken/torn at one of the four windows and no blind on one of the four windows. All the windows were covered in dust, cobwebs, dead flies and spiders. Client #3 was missing a cover to his top right dresser drawer. -Front entrance door/outside glass door was dust covered with cobwebs, dead flies and spiders. <p>Interview on 5/21/21 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - "Things have been overlooked but will be corrected." 	V 736		

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