

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-833</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>04/24/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CARE ONE HOMES</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>926 EDISON ROAD</b> <b>RALEIGH, NC 27610</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A follow up survey was completed 4/24/19. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This Statement of Deficiencies was amended on June 28, 2021 due to the Judges Final Decision dated March 29, 2021 from a Contested Case Hearing.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></p> <p><b>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</b></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> <ol style="list-style-type: none"> <li>(1) general organizational orientation;</li> <li>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</li> <li>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</li> <li>(4) training in infectious diseases and bloodborne pathogens.</li> </ol> <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</p>	V 108		

Division of Health Service Regulation 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>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 and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on interview and record review the facility failed to ensure one of one current Qualified Professional (QP) was trained to meet the needs of the clients. The findings are:</p> <p>Review on 4/15/19 of current QP's record revealed a hire date of 3/15/19.</p> <p>During interview on 4/15/19 and 4/16/19 The current QP stated:</p> <ul style="list-style-type: none"> <li>-Started working as QP the middle of March 2019.</li> <li>-Was contacted by the Director over the phone, then spoke with the Licensee/Registered Nurse (RN)</li> <li>-When speaking with the Director, he made it seem like this was a large company with multiple homes.</li> <li>-Then a few days later the Licensee/RN met her at her primary place of employment and handed her the job description to sign.</li> <li>-No other information was provided regarding job duties.</li> <li>-The job description was basic QP job duties, similar to what she did for other homes.</li> <li>-There was no orientation, just basically started the job as a QP.</li> </ul>	V 108		

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V 108	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-The QP provided the Licensee/RN with her trainings, no discussion or training on specific client needs.</li> <li>-No one ever mentioned to her the facility was under Type A, Suspension of Admission and Intent to Revoke or any specific duties outside of the normal QP duties to perform.</li> <li>-Not aware of a Plan of Correction (POC) from previous survey, never saw one.</li> <li>-Went to the home one time a week, never went past the living room and kitchen.</li> <li>-Had been working on building rapport with clients, getting to know how the home operates and meeting with staff.</li> <li>-No one ever told her to do weekly checks and bi-weekly reports to check for repairs (per POC from 10/5/18 survey).</li> <li>-Not aware of any repairman supposed to be coming back to do repairs.</li> <li>-On first visit to the home, noticed a large tree leaning across the yard, away from the home and looked "unappealing."</li> <li>-Mentioned this to the Licensee/RN and she said she was having a hard time finding someone to come cut it down for one hundred dollars.</li> <li>-On first visit to the home, asked to see client records to ensure treatment plans were current               <ul style="list-style-type: none"> <li>- The Licensee/RN told her not to worry about them, they had been completed by the former QP before she left.</li> </ul> </li> <li>-On 4/15/19 went to home and checked around the client rooms.</li> <li>-Noticed client #1's mattress was sunken in the middle.               <ul style="list-style-type: none"> <li>- Asked him did that bother him sleeping on that, he said, "yes, it hurts my back, but I'm used to it."</li> </ul> </li> <li>-Now will check the home for more repairs, "It is so sad how she slips out on client care."</li> </ul>	V 108		

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V 108	<p>Continued From page 3</p> <p>Review on 4/10/19 of Plan of Correction received 2/18/19 revealed:                      -"Weekly inspections are conducted by the QP and results are shared with the Director biweekly."</p> <p>During interview on 4/9/19 Staff #1 stated:                      -The current QP had been coming by weekly.                      -She had not been doing home inspections, "I don't think she was aware she had to."                      -She had met with the clients and looked at their records.                      -She never mentioned to her anything about previous survey, not sure if the Licensee/RN did.</p> <p>During interview on 4/10/19 and 4/17/19 the Licensee/RN stated:                      -Hired a new QP in March 2019.                      -Interviewed her and went over QP job duties and expectations.                      -No Orientation or training was provided for the QP prior to working with the clients.                      -She was a QP for other programs, felt she was capable of doing the job.                      -Did not tell her about status of last survey, "I told her something was going on with the state, they had been cited on stuff."                      -Told her about the Plan of Correction, but never showed it to her.                      -Did not go into detail about the Type A violation or citations.                      -Told her to let her know what was going on in the home and report it to her.</p>	V 108		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p>	V 109		

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V 109	<p>Continued From page 4</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record review, observation, and</p>	V 109		

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V 109	<p>Continued From page 5</p> <p>interview the facility failed to ensure the Licensee Registered Nurse (RN) demonstrated knowledge, skills and abilities required by the population served. The findings are:</p> <p>A. Review on 4/15/19 of Qualified Professional (QP's) record revealed a hire date of 3/15/19.</p> <p>During interview on 4/15/19 and 4/16/19 The Current (QP) stated:</p> <ul style="list-style-type: none"> <li>-Started working as QP the middle of March 2019.</li> <li>-Was contacted by the Director, and interviewed over the phone, then spoke with the Licensee/RN.</li> <li>-When speaking with the Director, he made it seem like this was a large company with multiple homes.</li> <li>-Then a few days later the Licensee/RN met her at primary place of employment and handed her the job description to sign.</li> <li>-No other information provided regarding any other job duties.</li> <li>-The job description was basic QP job duties, similar to what she did for other homes.</li> <li>-There was no orientation, just basically start the job as a QP.</li> <li>-Provided her with her trainings, no discussion or training on specific client needs.</li> <li>-No one ever mentioned to her the facility was under administrative penalties or any specific duties outside of the normal QP duties to perform.</li> <li>-Not aware of a Plan of Correction (POC) from previous survey, never saw one.</li> <li>-Went to the home one time a week, never went past the living room and kitchen to look for repairs.</li> <li>-Had be working on just building rapport with clients, getting to know how the home operates</li> </ul>	V 109		

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V 109	<p>Continued From page 6</p> <p>and meeting with staff.</p> <ul style="list-style-type: none"> <li>-No one ever told her to do weekly checks and bi-weekly reports to check for repairs (per POC from 10/5/18 survey).</li> <li>-Not aware of any repairman supposed to be coming back to do repairs.</li> <li>-On first visit to the home, noticed a large tree leaning across the yard, away from the home, and looked "unappealing."</li> <li>-Mentioned this to the Licensee/RN and she said she was having a hard time finding someone to come cut it down for one hundred dollars.</li> <li>-On first visit to the home, asked to see client records to ensure treatment plans were current.</li> <li>-The Licensee/RN told her not to worry about them, they had been completed by the former QP before she left.</li> <li>-On 4/15/19 went to home and checked around the client rooms.</li> <li>-Noticed client #1's mattress was sunken in the middle.</li> <li>-Asked him did that bother him sleeping on that and he said, "yes, it hurts my back, but I'm used to it."</li> <li>-Now will check the home for more repairs, "It is so sad how she slips out on client care."</li> </ul> <p>Review on 4/10/19 of Plan of Correction received 2/18/19 revealed:</p> <ul style="list-style-type: none"> <li>-"Weekly inspections are conducted by the QP and results are shared with the Director biweekly."</li> </ul> <p>During interview on 4/9/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-The current QP had been coming by weekly.</li> <li>-She had not been doing home inspections, "I don't think she was aware she had to."</li> <li>-She had met with the clients and looked at their records.</li> <li>-She never mentioned to her anything about</li> </ul>	V 109		

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V 109	<p>Continued From page 7</p> <p>previous survey, not sure if the Licensee/RN did.</p> <p>During interview on 4/10/19 and 4/17/19 the Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Hired a new QP in March 2019.</li> <li>-Interviewed her and went over QP job duties and expectations.</li> <li>-No Orientation or training was provided for the QP prior to working with the clients.</li> <li>-She was a QP for other programs, felt she was capable of doing the job.</li> <li>-Did not tell her about status of last survey, "I told her something was going on with the state, they had been cited on stuff."</li> <li>-Told her about the POC, but never showed it to her.</li> <li>-Did not go into detail about the Type A violation or citations.</li> <li>-Told her to let her know what was going on in the home and report it to her.</li> </ul> <p>B. During interview on 4/9/19 and 4/10/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-The Licensee/RN came by everyday.</li> <li>-The Director came by every few months, he lived in another state.</li> <li>-The food supply had gotten better, but had seemed to "fall off" again since the former QP left.</li> <li>-The former QP would stay on the Licensee/RN to get food in the home.</li> <li>-Felt like the Licensee/RN would only listen because "The State" had cited them before.</li> <li>-The Licensee/RN was bringing fresh fruits and vegetables, but not in a few weeks.</li> <li>-"My brother brings lots of food over weekly so we supplement with that."</li> <li>-He started bringing the food to make sure the clients had enough to eat.</li> <li>-He worked at a church where they received</li> </ul>	V 109		



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V 109	<p>Continued From page 8</p> <p>donated food from different grocery stores once it expires or about to expire.</p> <ul style="list-style-type: none"> <li>-He would bring fresh fruit, vegetables, deli meats, breads and sweets.</li> <li>-"The guys love it, because they get a variety they did not have before."</li> <li>-Been using her own money to buy food for clients if they went out.</li> <li>-They did pull their money together to buy bread and milk because they did not have any to make sandwiches.</li> <li>-Client #3 would also buy other clients food if they went out because they did not have money to do so.</li> <li>-The Licensee/RN did not give them money to go out to eat with, they are just supposed to eat what is at the home.</li> <li>-Had discussed the food issues with the new QP and how things were "slacking off" again.</li> <li>-Had texted the Director in the past with concerns, he would just respond with, "take this up with my mother (Licensee/RN)."</li> </ul> <p>Further interview on 4/16/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-She had to buy the client's dinner last night at local fast food restaurant.</li> <li>-Only had two small packs of meat and the clients wanted something different.</li> <li>-The Licensee/RN had not brought groceries in three weeks.</li> <li>-The Licensee/RN told her she had been sick and unable to get to the grocery store.</li> <li>-Had asked the Licensee/RN to give her money and she could do the grocery shopping, but she would not allow it.</li> <li>-Told the QP last night about the situation and she said she would speak to Licensee/RN.</li> <li>-Had not heard from the Director in a month.</li> </ul> <p>During interview on 4/15/19 the Former QP</p>	V 109		

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V 109	<p>Continued From page 9</p> <p>stated:</p> <ul style="list-style-type: none"> <li>-Left employment with the home on 3/15/19.</li> <li>-Staff #1 had complained to her about spending her own money to buy the clients food.</li> <li>-Had stayed on the Licensee/RN and Director for years about buying nutritional foods and keeping food in the home.</li> <li>-This had always been an issue with the home, it had been cited multiple times over the years.</li> <li>-Thought she had gotten better, but staff #1 was complaining that the Licensee/RN was not being consistent with getting enough food.</li> <li>-Had told the Licensee/RN multiple times she needed to provide funds for clients to at least go out to eat on occasion.</li> <li>-Not aware she ever bought them food while out or met them in the community to eat with them.</li> <li>-The Licensee/RN used to always tell her, "You're breaking me," when discussing the food situation.</li> </ul> <p>During interview on 4/15/19 the Current QP stated:</p> <ul style="list-style-type: none"> <li>-Started working as QP for the home the middle of March 2019.</li> <li>-Had been to the home a few times to meet with the clients and staff.</li> <li>-Staff #1 had complained to her about the food in the home, she stated she was paying for food out of her pocket.</li> <li>-Staff #1 would tell her the Licensee/RN would buy "Hot Pockets" for the clients to eat for lunch, with nothing else.</li> <li>-"A Hot Pocket will not fill grown men."</li> </ul> <p>Further interview on 4/16/19 the Current QP stated:</p> <ul style="list-style-type: none"> <li>-Went to the home last night and staff #1 was</li> </ul>	V 109		

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V 109	<p>Continued From page 10</p> <p>complaining about food again. -It is so sad how she (Licensee/RN) slips out on client care, something needs to be done."</p> <p>During interview on 4/10/19 and 4/17/19 The Licensee/RN stated: -Been buying food for the home several times a month. -Came by the home daily to check on clients. -Staff #1 would let her know what she needed from the store and she would bring it by. -Staff #1 spends her money on the clients when she chooses to take them out, "I can't stop her from buying them food if she wants." -Staff #1's brother volunteered to bring the food to clients because he wanted to, not because the clients needed it. -If client #3 is buying the other clients food when out and extra groceries, "It's his right to do so." -"I can't tell [client #3] how to spend his money." -Did not give clients money to eat with on the weekends if they went out in the community or activities, "They get funds for that." -Had met the clients out several times on the weekends and "I will throw my own money with theirs to eat lunch." -They get their \$66.00 dollars a month, after she took out their medication co-pays, they get the leftover. -The clients get different amounts of allowance each week. -Client #3 is private pay, his brother gives him money, so he had more than the others. -Client #1 did not get any allowance because she used his money to buy his cigarettes. -The other guys get between five to ten dollars a week and they could use that to eat with out in the community.</p>	V 109		

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V 109	<p>Continued From page 11</p> <p>- "I can't afford to pay for their food when they go out, I am already spending money out of my own pocket in this home."</p> <p>- "From now on, they can just pack a lunch to take with them when they go in the community."</p> <p>C. During interview on 4/9/19 and 4/10/19 Staff #1 stated:</p> <p>- The Licensee/RN brought her old vehicle over for them to use.</p> <p>- Took client #2 and #3 to their day program five days a week.</p> <p>- There is not extra money for the clients to do activities on the weekends.</p> <p>- Tried to find activities for them to do for free, but had to use her own money to put gas in the car and buy their food.</p> <p>- The clients get so excited when she would tell them she was taking them out, they would "take pride and get clean and dressed to go."</p> <p>- Took them out New Years Eve downtown and paid for it so they could have a good night out.</p> <p>- "These are great guys and need to get out of this house."</p> <p>- Had mentioned to the Licensee/RN about money to take them out and for more gas, she said they had their own money to use.</p> <p>- The Licensee/RN came every weekend and would take the car and put gas in it.</p> <p>- She would put only fifteen dollars a week in the car.</p> <p>- That amount did not last to take the clients to their day program, much less getting out in the community.</p> <p>- Had contacted the Director via text on 3/20/19 regarding the amount of gas that the Licensee/RN was putting in the car, he did not respond, "but thinks he spoke to the Licensee/RN".</p>	V 109		

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V 109	<p>Continued From page 12</p> <p>-Her husband told her she needed to stop spending her money on the clients and doing things the Licensee/RN should be doing, "You need to make her accountable."</p> <p>-The Licensee/RN last put gas in the car on Saturday or Sunday (4/6/19 or 4/7/19) and the car is on empty, still have the rest of the week to take clients to day program.</p> <p>Observation on 4/9/19 (Tuesday) at 11:30 AM of gas in the facility vehicle revealed the gas needle on empty, when started, the gas light was on.</p> <p>During interview on 4/10/19 and 4/15/19 the Former QP stated:</p> <p>-Wrote the Plan of Correction dated 10/5/18, and asked the Director to review before submitting it.</p> <p>-Had been telling the Licensee/RN that it was her responsibility to provide money for activities on the weekends so clients could go out in the community.</p> <p>-When worked with clients, tried to make a schedule of activities.</p> <p>-Staff #1 would use her own money to pay for them.</p> <p>-The Licensee/RN would not provide extra funds for activities outside of their day program or on weekends.</p> <p>-Resigned after working a few years at this home due to constantly "beating a dead horse."</p> <p>-The Licensee/RN refused to follow her recommendations and this was frustrating.</p> <p>-"I am a client advocate, and this was no longer my role at this facility."</p> <p>Review on 4/10/19 of Plan of Correction received 2/18/19 revealed:</p> <p>-"The newly hired staff (staff #1) has implemented a schedule of activities for the</p>	V 109		

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V 109	<p>Continued From page 13</p> <p>clients, which includes activities in the home and community."</p> <p>During interview on 4/10/19 and 4/15/19 the Current QP stated:</p> <ul style="list-style-type: none"> <li>-Staff #1 had complained to her on all her visits about needing money for gas and activities and how she was spending her own money to take the clients out.</li> <li>-Had planned to discuss this with the Licensee/RN because she needed to make sure the car had enough gas to take them on outings and activities.</li> </ul> <p>During interview on 4/10/19 and 4/17/19 The Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Had not made a schedule of activities.</li> <li>-Staff #1 took them out to things on her own.</li> <li>-They should find free activities to attend on the weekends.</li> <li>-Did not give money for activities, "They get funds for that."</li> <li>-They can use their allowance they receive to go on activities it they want to.</li> <li>-The clients get different amounts of allowance each week,.</li> <li>-They get their 66.00 dollars a month, after she took out their medication co-pays, they get the leftover.</li> <li>-Client #3 is private pay, his brother gives him money, so he had more than the others.</li> <li>-Client #1 did not get any allowance because she used his money to buy his cigarettes.</li> <li>-The other guys get between five to ten dollars a week and they could use that to go out in the community.</li> <li>-"I can't afford to pay for their food when they go out, I am already spending money out of my own pocket in this home."</li> <li>-Usually puts fifteen- twenty dollars worth of</li> </ul>	V 109		

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V 109	<p>Continued From page 14</p> <p>gas in the car a week.</p> <ul style="list-style-type: none"> <li>-Came on the weekend and took the car for gas.</li> <li>-Spends about sixty dollars a month on gas, "That is enough, Raleigh is a small city."</li> <li>-It did not take that much gas to get around where they need to go.</li> <li>-Gave the facility her old vehicle, a 2006 Honda Pilot.</li> <li>-Aware staff #1 had to take clients to day program five days a week.</li> <li>-Aware staff #1 is putting extra money in the gas, "she did that on her own."</li> </ul> <p>D. Observation on 4/9/19 at 9:30 AM revealed the following,</p> <ul style="list-style-type: none"> <li>-Living room furniture cushions stained, ripped with inside filling coming out in multiple places.</li> <li>-Strong smell of body odor and musky old smell coming from living room furniture while standing beside it.</li> <li>-Kitchen air vent rusted, dented and coming out of vent slot.</li> <li>-Back porch hand rails had missing post and detached from house and rocking back and forth at the touch.</li> <li>-Client #1 and #6's bedroom had a chirping smoke detector and outlet coming out of wall with exposed wires.</li> <li>-Client #1 and #6's nightstands broken with mix match drawers placed in them, there was no bottom to client #1's nightstand drawer and it was hanging out.</li> <li>-Client #1's mattress deeply sunken in the middle.</li> <li>-Client #5's ceiling fan light had no light bulbs and had one lamp on a nightstand that was broken, this was his only source of light in the</li> </ul>	V 109		

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V 109	<p>Continued From page 15</p> <p>room.</p> <ul style="list-style-type: none"> <li>-Client bathroom vanity light fixture had two missing light covers and bulbs, only one working bulb. The glass light covers were sitting on the sink.</li> <li>-Carpet in client #3 and #4's bedroom extremely stained, dirty and had a strong smell of body odor.</li> <li>-Front porch rails had missing post and were loose.</li> <li>-Mailbox in the front yard was propped up by multiple tree stumps and pieces of cut up wood.</li> </ul> <p>During interview on 4/9/19 and 4/10/19 staff #1 stated:</p> <ul style="list-style-type: none"> <li>-The Licensee/RN fixed most repairs from last survey.</li> <li>- The former QP made sure she stayed on top of Licensee/RN to get the repairs done.</li> <li>-The Licensee/RN only fixed the stuff because of the former QP and "state" would be coming back out.</li> <li>-There are still lots of repairs to be completed.</li> <li>-There is no vacuum to use on the carpet.</li> <li>-The vacuum cleaner did not work, and had not since she started working here last September 2018.</li> <li>-Client #3 and #4 use a broom to sweep their floor.</li> <li>-Had told the Licensee/RN about the repairs, she said she had someone coming to fix them.</li> <li>-The former QP would do bi-weekly inspections and discussed needed repairs with the Licensee/RN and Director.</li> <li>-The repairman did the initial repairs, but he had not been back, that was a few months ago.</li> <li>-The Licensee/RN is aware of the broken porch rails, vent in kitchen, mailbox and furniture.</li> <li>-When the repairman was doing the repairs,</li> </ul>	V 109		



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V 109	<p>Continued From page 16</p> <p>he did what they initially asked, then they kept adding more stuff to his list and would not pay him, "I doubt he would come back to work here."</p> <ul style="list-style-type: none"> <li>-The current QP had been by a few times, but she had not done a walk through of the home.</li> <li>-Not sure if she knew she needed to do checks.</li> <li>-The Director came to the facility after last survey and saw the "shape of things" and could not believe how bad the home had gotten.</li> <li>-The Director lived in another state, "Texas, I think."</li> <li>-He may come to North Carolina every three months, he will swing by and speak to the clients for a few minutes.</li> </ul> <p>During interview on 4/10/19 the Former QP stated:</p> <ul style="list-style-type: none"> <li>-Ended her employment on 3/15/19.</li> <li>-Wrote the Plan of Correction the Director brought to the informal hearing, he was to review it and make changes as needed.</li> <li>-Was doing a bi-weekly inspection and sent this to the Director in email/text/fax.</li> <li>-The Director would call the next day to clarify, but not sure if all things were fixed per her request.</li> <li>-Last sent him any request for repairs in January 2019.</li> <li>-The Licensee/RN and Director's focus was on making sure the original items that were cited in previous survey were completed.</li> <li>-Did mention fixing the mailbox as it had been broken for almost two years.</li> <li>-Had complained to the Licensee/RN and Director multiple times about the living room furniture, it was so old, stained, sunken in and was not acceptable to place in the home for the clients.</li> <li>-Expressed to the Director in multiple</li> </ul>	V 109		

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V 109	<p>Continued From page 17</p> <p>conversations these issues and he would not respond.</p> <ul style="list-style-type: none"> <li>-The Licensee/RN stated there was nothing wrong with the furniture, that it was not damaged, and it was very sentimental to her.</li> <li>-Did not recall the Licensee/RN ever mentioning replacing or cleaning the carpet.</li> <li>-Not aware of broken dressers or porch rails, never looked out back.</li> <li>-They did hire a repairman to do the list of repairs that were cited in previous survey.</li> <li>-Last time he did repairs was in March 2019.</li> <li>-Not aware they had more repairs for him to do, had not heard if she had contacted him to come back since he left.</li> <li>-When the repairman agreed to do the repairs, he submitted an estimate and they agreed on payment.</li> <li>-As he finished the repairs, they (Director/Licensee/RN) kept adding more things for him to do and would not pay him until those things were complete.</li> <li>-They were "putting off paying him."</li> <li>-He finally got paid and told her he would never work for the Licensee/RN and Director again.</li> </ul> <p>During interview on 4/10/19 the Repairman hired by Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-He was hired by Licensee/RN and Director a few months ago to fix repairs.</li> <li>-Submitted an estimate and contract of agreed price.</li> <li>-Fixed the bathroom sink, bathroom ceiling, cabinets, holes, new doors, new floor in the basement (damaged from leak), hung new blinds and painted the inside walls.</li> <li>-Told them once all work was completed he would pressure wash the house because the entire outside was mostly green (the house is</li> </ul>	V 109		

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V 109	<p>Continued From page 18</p> <p>white siding), but due to the difficulty in working with them and getting paid, he decided to cut ties and not return for more work.</p> <ul style="list-style-type: none"> <li>-As he was finishing the initial agreed items, he would request payment, but they kept adding more things on for him to fix.</li> <li>-The Director told him, "We are not paying you until you finish all the repairs."</li> <li>-All agreed repairs were completed and they kept putting off paying him.</li> <li>-Had to ask multiple times to get paid, they would "nick pick" his work to try not pay him for it.</li> <li>-"This was too much to go through to get paid for work, I didn't need the work that bad."</li> <li>-No one from the home had called him since he left to come back to do repairs, "I think it was pretty evident when I got paid and left, that I would not be returning."</li> </ul> <p>During interview on 4/15/19 and 4/16/19 The Current QP stated:</p> <ul style="list-style-type: none"> <li>-Went to the home one time a week, never went past the living room and kitchen.</li> <li>-Not aware of any repairman supposed to be coming back to do repairs.</li> <li>-On first visit to the home, noticed a large tree leaning across the yard, away from the home, but looked "unappealing."</li> <li>-Mentioned this to the Licensee/RN and she said she was having a hard time finding someone to come cut it down for one hundred dollars.</li> <li>-On 4/15/19 went to home and checked around the client rooms.</li> <li>-Noticed client #1's mattress was sunken in the middle.</li> <li>- Asked him did that bother him sleeping on that and he said, "yes, it hurts my back, but I'm used to it."</li> <li>-Now will check the home for more repairs, "It is so sad how she (Licensee/RN) slips out on</li> </ul>	V 109		

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V 109	<p>Continued From page 19</p> <p>client care."</p> <p>During interview and observation on 4/10/19 and 4/17/19 the Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Had completed all repairs that were cited in the previous survey.</li> <li>-Hired a repairman to complete them.</li> <li>-The former QP was doing the weekly checks and letting them know of repairs.</li> <li>-Did not have the forms the former QP used, had asked her for them and she told her they were her own she created and would not give them to her.</li> <li>-"I come by the home every day and check things through the house at least one to two times a week."</li> <li>-Did not show the current QP the plan of correction, but told her to do weekly checks.</li> <li>-Not aware if she had done the weekly checks, she had not mentioned anything to her about them.</li> <li>-The QP knew she was to check everything in the home, "that is part of her job."</li> <li>-Aware of the kitchen vent and back porch hand rails needing repairs.</li> <li>-Last communicated with the repairman in February and he told her he would return and fix the remaining items as soon as he finished all his work with other clients.</li> <li>-Not heard from him or contacted him since that time, assumed he would call her when his work lightened up.</li> <li>-The ceiling fan light in client #5's room is not broken, it has light bulbs with square base and had not been able to find those type to fit it.</li> <li>-Had not checked the home stores in a very long time for them, "I need to do that."</li> <li>-Noticed the back rail being loose last week, told the yard guy to fix it, but he had five people ahead of her before he would come back.</li> </ul>	V 109		

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V 109	<p>Continued From page 20</p> <ul style="list-style-type: none"> <li>-The mail box, "has been giving me a headache," been broke a while.</li> <li>-"I guess I need to get a new one, not sure where to get one."</li> <li>-The furniture is fine, "not aware of any problems with it."</li> <li>-Surveyor showed the Licensee/RN the "dry rotted" area where the inside filling was coming out.</li> <li>- She said she brought this furniture over a year ago from her home and it was fine.</li> <li>-Staff #1 told her she knew someone who was going to donate furniture to them, so had not planned to buy any new furniture for the home.</li> <li>-Wanted to remove client #3's carpet, but he did not want it taken out, "That's his right to have the carpet remain in his room if he wants."</li> <li>-If client #3 said he wanted his carpet removed or cleaned, "he is lying, he lies about everything and only God will deal with him in the end."</li> <li>-Not aware of the vacuum not working</li> <li>-Not aware of drawers in client #1, #2 and #6's room being broke or off track.</li> <li>-When surveyor showed the Licensee/RN the drawers, she said they were "off track" and she attempted to fix them.</li> <li>- The drawers were too small for the nightstand and did not belong to that piece of furniture.</li> <li>-The Licensee/RN walked into client #2's room and switched out the drawers to see if they were a better fit.</li> <li>-The Licensee/RN pulled out the broken drawer of client #6, which had no bottom and said it had a bottom when it was closed (it was the bottom drawer in the nightstand) but when opened the bottom was missing.</li> <li>-The Licensee/RN dug around client #6's other drawer and found the bottom piece to the</li> </ul>	V 109		

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V 109	<p>Continued From page 21</p> <p>drawer.</p> <ul style="list-style-type: none"> <li>-The drawer was cracked with missing corners, she stated "Here is the bottom, this can be fixed back."</li> <li>-"I have spent so much money in these repairs, I have done all I can."</li> </ul> <p>E. During interview on 4/9/19 and 4/10/19 staff #1 stated:</p> <ul style="list-style-type: none"> <li>-Had mentioned to the Licensee/RN about money to take them out and for more gas, she said they had their money to use.</li> <li>-The Licensee/RN came every weekend and would take the car and put gas in it.</li> <li>-She would put only fifteen dollars a week in the car.</li> <li>-That amount did not last to even take the clients to their day program, much less getting out in the community.</li> <li>-Had contacted the Director via text on 3/20/19 regarding the amount of gas that the Licensee/RN was putting in the car, he did not respond, but thinks he spoke to the Licensee/RN.</li> <li>-The Licensee/RN last put gas in the car on Saturday or Sunday (4/6/19 or 4/7/19) and the car is on empty, still have the rest of the week to take clients to day program.</li> </ul> <p>Observation on 4/9/19 (Tuesday) at 11:30 AM of gas in the facility vehicle revealed the gas needle on empty, when cranked, the gas light was on.</p> <p>During interview on 4/10/19 and 4/17/19 The Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Gave the facility her old vehicle, a 2006 Honda Pilot.</li> <li>-Usually puts fifteen- twenty dollars worth of gas in the car a week.</li> <li>-Came on the weekend and took the car for gas.</li> </ul>	V 109		

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V 109	<p>Continued From page 22</p> <ul style="list-style-type: none"> <li>-Spends about sixty dollars a month on gas, "That is enough, Raleigh is a small city."</li> <li>-It did not take that much gas to get around where they need to go.</li> <li>-Aware staff #1 had to take clients to day program five days a week.</li> <li>-Aware she is putting extra money in the gas, "she did that on her own."</li> </ul> <p>Review on 4/15/19 of U.S Department of Energy, Fuel Economy website revealed the following,</p> <ul style="list-style-type: none"> <li>-2006 Honda Pilot averages between 17-18 miles per gallon in city and open road.</li> <li>-Average gas prices on 4/15/19 is \$2.60 a gallon.</li> </ul> <p>Review 4/15/19 of Google Maps revealed:</p> <ul style="list-style-type: none"> <li>-The facility address to client #2 and #3's day program is 7.5 miles one way, which equals 30 miles a day for drop off and pick up.</li> </ul> <p>Calculations of staff #1's daily trip to client #2 and #3's day program five days a week is 150 miles. Fifteen dollars of gas puts 5.76 gallons of gas in the facility vehicle at 17-18 miles a gallon equals approximately 98 miles.</p> <p>Review 4/15/19 of city of Raleigh's Website Populations, Size and Square Mileage revealed:</p> <ul style="list-style-type: none"> <li>-Population of 468, 990.</li> <li>-40th largest city in the United Sates.</li> <li>-Raleigh is 142.8 square miles in land coverage.</li> </ul> <p>During interview on 4/17/19 the Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-These citations are all untrue.</li> <li>-The clients continue to lie about things.</li> <li>-The Surveyor is "Out to get me,"</li> <li>-"You are martial law," when referring to</li> </ul>	V 109		

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V 109	<p>Continued From page 23</p> <p>surveyor.</p> <ul style="list-style-type: none"> <li>- "I fixed everything you asked me to."</li> <li>- Would not complete a Plan of Protection (POP).</li> <li>- Surveyor advised the Licensee/RN to get with her Qualified Professional (QP) to consult with in developing a POP and email it to the surveyor later in the day.</li> <li>- The Licensee/RN stated clients can spend their money on food and activities, "It's their right" to do so.</li> <li>- Denied any clients needed to purchase extra food.</li> <li>- Surveyor left the facility as the Licensee/RN continued to express her anger at surveyor.</li> <li>- No POP was received on this date.</li> </ul> <p>An Email was sent to the Licensee/RN on 4/22/19 requesting a POP be submitted by 5:00 PM on 4/23/19.</p> <p>As of 4/23/19 at 5:00, no response to email or POP was received.</p> <p>This deficiency constitutes a recited deficiency. This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289).</p>	V 109		
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</p>	V 112		



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V 112	<p>Continued From page 24</p> <p>of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(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> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to implement strategies for two of four audited (#1, #3) clients' treatment plans. The findings are:</p> <p>A. Review on 4/9/19 of client #1's record revealed: -Admission date of 12/15/17. -Diagnosis of Mental Retardation and Personality Disorder. -Treatment Plan date 1/10/19.</p> <p>Review on 4/16/19 of client #1's treatment plan</p>	V 112		

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V 112	<p>Continued From page 25</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>-Goal- Utilizing his supervised time in the community to participate in activities of choice, integrate into the community, attend social events, shop, engage in preferred activities, etc."</li> <li>-Staff will encourage [client #1] to select activities of preference and facilitate participation as needed.</li> </ul> <p>During interview on 4/10/19 client #1 stated:</p> <ul style="list-style-type: none"> <li>-"Been depressed a lot lately."</li> <li>-Didn't go anywhere on the weekends, except grocery store when needed.</li> <li>-Would like to do activities, "Seems like to me she [Licensee/Registered Nurse (RN)] won't spend money on stuff."</li> <li>-Had asked to go out on weekends, "but there was no where to go, they did not have the money."</li> <li>-Staff #1 had to use her own money to put gas in the car to go places and she would buy their food.</li> </ul> <p>During interview on 4/10/19 client #1's Guardian stated:</p> <ul style="list-style-type: none"> <li>-Client #1 did experience depression.</li> <li>-He would like to be more active and out on his own, working toward independent living.</li> <li>-Not sure if client #1 is capable of that, but this is what he wants to work toward.</li> <li>-Saw client #1 once every two to three months and he always wants to get out into the community.</li> <li>-Client #1 is involved in a Senior program where he went on Meals on Wheels five days a week for a few hours.</li> <li>-Client #1 had expressed wanting to get a job to make money and get out of the house.</li> <li>-Client #1 had complained to him he did not go anywhere other than meals on wheels, nothing</li> </ul>	V 112		

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V 112	<p>Continued From page 26</p> <p>on the weekends but stay at the home. -Not aware of activities planned for the clients outside of their day programs.</p> <p>B. Review on 4/9/19 of client #3's record revealed: -Admission date of 12/7/15. -Diagnoses of Anxiety and Severe Depression. -Treatment Plan dated 12/1/18.</p> <p>Further review on 4/9/19 of client #3's Treatment Plan revealed: -"Goal-[Client #3] will attend a social function at least twice monthly, as scheduled by group home or program for the next 12 months. -Residential Support Staff will provide the following interventions: Will assist client in finding activities he enjoys. Staff will provide client with options to choose from as well as encourage client to participate in activities during the course of a year. Staff will accompany client to activities and support him as needed...Staff will provide necessary support to gain access to community or school..."</p> <p>During interview on 4/9/19 client #3 stated: -On weekends, only went to the store for needed supplies/food. -His brother took him out to eat and to the store a few times a month. -Staff #1 had to put gas in the car "right much" if they went to the store on the weekend. -The Licensee/RN did not provide money to go do activities or out to eat. -Client #3 stated he would help pay for other clients food on the weekends if they went out to eat along with staff #1. -Went to day program daily, but no other activities planned.</p>	V 112		

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V 112	<p>Continued From page 27</p> <p>During interview on 4/9/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-Client #1 likes to "Go, Go, Go."</li> <li>-He did talk a lot about his depression.</li> <li>-He gets extremely bored sitting around all weekend.</li> <li>-He will tell her he feels depressed when he had no where to go.</li> <li>- "I will take them out when I have money for gas and activities."</li> <li>-The Licensee/RN did not provide money for activities, gas or food when they were out.</li> <li>-The client's did not have the extra money to use for activities.</li> <li>-Client #1 only goes out to Meals on Wheels a few hours a week and to a coffee house event every other week through the Senior Citizen program he is enrolled in.</li> <li>-Client #3's brother came by a few times a month to take him out to eat and do his errands.</li> <li>-Client #3 would often use his own money on the weekends to pay for other clients to eat when they would go out.</li> <li>-Aware they have goals to go out in the community, but the Licensee/RN did not provide the resources to do so.</li> </ul> <p>During interview on 4/10/19 the Former Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-No longer working at the facility effective 3/15/19.</li> <li>-When worked with clients, tried to make a schedule of activities, but staff #1 would use her own money to pay for them. -The Licensee/RN would not provide extra funds for activities outside of their day program or on weekends.</li> <li>-Would always tell the Licensee/RN she needed to provide activities for the clients per their treatment plan.</li> <li>-Resigned after working a few years at this</li> </ul>	V 112		

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V 112	<p>Continued From page 28</p> <p>home due to constantly "beating a dead horse." -The Licensee/RN refused to follow her recommendations and this was frustrating. -I am a client advocate, and this was no longer my role at this facility."</p> <p>During interview on 4/10/19 and 4/15/19 the Current QP stated: -Started working as QP the middle of March 2019. -On first visit to the home, she asked to see the client records to make sure all the Treatment Plans were up to date and the Licensee/RN told her not to worry about Treatment Plans because the Former QP had made sure they were completed before she left. -Not aware of the client goals at this time. -"The books were a mess" and planned on going through them soon to organize them. -Staff #1 had complained to her on all her visits about needing money for gas and activities and how she was spending her own money to take the clients out. -Had planned to discuss this with the Licensee/RN because she needed to make sure the car had enough gas to take them on outings and activities.</p> <p>During interview on 4/10/19 The Licensee/RN stated: -Did not give extra money for activities outside of their day program. -Aware they had goals for activities, "They have funds they receive to pay for that." -The clients get \$66.00 dollars a month and after she took out their medication co-pay, they get that money weekly. -Client #1 did not get any money after his co-pays because she used his leftover money to purchase his cigarettes for him.</p>	V 112		

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V 112	<p>Continued From page 29</p> <p>-Client #3 is private pay and his brother gave him money for allowance. - "Its not my responsibility to pay for activities." - They can go find free activities to participate in. - Staff #1 took them out on weekends, "I can't help if she paid for their food or activities, she wanted to do that."</p> <p>This deficiency constitutes a recited deficiency. This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289).</p>	V 112		
V 115	<p>27G .0208 Client Services</p> <p>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</p>	V 115		

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V 115	<p>Continued From page 30</p> <p>assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on interview and observation the facility failed to ensure nutritious meals were served and activities were available for six of six clients (#1, #2, #3, #4, #5, #6). The findings are:</p> <p>A. During interview on 4/9/19 client #3 stated: -The Licensee/Registered Nurse (RN) started bringing more food to the home since last survey, but still not enough. -Staff #1 had to go to the store and buy items for them several times a month. -The Licensee/RN brought groceries by one time a month. -A few of them had to pull their money together, "mostly mine" to go to store to buy bread for sandwiches and milk so they could have cereal about a month ago. -Had to buy bread for the home to have sandwiches several times over the last six months. -If they go anywhere on the weekends, he or staff #1 would buy food for everyone because the Licensee/RN did not provide money for going out. -Staff #1's brother brings food he gets donated over weekly so they can have more food. -Staff #1 "cooks good with what she has to work with." -Last night had "neck bones and rice" for dinner, "I did not eat that, no other options to eat." -Brother gives him money to use, the</p>	V 115		

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V 115	<p>Continued From page 31</p> <p>Licensee/RN did not provide an allowance for him, "I am private pay."</p> <p>During interview on 4/10/19 client #1 stated: -Staff #1 had gone to the store many times and spent her money on food for them. -Staff #1's brother brought groceries to the home weekly.</p> <p>During interview on 4/10/19 Client #2 stated: -The Licensee/RN brings "a little bit of food at a time." -Had run out of bread, milk and cereal and staff #1 would go to the store and use her money to buy more.</p> <p>During interview on 4/10/19 client #4 stated: -Staff #1 had been cooking a lot better than other staff. -Staff #1 had to buy extra food several times a month because they would run out of bread. -If they went out on the weekends, they would have to buy their own food or staff #1 would buy. -The Licensee/RN had not given them money to get food while out. -Staff #1's brother brings food over a few times a month, like fruit, deli meat, vegetables and bread. -The Licensee/RN would bring food one time a month.</p> <p>During interview on 4/10/19 Client #5 stated: -Staff #1's brother brings breads, sweets and stuff to make sandwiches with. -Staff #1 had bought food lots of time when they run out. -The Licensee/RN came by almost every day, but brought groceries by one time a month. -The food didn't always last. -They have had to pull their money together a</p>	V 115		



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V 115	<p>Continued From page 32</p> <p>month ago to buy bread to make sandwiches.</p> <p>During interview on 4/10/19 Client #6 stated:                      -Had to go out with staff #1 to buy more food when they were out of bread.                      -Staff #1 had bought them food when out, "if she had the money."                      -Staff #1's family brought groceries by from the church donations they work with, "a bunch of it."                      -Would like to go out to eat sometimes, "but I don't have the money."</p> <p>During interview on 4/9/19 and 4/10/19 Staff #1 stated:                      -The Licensee/RN came by everyday.                      -The Director came by every few months, he lived in another state.                      -The food supply had gotten better, but had seemed to "fall off" again since the former QP left.                      -The former QP would stay on the Licensee/RN to get food in the home.                      -Felt like the Licensee/RN would only listen because "The State" had cited them before.                      -The Licensee/RN was bringing fresh fruits and vegetables, but not in a few weeks.                      -"My brother brings lots of food over weekly so we supplement with that."                      -He started bringing the food to make sure the clients had enough to eat.                      -He worked at a church where they received donated food from different grocery stores once it expires or about to expire.                      -He would bring fresh fruit, vegetables, deli meats, breads and sweets.                      -"The guys love it, because they get a variety they did not have before."                      -Been using her own money to buy food for clients if they went out.</p>	V 115		

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NAME OF PROVIDER OR SUPPLIER  <b>CARE ONE HOMES</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>926 EDISON ROAD</b> <b>RALEIGH, NC 27610</b>
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V 115	<p>Continued From page 33</p> <ul style="list-style-type: none"> <li>-They did pull their money together to buy bread and milk because they did not have any to make sandwiches.</li> <li>-Client #3 would also buy other clients food if they went out because they did not have money to do do.</li> <li>-The Licensee/RN did not give them money to go out to eat with, they are just supposed to eat what is at the home.</li> <li>-Had discussed the food issues with the new QP and how things were "slacking off" again.</li> <li>-Had texted the Director in the past with concerns, he would just respond with, "take this up with my mother (Licensee/RN)."</li> </ul> <p>Further interview on 4/16/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-She had to buy the men dinner last night at local fast food restaurant.</li> <li>-Only had two small packs of meat and the clients wanted something different.</li> <li>-The Licensee/RN had not brought groceries in three weeks.</li> <li>-The Licensee/RN told her she had been sick and unable to get to the grocery store.</li> <li>-Had asked the Licensee/RN to give her money and she could do the grocery shopping, but she would not allow it.</li> <li>-Told the QP last night about the situation and she said she would speak to Licensee/RN.</li> <li>-Had not heard from the Director in a month.</li> </ul> <p>During interview on 4/15/19 the Former QP stated:</p> <ul style="list-style-type: none"> <li>-Left employment with the home on 3/15/19.</li> <li>-Staff #1 had complained to her about spending her own money to buy the clients food.</li> <li>-Had stayed on the Licensee/RN and Director for years about buying nutritional foods and keeping food in the home.</li> <li>-This had always been an issue with the</li> </ul>	V 115		

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V 115	<p>Continued From page 34</p> <p>home, it had been cited multiple times over the years.</p> <ul style="list-style-type: none"> <li>-Thought she had gotten better, but staff #1 was complaining that the Licensee/RN was not being consistent with getting enough food.</li> <li>-Had told the Licensee/RN multiple times she needed to provide funds for clients to at least go out to eat on occasion.</li> <li>-Not aware she ever bought them food while out or met them in the community to eat with them.</li> <li>-The Licensee/RN used to always tell her, "You're breaking me,"when discussing the food situation.</li> </ul> <p>During interview on 4/15/19 the Current QP stated:</p> <ul style="list-style-type: none"> <li>-Started working as QP for the home the middle of March 2019.</li> <li>-Had been to the home a few times to meet with the clients and staff.</li> <li>-Staff #1 had complained to her about the food in the home, she stated she was paying for food out of her pocket.</li> <li>-Staff #1 would tell her the Licensee/RN would buy "Hot Pockets" for the clients to eat for lunch and nothing else.</li> <li>-"Hot Pocket will not fill a grown men."</li> </ul> <p>Further interview on 4/16/19 the Current QP stated:</p> <ul style="list-style-type: none"> <li>-Went to the home last night and staff #1 was complaining about food again.</li> <li>-"It is so sad how she (Licnese/RN) slips out on client care, something needs to be done."</li> </ul> <p>During interview on 4/10/19 and 4/17/19 The Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Been buying food for the home several times a month.</li> </ul>	V 115		

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V 115	<p>Continued From page 35</p> <ul style="list-style-type: none"> <li>-Came by the home daily to check on clients.</li> <li>-Staff #1 would let her know what she needed from the store and she would bring it by.</li> <li>-Staff #1 spends her money on the clients when she chooses to take them out.</li> <li>-"I can't stop her from buying them food if she wants."</li> <li>-Staff #1's brother volunteered to bring the food to clients because he wanted to, not because the clients needed it.</li> <li>-If client #3 is buying the other clients food when out and extra groceries, "It's his right to do so."</li> <li>-"I can't tell [client #3] how to spend his money."</li> <li>-Did not give clients money to eat with on the weekends if they went out in the community or activities, "They get funds for that."</li> <li>-Had met the clients out several times on the weekends and "I will throw my own money with theirs to eat lunch."</li> <li>-The clients get different amounts of allowance each week,.</li> <li>-They get their \$66.00 dollars a month, after she took out their medication co-pays, they get the leftover.</li> <li>-Client #3 is private pay, his brother gives him money, so he had more than the others.</li> <li>-Client #1 did not get any allowance because she used his money to buy his cigarettes.</li> <li>-The other guys get between five to ten dollars a week and they could use that to eat with out in the community.</li> <li>-"I can't afford to pay for their food when they go out, I am already spending money out of my own pocket in this home."</li> <li>-"From now on, they can just pack a lunch to take with them when they go in the community."</li> </ul>	V 115		

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V 115	<p>Continued From page 36</p> <p>B. During interview on 4/9/19 client #3 stated: -Brother gives him money to use, the Licensee/RN did not provide an allowance for him, "I am private pay." -They now have transportation, but the car never have gas. -Staff #1 has to stop and put gas in the car "right much." -Staff #1 puts gas in the car with her own money every week. -The Licensee/RN came weekly to put gas in the car, not sure how much. -On the weekends they only go to the store "if they have money." -New Years Eve, staff #1 took them down town, she paid for everything herself. -His brother came weekly to take him out, but the other guys do not have that. -They just sit around on the weekends and watch television.</p> <p>During interview on 4/10/19 client #1 stated: -"Been depressed a lot lately." -Didn't go anywhere on the weekends, except grocery store when needed. -Would like to do activities, "Seems like to me she [Licensee/RN] won't spend money on stuff." -Had asked to go out on weekends, 'but there was no where to go, they did not have the money." -Staff #1 had to use her own money to put gas in the car to go places and she would buy their food.</p> <p>During interview on 4/10/19 Client #2 stated: -The Licensee/RN gave them her old car to use. -"Seems like the car runs out of gas a lot." -Staff #1 had to put gas in it with her own money.</p>	V 115		

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V 115	<p>Continued From page 37</p> <ul style="list-style-type: none"> <li>-Staff #1 took him to his day program five days a week.</li> <li>-Don't go out on the weekends because they did not have money to do so.</li> <li>-If they did go out, they would go to the store and back.</li> <li>-Had seen staff #1 put ten to fifteen dollars worth of gas in the car several times during the week and weekend.</li> <li>-No activities are planned for them.</li> <li>-Staff #1 will try to find stuff for them to do, and she will use her own money for them to go.</li> </ul> <p>During interview on 4/10/19 client #4 stated:</p> <ul style="list-style-type: none"> <li>-Don't go anywhere on the weekends.</li> <li>-Attends a day program five days a week.</li> <li>-They may run errands and go to the store, but not planned activities.</li> <li>-Staff #1 took them out New Years Eve and paid for everything.</li> <li>-Staff #1 tried to find stuff for them to do, but "when you don't have any money, there is not a lot to do."</li> </ul> <p>During interview on 4/10/19 Client #5 stated:</p> <ul style="list-style-type: none"> <li>-Licensee/RN gave them her old car to use.</li> <li>-Don't really go anywhere except to the store when they get paid.</li> <li>-Attends a day program six days a week, and on Sundays, just watch television.</li> <li>-Had seen staff #1 put gas in the car lots of times so they could go to the store or get food.</li> <li>-Never had any activities planned, "that I am aware of."</li> <li>-Staff #1 will take them out and spend her money sometimes so they can get out of house.</li> </ul> <p>During interview on 4/10/19 Client #6 stated:</p> <ul style="list-style-type: none"> <li>-Got a car to use at the home now, but it never has gas.</li> </ul>	V 115		

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V 115	<p>Continued From page 38</p> <ul style="list-style-type: none"> <li>-Staff #1 had to put gas in the car for them to go to the store.</li> <li>-Attends a day program six days a week, no other activities.</li> <li>-Would like to go out sometimes to eat or do something.</li> <li>-Staff #1 tried to take them out when she had money to do so.</li> </ul> <p>During interview on 4/10/19 client #1's Guardian stated:</p> <ul style="list-style-type: none"> <li>-Client #1 did experience depression.</li> <li>-He would like to be more active.</li> <li>-Saw client #1 once every two to three months and he always wants to get out into the community.</li> <li>-Client #1 is involved in a Senior program where he went on Meals on Wheels five days a week for a few hours.</li> <li>-Client #1 had expressed wanting to get a job to make money and get out of the house.</li> <li>-Client #1 had complained to him he did not go anywhere other than meals on wheels, nothing on the weekends but stay at the home.</li> <li>-Not aware of activities planned for the clients outside of their day programs.</li> </ul> <p>During interview on 4/9/19 and 4/10/19 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>-The Licensee/RN brought her old vehicle over for them to use.</li> <li>-Took client #2 and #3 to their day program five days a week.</li> <li>-There is not extra money for the clients to do activities on the weekends.</li> <li>-Tried to find activities for them to do for free, but had to use her own money to put gas in the car and buy their food.</li> <li>-The clients get so excited when she would tell them she was taking them out, they would</li> </ul>	V 115		

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V 115	<p>Continued From page 39</p> <p>"take pride and get clean and dressed to go." -Took them out New Years Eve downtown, paid for it so they could have a good night out. -"These are great guys and need to get out of this house." -Had mentioned to the Licensee/RN about money to take them out and for more gas, she said they had their money to use. -The Licensee/RN came every weekend took the car and put gas in it. -She would put only fifteen dollars a week in the car. -That amount did not last to take the clients to their day program, much less getting out in the community. -Had contacted the Director via text on 3/20/19 regarding the amount of gas that the Licensee/RN was putting in the car, he did not respond, but thinks he spoke to the Licensee/RN. -The Licensee/RN last put gas in the car on Saturday or Sunday (4/6/19 or 4/7/19) and the car is on empty, still have the rest of the week to take clients to day program.</p> <p>Observation on 4/9/19 (Tuesday) at 11:30 AM of gas in the facility vehicle revealed the gas needle on empty, when cranked, the gas light was on.</p> <p>During interview on 4/10/19 and 4/15/19 the Former QP stated: -Wrote the Plan of Correction dated 10/5/18, and asked the Director to review before submitting it. -Had been telling the Licensee/RN that it was her responsibility to provide money for activities on the weekends so clients could go out in the community. -When worked with clients, tried to make a schedule of activities, but staff #1 would use her own money to pay for them.</p>	V 115		



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V 115	<p>Continued From page 40</p> <ul style="list-style-type: none"> <li>-The Licensee/RN would not provide extra funds for activities outside of their day program or on weekends.</li> <li>-Resigned after working a few years at this home due to constantly "beating a dead horse."</li> <li>-The Licensee/RN refused to follow her recommendations and this was frustrating.</li> <li>"I am a client advocate, and this was no longer my role at this facility."</li> </ul> <p>Review on 4/10/19 of Plan of Correction received 2/18/19 revealed:</p> <ul style="list-style-type: none"> <li>"The newly hired staff (staff #1) has implemented a schedule of activities for the clients, which includes activities in the home and community."</li> </ul> <p>During interview on 4/10/19 and 4/15/19 the Current QP stated:</p> <ul style="list-style-type: none"> <li>-Staff #1 had complained to her on all her visits about needing money for gas and activities and how she was spending her own money to take the clients out.</li> <li>-Had planned to discuss this with the Licensee/RN because she needed to make sure the car had enough gas to take them on outings and activities.</li> </ul> <p>During interview on 4/10/19 and 4/17/19 The Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Had not made a schedule of activities.</li> <li>-Staff #1 took them out to things on her own.</li> <li>-They should find free activities to attend on the weekends.</li> <li>-Did not give money for activities, "They get funds for that."</li> <li>-They can use their allowance they receive to go on activities if they want to.</li> <li>-They get their \$66.00 dollars a month, after</li> </ul>	V 115		

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V 115	<p>Continued From page 41</p> <p>she took out their medication co-pays, they get the leftover</p> <ul style="list-style-type: none"> <li>-The clients get different amounts of allowance each week.</li> <li>-Client #3 is private pay, his brother gives him money, so he had more than the others.</li> <li>-Client #1 did not get any allowance because she used his money to buy his cigarettes.</li> <li>-The other guys get between five to ten dollars a week and they could use that to go out in the community.</li> <li>-"I can't afford to pay for their food when they go out, I am already spending money out of my own pocket in this home."</li> <li>-Usually puts fifteen- twenty dollars worth of gas in the car a week.</li> <li>-Came on the weekend and took the car for gas.</li> <li>-Spends about sixty dollars a month on gas, "That is enough, Raleigh is a small city."</li> <li>-It did not take that much gas to get around where they need to go.</li> <li>-Gave the facility her old vehicle, a 2006 Honda Pilot.</li> <li>-Aware staff #1 had to take clients to day program five days a week.</li> <li>-Aware she is putting extra money in the gas, "she did that on her own."</li> </ul> <p>This deficiency constitutes a recited deficiency. This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289).</p>	V 115		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE</p> <p>(a) Supervised living is a 24-hour facility which</p>	V 289		

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V 289	<p>Continued From page 42</p> <p>provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other</p>	V 289		

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V 289	<p>Continued From page 43</p> <p>disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&amp;(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to provide residential services in a home environment and supervision for six of six clients (#1, #2, #3, #4, #5, and #6). The findings are:</p> <p>Cross Reference 10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS (Tag 109) Based on record review, observation, and interview the facility failed to ensure the Licensee/Registered Nurse (RN) demonstrated knowledge, skills and abilities required by the population served.</p> <p>Cross Reference 10A NCAC 27G .0205 ASSESSMENT AND</p>	V 289		

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V 289	<p>Continued From page 44</p> <p>TREATMENT/HABILITATION OR SERVICE PLAN (Tag 112) Based on record review and interviews the facility failed to implement strategies for two of four audited (#1, #3) clients treatment plans.</p> <p>Cross Reference 10A NCAC 27G .0208 CLIENT SERVICES (Tag 115) Based on interview and observation the facility failed to ensure nutritious meals were served and activities were available for six of six clients (#1, #2, #3, #4, #5, #6).</p> <p>Cross Reference 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (Tag 736) Based on observation, interview and record review the facility failed to maintain the home in a safe, attractive manner free from offensive odor.</p> <p>During interview on 4/17/19 the Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-These citations are all untrue.</li> <li>-The clients continue to lie about things.</li> <li>-The Surveyor is "Out to get me,"</li> <li>-"You are martial law," when referring to surveyor.</li> <li>-"I fixed everything you asked me to."</li> <li>-Would not complete a Plan of Protection (POP).</li> <li>-Surveyor advised the Licensee/RN to get with her Qualified Professional (QP) to consult with in developing a POP and email it to surveyor later in the day.</li> <li>-The Licensee/RN stated client's can spend their money on food and activities, "It's their right" to do so.</li> <li>-Denied any clients needed to purchase extra food.</li> <li>-Surveyor left the facility as the Licensee/RN continued to express her anger at surveyor.</li> </ul>	V 289		

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V 289	<p>Continued From page 45</p> <p>-No POP was received on this date.</p> <p>An Email was sent to the Licensee/RN on 4/22/19 requesting a POP be submitted by 5:00 PM on 4/23/19.</p> <p>As of 4/23/19 at 5:00 PM, no response to email or POP was received.</p> <p>Clients with diagnoses of Anxiety, Severe Depression, and Schizophrenia were denied access to community activities due to Licensee/RN failing to coordinate, schedule and pay for activities. Licensee/RN also failed to provide gas for transportation, providing only sixty dollars for gas a month for the facility vehicle. To ensure clients were able to attend day programs as outlined in their treatment plans, staff had to supplement by purchasing gas with personal funds. Clients' treatment plans and strategies of participating in community activities, social events and shopping were not able to be implemented by staff due to a lack of facility resources. Staff and families provided food for clients out of their own money as Licensee/RN failed to provide adequate quantities of food. Needed repairs in the home were not completed including carpet replacement, mulitple broken nightstands, light fixtures, furniture with torn upholstery and exposed filling, a broken porch post and other repairs needed within and outside of the home. The Licensee/RN failed to accept responsibility for ensuring clients needs for food, activities and transportation were met despite multiple requests from Staff #1 and the former Qualified Professional. The Licensee/RN did not coordinate and ensure correction of previously cited deficiencies and failed to inform the current QP of ongoing licensure issues.</p>	V 289		

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V 736	Continued From page 46	V 736		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review the facility failed to maintain the home in a safe, attractive manner free from offensive odor. The findings are:</p> <p>Observation on 4/9/19 at 9:30 AM revealed the following,</p> <ul style="list-style-type: none"> <li>-Living room furniture cushions stained, ripped with inside filling coming out in multiple places.</li> <li>-Strong smell of body odor and musky old smell coming from living room furniture while standing beside it.</li> <li>-Kitchen air vent rusted, dented and coming out of vent opening.</li> <li>-Back porch hand rails had missing post and detached from house and rocking back and forth at the touch.</li> <li>-Client #1 and #6 bedroom had chirping smoke detector and outlet coming out of wall with exposed wires.</li> <li>-Client #1 and #6 nightstands broken with mix match drawers placed in them.</li> <li>-There was no bottom to client #1's nightstand drawer and it was hanging out.</li> </ul>	V 736		

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V 736	<p>Continued From page 47</p> <ul style="list-style-type: none"> <li>-Client #1's mattress deeply sunken in the middle.</li> <li>-Client #5's ceiling fan light had no light bulbs and had one lamp on a nightstand that was broken.               <ul style="list-style-type: none"> <li>- This was his only source of light in client #5's room.</li> </ul> </li> <li>-Client bathroom vanity light fixture had two missing light covers and bulbs, only one working bulb. The glass light covers were sitting on the sink.</li> <li>-Carpet in client #3 and #4's bedroom extremely stained, dirty and had a strong smell of body odor.</li> <li>-Front porch rails had missing post and loose.</li> <li>-Mailbox in front yard was propped up by multiple tree stumps and pieces of cut wood.</li> </ul> <p>During interview on 4/9/19 client #3 stated:</p> <ul style="list-style-type: none"> <li>-The light in the bathroom had been out for about three months, not sure who sat the glass covers on the sink, they have been sitting there for a while.</li> <li>-Was hoping the carpet in his room would get cleaned or replaced, but no one had mentioned it to him.</li> <li>-There is no vacuum cleaner to use on his carpet, "we have a sorry one," had to sweep it with a broom to clean it.</li> <li>-There was a vacuum there, but it never really worked.</li> <li>-The Licensee/Registered Nurse (RN) was aware of this, he told her a long time ago.</li> <li>-Assumed she would not buy a new one because he was the only one with carpet.</li> <li>-The mailbox had been broken for a long time, it was always falling down.</li> <li>-Client #4 had moved some tree stumps around it to help hold it up about three months ago.</li> </ul>	V 736		



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V 736	<p>Continued From page 48</p> <p>During interview on 4/10/19 Client #2 stated:                      -Dresser in his bedroom had been broken since he moved in.                      -Had got a new mattress, but the one on bottom is "old and torn up."                      -The mailbox had been broken for a long time, "someone needs to fix it or get a new one."                      -The vacuum they had did not work, client #3 had to use a broom to sweep his carpet.                      -The Licensee/RN had brought the current furniture over a year ago.</p> <p>During interview on 4/10/19 client #5 stated:                      -He recently got new furniture, "My guardian bought it."                      -The ceiling fan light had never worked since he moved in, not sure why no one ever put bulbs in it.                      -Always had the broken lamp on the nightstand, it works, it just hangs over sideways with light shade broken.                      -Bathroom light fixture had been without light bulbs and glass covers for about a year.                      -The mailbox was knocked down a long time ago by a transportation van, and they had propped tree stumps against it to hold it up.                      -The rails on the back porch had been broken for a long time, gradually getting worse.                      -The couches are old, the Licensee/RN brought them over about a year ago, she said it was her old furniture.</p> <p>During interview on 4/10/19 client #6 stated:                      -Dresser in his bedroom had been broken since he moved in.                      -The rails on front and back porch had been broken for a "long time", not sure of a date when noticed.                      -The bathroom light had "always been broke"</p>	V 736		

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V 736	<p>Continued From page 49</p> <p>with no bulbs.</p> <p>During interview on 4/10/19 client #1 stated:                      -Dresser in his room had been "messed up" since he moved in last year.                      -The drawers are from another dresser, they didn't fit.                      -The mailbox needed to be replaced, been like that since he moved in, client #4 tried to fix it by stacking tree stumps around it.                      -The living room furniture has sunk in cushions, always been like that since she brought it over last year.                      -Not sure what is going on with his mattress, the Licensee/RN brought this was over, she said it was new, but it sunken in the middle.                      -The Licensee/RN don't fix stuff.                      -"Seems like she don't want to spend money on stuff."</p> <p>During interview on 4/10/19 client #4 stated:                      -The carpet in his bedroom is really dirty, he would sweep it with the broom because there is no vacuum.                      -The couches in the living room are sunken in, staff #1 mentioned something about trying to get them some different furniture for that room.                      -The mailbox fell about a year ago, gathered some old tree stumps in the yard to prop it up.                      -The back door rails have been broken for "a while now, I just use an old bucket to prop it up."</p> <p>During interview on 4/9/19 and 4/10/19 staff #1 stated:                      -The Licensee/RN fixed most repairs from last survey.                      - The former Qualified Professional (QP) made sure she stayed on top of Licensee/RN to get the repairs done.                      -The Licensee/RN only fixed the stuff</p>	V 736		

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V 736	<p>Continued From page 50</p> <p>because of the former QP and "state" would be coming back out.</p> <ul style="list-style-type: none"> <li>-There are still lots of repairs to be completed.</li> <li>-There is no vacuum to use on the carpet.</li> <li>-The vacuum cleaner did not work, and had not since she started working here last September 2018.</li> <li>- Client #3 and #4 used a broom to sweep their carpeted floor.</li> <li>-Had told the Licensee/RN about the repairs, she said she had someone coming to fix the repairs.</li> <li>-The former QP would do bi-weekly inspections and discussed needed repairs with the Licensee/RN and Director.</li> <li>-The repairman did the initial repairs, but he had not been back, that was a few months ago.</li> <li>-The Licensee/RN is aware of the broken porch rails, vent in kitchen, mailbox and furniture.</li> <li>-When the repairman was doing the repairs, he did what they initially asked, then they kept adding more stuff to his list and would not pay him, "I doubt he would come back to work here."</li> <li>-The current QP had been by a few times, but she had not done a walk through of the home, not sure if she knew she needed to do checks.</li> <li>-The Director came to the facility after last survey and saw the "shape of things" and could not believe how bad the home had gotten.</li> <li>-The Director lived in another state, "Texas, I think."</li> <li>-He may come to North Carolina every three months, he will swing by and speak to the clients for a few minutes.</li> </ul> <p>During interview on 4/10/19 the Former QP stated:</p> <ul style="list-style-type: none"> <li>-Ended her employment on 3/15/19.</li> <li>-Wrote the Plan of Correction the Director</li> </ul>	V 736		

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V 736	<p>Continued From page 51</p> <p>brought to the informal hearing, he was to review it and make changes as needed.</p> <ul style="list-style-type: none"> <li>-Was doing a bi-weekly inspection and send this to the Director in email/text/fax.</li> <li>-The Director would call the next day to clarify, but not sure if all things were fixed per her request.</li> <li>-Last sent him any request for repairs in January 2019.</li> <li>-Their focus was on making sure the original items that were cited in previous survey were completed.</li> <li>-Did mention fixing the mailbox as it had been broken for almost two years.</li> <li>-Had complained to the Licensee/RN and Director multiple times about the living room furniture, "it was so old, stained, sunken in and was not acceptable to place in the home for the clients."</li> <li>-Expressed to the Director in multiple conversations these issues and he would not respond and the Licensee/RN stated there was nothing wrong with the furniture.</li> <li>-That it was not damaged, and it was very sentimental to her.</li> <li>-Did not recall the Licensee/RN ever mentioning replacing or cleaning the carpet.</li> <li>-Not aware of broken dressers or porch rails, never looked out back.</li> <li>-They did hire a repairman to do the list of repairs that were cited in previous survey.</li> <li>-Last time he did repairs was in March 2019.</li> <li>-Not aware they had more repairs for him to do, had not heard she had contacted him to come back since he left.</li> <li>-When the repairman agreed to do the repairs, he submitted an estimate and agreed payment.</li> <li>-As he finished the repairs, they (Director/Licensee/RN) kept adding more things</li> </ul>	V 736		

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V 736	<p>Continued From page 52</p> <p>for him to do and would not pay him until those things were complete.</p> <ul style="list-style-type: none"> <li>-They were "putting off paying him."</li> <li>-He finally got paid and told her he would never work for them again.</li> </ul> <p>During interview on 4/10/19 with Repairman hired by Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-He was hired by Licensee/RN and Director a few months ago to fix repairs.</li> <li>-Submitted an estimate and contract of agreed price.</li> <li>-Fixed the bathroom sink, bathroom ceiling, cabinets, holes, new doors, new floor in the basement (damaged from leak), hung new blinds and painted the interior walls.</li> <li>-Told them once all work was completed he would pressure wash the house because the entire outside was mostly green (the house is white siding), but due to the difficulty in working with them and getting paid, he decided to cut ties and not return for more work.</li> <li>-As he was finishing the initial agreed items, he would request payment, but they kept adding more things on.</li> <li>-The Director told him, "We are not paying you until you finish all the repairs."</li> <li>-All agreed repairs were completed and they kept putting off paying him.</li> <li>-Had to ask multiple times to get paid, they would "nick pick" his work to try not pay him for it.</li> <li>-"This was too much to go through to get paid for work, I didn't need the work that bad."</li> <li>-No one from the home had called him since he left to come back to do repairs.</li> <li>-"I think it was pretty evident when I got paid and left, that I would not be returning."</li> </ul> <p>During interview and observation on 4/15/19 and 4//16/19 The Current QP stated:</p>	V 736		

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V 736	<p>Continued From page 53</p> <ul style="list-style-type: none"> <li>-Started working as QP the middle of March 2019.</li> <li>-No one ever mentioned to her the facility was under administrative penalties or any specific duties outside of the normal QP duties to perform.</li> <li>-Not aware of a Plan of Correction from previous survey, never saw one.</li> <li>-Went to the home one time a week, never went past the living room and kitchen.</li> <li>-Just building rapport with clients, getting to know how the home operates and meeting with staff.</li> <li>-No one ever told her to do weekly checks and bi-weekly reports to check for repairs (per POC from 10/5/18 survey).</li> <li>-Not aware of any repairman supposed to be coming back to do repairs.</li> <li>-On first visit to the home, noticed a large tree leaning across the yard, away from the home, but looked "unappealing."</li> <li>-Mentioned this to the Licensee/RN and she said she was having a hard time finding someone to come cut it down for one hundred dollars.</li> <li>-On 4/15/19 went to home and checked around the client rooms.</li> <li>-Noticed client #1's mattress was sunken in the middle, asked him did that bother him sleeping on that and he said, "yes, it hurts my back, but I'm used to it."</li> <li>-Now will check the home for more repairs, "It is so sad how she slips out on client care."</li> </ul> <p>During interview on 4/10/19 and 4/17/19 the Licensee/RN stated:</p> <ul style="list-style-type: none"> <li>-Had completed all repairs that were cited in the previous survey.</li> <li>-Hired a repairmen to complete them.</li> <li>-The former QP was doing the weekly checks and letting them know of repairs.</li> </ul>	V 736		

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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 736	<p>Continued From page 54</p> <ul style="list-style-type: none"> <li>-Did not have the forms the former QP used, had asked her for them and she told her they were her own she created and would not give them to her.</li> <li>-I come by the home every day and check things through the house at least one to two times a week."</li> <li>-Did not show the current QP the plan of correction, but told her to do weekly checks.</li> <li>-Not aware if she had done the weekly checks, she had not mentioned anything to her about them.</li> <li>-The QP knew she was to check everything in the home, "that is part of her job."</li> <li>-Aware of the kitchen vent and back porch hand rails needing repairs.</li> <li>-Last communicated with the repairman in February and he told her he would return and fix the remaining items as soon as he finished all his work with other clients.</li> <li>-Not heard from him or contacted him since that time, assumed he would call her when his work lightened up.</li> <li>-The ceiling fan light in client #5's room is not broken, it has light bulbs with square base and had not been able to find those type to fit it.</li> <li>-Had not checked the home stores in a very long time for them, "I need to do that."</li> <li>-Noticed the back rail being loose last week, told the yard guy to fix it, but he had five people ahead of her before he would come back.</li> <li>-The mail box, "has been giving me a headache," been broke a while, "I guess I need to get a new one, not sure where to get one."</li> <li>-The furniture is fine, "not aware of any problems with it."</li> <li>-Surveyor showed the Licensee/RN the "dry rotted" area where the inside filling was coming out, she said she brought this furniture over a year ago from her home and it was fine.</li> </ul>	V 736		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-833</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>04/24/2019</b>
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V 736	<p>Continued From page 55</p> <ul style="list-style-type: none"> <li>-Staff #1 told her she knew someone who was going to donate furniture to them, so had not planned to buy any new furniture for the home.</li> <li>-Wanted to remove client #3's carpet, but he did not want it taken out, "That's his right to have the carpet remain in his room if he wants."</li> <li>-If client #3 said he wanted his carpet removed or cleaned, "he is lying, he lies about everything and only God will deal with him in the end."</li> <li>-Not aware of the vacuum not working</li> <li>-Not aware of drawers in client #1, #2 and #6's room being broke or off track.</li> <li>-When surveyor showed the Licensee/RN the drawers, she said they were "off track" and she attempted to fix them, the drawers were too small for the nightstand and did not belong to that piece of furniture.</li> <li>-The Licensee/RN walked into client #2's room and switched out the drawers to see if they were a better fit.</li> <li>-The Licensee/RN pulled out the broken drawer of client #6, which had no bottom and said it had a bottom when it was closed (it was the bottom drawer in the nightstand) but when opened the bottom was missing.</li> <li>-The Licensee/RN dug around client #6's other drawer and found the bottom piece to the drawer, it was cracked with missing corners, she stated "Here is the bottom, this can be fixed back."</li> <li>-"I have spent so much money in these repairs, I have done all I can."</li> </ul> <p>This deficiency constitutes a recited deficiency. This deficiency is cross referenced into: 10A NCAC 27G .5601 Supervised Living - Scope (V289).</p>	V 736		