

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL059-054</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>06/07/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>QUALITY ADULT CARE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>180 EAST COURT STREET MARION, NC 28752</b>
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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 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was competed on 6/7/21. The complaint Intake # NC00176970 was substantiated and Intake # NC00177173 was unsubstantiated. A deficiency was 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 115	<p><b>27G .0208 Client Services</b></p> <p><b>10A NCAC 27G .0208 CLIENT SERVICES</b></p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(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.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(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.</p>	V 115		

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

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V 115	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on records review, interviews and observations the facility failed to ensure meals were nutritious for 4 of 8 audited clients. (Client #2, #4, #5 and #6). The findings are:</p> <p>Review on 6/3/21 of Client #2's record revealed: - Admission date: 6/24/13 - Diagnoses: Major Depression(currently in remission) , Attention Deficit Hyperactivity Disorder (ADHD)predominately inattentive problems, Sexual Abuse as a child victim, Moderate Mental Retardation - Admission Assessment: 6/17/12 - Treatment Plan: 3/6/21 Goals: Client#2 will not allow others to influence him into doing things he knows he shouldn't do Goal: With verbal encouragement Client #2 will complete his chores properly and not become distracted until chores are completed. Goal: Client#2 will walk unaccompanied by staff to the return from the store within an allotted time Further review of Client #2's record revealed: - Weight is not documented in the group home. There is no Physician order to conduct a monthly weight. - No admission (6/24/23) weight is documented. - On 2/21/19 Client#2 weighed 132 lbs. and then weighed 135 lbs. on 12/18/19 - No documented weight from 2/26/20 through 10/29/20 . - No Weight documented at the following Family Nurse Practitioner (FNP) appointments as of 4/29/21 and 1/26/21. - FNP visit 1/11/21 Client #2 weighed 129.2 lbs.</p>	V 115		

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V 115	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- The Director completed weights for Client #2 on 5/13/21 at 129.2lbs. and 5/30/21 at 130.5 lbs.</li> </ul> <p>Interview on 6/3/21 with Client #2 reveals:</p> <ul style="list-style-type: none"> <li>- "[Deceased Staff 3] was a good cook. She cooked good. But she (deceased Staff #3) died (4/30/21) you know.</li> <li>- It was light eating before [Deceased Staff #3] passed.</li> <li>- Lunches for school were sorta of ok. Now we get plenty, too much. Well its ok now. Maybe before it wasn't as much, sometimes hungry. But its better now much better."</li> </ul> <p>Observations on 6/3/21 at approximately 6:00PM of Client #2 revealed:</p> <ul style="list-style-type: none"> <li>- Client #2 was casually well dressed and clean, hair and beard appeared trim and short.</li> <li>- Client #2 is of slim build</li> </ul> <p>Review on 6/3/21 of Client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 7/31/19</li> <li>- Diagnoses: Bipolar I disorder, seizures (last seizure 2018), flat feet Pes Planus, left patella femur malalignment, allergic Rhinitis, ADHD and acne</li> <li>- Admission Assessment: Clinical Assessment dated 1/17/19, to identify placement.</li> <li>- Treatment Plan dated: 3/4/21</li> </ul> <p>Goals: daily chores of house and keeping his area space clean, including the bathroom after each use</p> <p>Goals: use skills to vent anger in non-aggressive ways - staff can assist with reminders of using skills to calm self.</p> <p>Further review of Client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- Prior to admission there is no documented weight for Client #4</li> <li>- Next weight documented is 12/18/19 167 lbs.</li> <li>- Family members visit on 5/2/21 reported great</li> </ul>	V 115		

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V 115	<p>Continued From page 3</p> <p>concern for Client#4's weight loss:</p> <ul style="list-style-type: none"> <li>- The Director requests a doctor's appointment with labs for 5/10/21.</li> <li>- Weight was 151 lbs. on 5/10/21</li> <li>- The Director then documents Client#4's weight on the following days:</li> <li>- 5/13/21 153 lbs.</li> <li>- 5/23/21 156 lbs.</li> <li>- 5/30/21 159 lbs.</li> <li>- 6/2/21 159 lbs.</li> </ul> <p>FNP visit on 4/30/2020 170 lbs.</p> <p>Interview on 6/2/21 with Client #4 revealed: -" I really eat good, seconds and snacks and really good food now ( Client #4 refers to 'now' as after 5/9/21). Client #4 reports ""no, not enough to eat, [Former Staff #2] can't cook but [Deceased Staff #3] was a good cook. Never really ate a lot then (prior to 5/8/21), it wasn't filling me up, I guess. Didn't get a balanced meal, I guess. I was sorta hungry a lot. Never got seconds. Now I'm though. - My [Family Member] was sad she saw me (5/8/21) said I lost a lot of weight, said I lost forty pounds."</p> <p>Observations on 6/2/21 at approximately 6:30PM of Client #4 revealed:</p> <ul style="list-style-type: none"> <li>- Client #4 is a slim build and approximately six foot tall.</li> </ul> <p>Review on 6/3/21 of Client #5's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 2/13/20</li> <li>- Diagnoses: Seizure disorder, asthma, Moderate Intellectual Developmental Disabilities (IDD)</li> <li>- Admission Assessment: 2/13/21</li> <li>- Treatment Plan dated: 3/20/21</li> </ul> <p>Goals: complete daily chore with a minimum of prompting Goal: find constructive way to vent his frustration</p>	V 115		

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V 115	<p>Continued From page 4</p> <p>without threatening a or yelling. Further review of Client #5's record revealed:</p> <ul style="list-style-type: none"> <li>- No documented admission weight on Client#5</li> <li>- No weight documented on Client#5's current FL-2 1/26/21</li> <li>- The Director obtained weight for Client #5 on the following dates: 5/13/21 133.2 lbs. and 5/31/21 136.7 lbs.</li> </ul> <p>Interview on 6/3/21 with Client #5 revealed:</p> <ul style="list-style-type: none"> <li>- "Yes, the Guardian (Guardian for Client #5) saw me at the day program (5/8/21) and she was upset. I guess I was thin. I've gained weight now though. We eat good now (after 5/9/21).</li> <li>- I'm never hungry now, and I'm always full.</li> <li>- yes, the lunches are good now too.</li> <li>- [Deceased Staff #3] passed away you know (staff 4/30/21). She seemed tired and didn't cook a lot. She was a good cook too. [Former Staff #2] was not a good cook. We were never allowed seconds then (prior to 5/9/21)."</li> </ul> <p>Observations on 6/3/21 of Client #5 revealed:</p> <ul style="list-style-type: none"> <li>- He was well dressed, clean shaven and wore a ball cap.</li> <li>- He appeared alert and answered surveyor questions. He did not seem weak or sick.</li> <li>- Client #5 was observed to be thin, but he is a small frame and short, there is nothing to compare his size to prior.</li> </ul> <p>Review on 6/3/21 of Client #6's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 7/25/15</li> <li>- Diagnoses: Moderate IDD, Indwelling catheter, Anxiety Disorder, Cleft Palate, heart problems</li> <li>- Admission Assessment: 7/25/15</li> <li>- Treatment Plan: 3/6/21</li> </ul> <p>Goal: Client#6 will not threaten to move out of group home every time he gets angry at another client. Coping skills to help him calm and think</p>	V 115		

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V 115	<p>Continued From page 5</p> <p>through his frustration Goal: Facilitate with Client#6 and foster independence by directing Client#5 to start and finish his chores or start his chores Goal: Independently walk to store and return (since covid this is no longer a goal, the store is limited in hours and then closed and for safety of clients , no longer walking to the store is an option) Client #6 loves music and plays his guitar for special activities and at his day program Further review of record revealed: - There was no admission weight on Client #6 on 7/25/15 - Doctor visit on 11/5/19 79.6 lbs. Doctor office visits : - 1/6/2020 80.5lbs. - 2/5/2020 77.6 lbs. - 8/26/2020 80 lbs. - No weight documented on FL-2 dated 1/6/21 - The Director obtained weight for Client #6 on the following dates: - 5/13/21 78.7 lbs. - 5/30/21 79.2 lbs.</p> <p>Interview on 6/3/2 with Client #6 revealed: - "I get good lunches, more now than I can eat. - Maybe before with the other staff (Former Staff#2) and [Deceased Staff#3] well food was low, but things are really nice now (after 5/9/21)."</p> <p>Observations on 6/3/21 at approximately 5:00PM of Client #6 revealed: - Client#6 has a small frame and with no documented weight it is difficult to tell what Client#6's normal appearance is.</p> <p>Interview on 6/4/21 with the Guardian for Client #4 and #5 revealed: - " I first visited [Client #4] and [Client#5] at the</p>	V 115		

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V 115	<p>Continued From page 6</p> <p>day program on the third of May (5/3/21)</p> <ul style="list-style-type: none"> <li>- I popped in on the twenty-eight of April (4/28/21) and got pretty much the runaround from [Former Staff#2] .</li> <li>- I was in shock it seemed, they (clients) looked so thin and shaggy</li> <li>- They (clients) are not big guys as it is, they were very thin I thought.</li> <li>- [Former Staff#2] was very difficult to deal with as a hole as well. Very evasive when asked questions about their care and meals.</li> <li>- I asked for weight on [Client#4] and there was none. But you could see he had lost weight though the last several months.</li> <li>-The day program staff also said the lunches for all the clients were and have been sparse at best. [Client#4] was telling me he is hungry a lot and there isn't really a lot of food at house.</li> <li>- [Client#5] said he never got enough to eat, and there was never seconds for anyone. "</li> </ul> <p>Interview on 6/3/21 with the Day Program Director revealed:</p> <ul style="list-style-type: none"> <li>- Covid shut us down in March of last year(3/ 2020).</li> <li>- Then in June (6/2020) is when [Client#4] came back. He could hardly keep his pants pulled up.</li> <li>- The lunches we often saw were a sandwich and a little bag of popcorn. These are young men and need more calories then what they were getting. He (Client#4) was noticeably thinner.</li> <li>- Also noticed the lunches were bare minimal for food and just a bottled water, or just a bottle and they could fill it with water here.</li> <li>- We often gave extra out to the guys (Clients from Quality Adult Care - The Day Program Director could not remember who started back first and what month).</li> <li>- We saw that their lunches were minimal and often they reported being hungry.</li> </ul>	V 115		

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V 115	<p>Continued From page 7</p> <ul style="list-style-type: none"> <li>- [Client#4] and another client would often eat their lunch on transit on the way here to the program.</li> <li>- We saw the weight loss in all of them (Clients residing in Quality Adult Care) .</li> <li>- I never approached the staff at the group home about the guys needing more food and that they often said they were hungry ."</li> </ul> <p>Interview on 6/3/21 with Former Staff#2 revealed:</p> <ul style="list-style-type: none"> <li>- Clients returned to the day program June through August( 6/2021 through 8/2021)</li> <li>- There was a lot of stress those months (Covid shutdown). No family visits, no day program, no outings, no rides to the store, very little physical activity,</li> <li>- When covid hit there wasn't much physical activity so to watch weight gain I tried not to feed them a lot.</li> <li>- All the clients made their doctors appointments. They were either in person or through tele-med. The FNP never said anything about their weight .</li> <li>- I packed lunches and everyone got a sandwich and a bag of chips and a water bottle , either they filled it here or could fill it in the day program.</li> <li>- I cooked meals. [Deceased Staff #3] was getting tired and it was very different prior to her death (4/30/21). It was all so very stressful.</li> <li>- There wasn't a food budget. I didn't follow a menu.</li> <li>- No meal planning, the guys (Clients #1, #2, #3, #4, #5, #6, #7, and #8) just got bored with it. I just went and bought whatever we needed to make the meal that night."</li> </ul> <p>Interview on 6/4/21 with the Director revealed:</p> <ul style="list-style-type: none"> <li>- 1 of 2 staff had passed away on 4/30/21</li> <li>- The Director was notified (4/30/21) of Deceased Staff #3's passing and came on board to manage the group home.</li> </ul>	V 115		



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V 115	<p>Continued From page 8</p> <ul style="list-style-type: none"> <li>- "I started taking over a lot of the group home responsibilities. The weight loss had come to my attention through one of the family members (Client #4's family member) who visited on the eight of May (5/8/21).</li> <li>I had weight taken on all the clients. And going forward weight is taken on all clients either monthly or daily.</li> <li>- I fired the remaining staff and hired two new staff and I'm hiring a new Qualified Professional.</li> <li>- I can't tell you what the stress may have been in this home prior to my take over. But yes, I'm aware food was a issue, and clients may have lost weight.</li> <li>- I don't know why the staff didn't reach out to me and ask for more support.</li> <li>- The death of [Deceased Staff #3] was a shock.</li> <li>- I'm pulling it all back together now.</li> <li>- Importantly the clients are and have been gaining weight an meals and lunches have certainly changed."</li> </ul>	V 115		