

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL031-079	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/29/2021
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NAME OF PROVIDER OR SUPPLIER PEACE HEALTHCARE INC	STREET ADDRESS, CITY, STATE, ZIP CODE 223 ROBERT F HARGROVE ROAD MOUNT OLIVE, NC 28365
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on July 29, 2021. The complaint was unsubstantiated (intake # NC00178170). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A, Supervised Living for Adults with Mental Illness.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to ensure fire and disaster drills were held at least quarterly and repeated on each shift. The findings are:</p> <p>Review of facility records revealed no documentation of fire and disaster drills for the facility August 2020 - July 2021 was available.</p>	V 114		

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

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V 114	<p>Continued From page 1</p> <p>During interview on 7/26/21 staff #1 stated documentation of fire and disaster drills was kept in a book in the facility office.</p> <p>During interview on 7/27/21 the Qualified Professional (QP) stated: - The fire and disaster drills were documented and kept in a binder at the facility. - The binder would be made available to the surveyor for review.</p> <p>During interview on 7/29/21 the Administrator/Licensee stated: - The binder of fire and disaster drill documentation was at a sister facility and would be retrieved and made available for review. - Staff #2 had taken the fire and disaster drill book out of the facility and it was not available for review. - She did not understand why staff #2 had taken the binder out of the facility. - She understood the requirement for fire and disaster drills to be held quarterly across all shifts.</p>	V 114		
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private</p>	V 364		

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V 364	<p>Continued From page 2</p> <p>physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times.</p> <p>(b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p>	V 364		

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V 364	<p>Continued From page 3</p> <p>A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise. Each minor client who is receiving treatment or</p>	V 364		

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V 364	<p>Continued From page 4</p> <p>habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions under</p>	V 364		

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V 364	<p>Continued From page 5</p> <p>appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated</p>	V 364		

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V 364	<p>Continued From page 6</p> <p>individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews the facility restricted the rights of 3 of 3 audited clients (#1, #2, and #4) by restricting their access to food and failed to follow up and document the restriction as required. The findings are:</p> <p>Observation on 7/26/21 at approximately 3:30 pm of the facility revealed:</p> <ul style="list-style-type: none"> - A locked padlock on the refrigerator door. - The pantry door was locked. - Both doors to the staff room were locked. - Staff #1 had keys to the refrigerator, the pantry, and staff room. <p>Review on 7/26/21 of client #1's record revealed:</p> <ul style="list-style-type: none"> - 49 year old admitted 1/01/20. - Diagnoses included Paranoid Schizophrenia, Organic Mental Disorder, and Bipolar Disorder, in remission. - Treatment/habilitation plan dated 10/07/20 did not include documentation of food related behaviors. - No documentation of detailed reason for the rights restriction and no ongoing evaluation of the restriction. <p>During interview on 7/29/21 client #1 stated:</p> <ul style="list-style-type: none"> - She got \$40 each month to spend on things she needed, like "snacks and stuff like that." - Her personally purchased snacks were kept in 	V 364		

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V 364	<p>Continued From page 7</p> <p>the locked staff office.</p> <ul style="list-style-type: none"> - If she wanted her snacks, she had to ask staff to get them. <p>Review on 7/27/21 of client #2's record revealed:</p> <ul style="list-style-type: none"> - 40 year old admitted 5/19/21. - Diagnoses included Schizoaffective Disorder, Bipolar type. - Treatment/habilitation plan dated 3/23/21 did not include documentation of food related behaviors. - No documentation of detailed reason for the rights restriction and no ongoing evaluation of the restriction. <p>During interview on 7/29/21 client #2 stated:</p> <ul style="list-style-type: none"> - She got money every month. - She used her money to purchase cigarettes. - She kept her personal snacks in bags in her bedroom. <p>Review on 7/27/21 of client #4's record revealed:</p> <ul style="list-style-type: none"> - 61 year old admitted 1/01/20. - Diagnoses included Schizophrenia and Intellectual/Developmental Disorder, mild. - Treatment/habilitation plan dated 11/21/20 did not include documentation of food related behaviors. - No documentation of detailed reason for the rights restriction and no ongoing evaluation of the restriction. <p>During interview on 7/29/21 client #4 stated:</p> <ul style="list-style-type: none"> - She got money once a month. - She spent her money on cigars or cigarettes and snack items such as fruit, cakes and soda. - Her snacks were placed in the refrigerator, "food closet" or staff office. - Staff had to "run back and forth" to unlock the food storage areas when she and her housemates wanted a snack. 	V 364		

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V 364	<p>Continued From page 8</p> <p>During interview on 7/26/21 staff #1 stated:</p> <ul style="list-style-type: none"> - She assumed the refrigerator and pantry were locked because "we have theft problems." - "Some of the ladies steal, if we leave it open they'll eat and drink it all." - She did not know which client stole food. - She did not know if locking the food storage areas was in any of the treatment plans. <p>During interview on 7/29/21 staff #2 stated:</p> <ul style="list-style-type: none"> - The refrigerator and pantry were supposed to be locked only at night "only when the house shuts down." - Clients would steal the food if it was not kept in a locked area. - There were no personally purchased snacks stored in the pantry, those were stored in the locked staff room <p>During interviews on 7/27/21 and 7/29/21 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - Clients could purchase what they wanted with their money. - Snacks purchased by the clients were stored in the facility kitchen. - She did not know any of the clients stole food. - No food related behaviors were addressed in any of the clients' treatment/habilitation plans. - Locking the food storage areas was a clients' rights violation. - She discussed locking the refrigerator and pantry with staff and the Administrator/Licensee as a clients' rights violation. <p>During interview on 7/29/21 the Administrator/Licensee stated:</p> <ul style="list-style-type: none"> - A former client stole food and the refrigerator and pantry were locked when she lived at the facility. 	V 364		

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V 364	Continued From page 9 - The lock had not been removed from the refrigerator since the former client was discharged. - She understood restricting the clients' access to food was a restriction of clients' rights.	V 364		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observations and interview the facility was not maintained in a safe, clean, attractive manner free from offensive odors. The findings are: Observation on 7/26/21 between approximately 3:00 pm and 4:00 pm revealed: - Brown stains of varying sizes on the ceiling in the living room. - Unpainted repairs of varying sizes to the walls in the living room. - Blue staining to the seat cushions of a tan sofa in the living room. - The dining table in the living room was sticky to touch with food residue present. - The latching mechanisms had been removed from bedroom doors throughout the facility. - A sour odor in hall bathroom #1. - Damage to the baseboard at the foot of the	V 736		

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V 736	<p>Continued From page 10</p> <ul style="list-style-type: none"> - Paint over the toilet was peeling in bathroom #1. - 4 broken window blind slats in bathroom #1. - The bathtub in bathroom #1 drained slowly. - Two dirt insect nests to the wall above window in bathroom #1. - 4 broken window blind slats in client #2's bedroom. - The strong odor of insect spray in client #2's bedroom. - A small candle style light bulb with no protective globe in the ceiling fan fixture in client #1 and #3's bedroom. - A broken drawer in client #6's dresser. - The shower curtain in bathroom #2 had a black, mildew-like stain at the bottom approximately 12 inches high for the length of the curtain; the bathtub was stained. - The floor immediately in front of the bathtub in bathroom #2 sank slightly when stepped on. - The air register in the floor vent was not securely seated in the hole in bathroom #2. - Paint was peeling from the walls and ceiling in bathroom #2. - The vanity cabinet in bathroom #2 was missing a doorknob. - There was damage to the wall behind the toilet tank in bathroom #2. - The toilet paper holder and paper towel holder were broken in bathroom #2. - A heavy coating of dust inside the light fixture over the sink in bathroom #2. - Broken window blind slats in the kitchen window. - Black stains on the pantry door. - A plastic margarine container on the counter beside the stove contained what appeared to be used cooking oil with several dead gnats floating at the top and stuck to the inside wall of the container. 	V 736		

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V 736	<p>Continued From page 11</p> <ul style="list-style-type: none"> - Stains on the kitchen ceiling. - The wall behind the stove had brown splatter stains. - Approximately 15 broken window blind slats on the exterior door by the medication room. - Spider webs and cobwebs in the hallway by the front door. - Air return grill in the hallway was rusty. - Flies throughout the facility. - Walls throughout the facility were scuffed. - The paint on the ceiling was peeling away in several places throughout the facility. - Particulate matter on the floors throughout the facility. - Several broken pieces of concrete placed in at the base of the front steps presented a safety hazard. <p>During exit interview on 7/29/21 the Administrator/Licensee gave no response when this deficiency was discussed.</p>	V 736		