

SEP 17 2021

Plan of Correction Form

Lic. & Cert. Section

<b>Plan of Correction</b>	
Please complete <u>all</u> requested information and mail completed Plan of Correction form to: Mental Health Licensure and Certification Section NC Division of Health Service Regulation 2718 Mail Service Center Raleigh, NC 27699-2718	In lieu of mailing the form, you may e-mail the completed electronic form to: <p style="text-align: center; font-size: 1.2em;">N/A</p>

<b>Provider Name:</b>	HomeCare Management Corp	<b>Provider ID #:</b>	MHL042-076	<b>Phone:</b>	252-537-7575
<b>Provider Contact Person for follow-up:</b>	Roger W. Giles QM Director			<b>Fax:</b>	252-537-9008
<b>Provider Address:</b>	1165 GREGORY DRIVE, SUITE A ROANOKE RAPIDS, NC 27870			<b>Email:</b>	<a href="mailto:giles@cbcare.com">giles@cbcare.com</a>
<b>Review Type:</b>	Annual and Complaint Survey	<b>Date of Review:</b>	8/13/21	<b>Concern/Grievance/Incident #:</b>	NC00180027

Finding	OOC Code	# of Recs Involved	Corrective Action Steps	Responsible Party	Time Line
Based on record review and interview, the facility failed to ensure a Level II incident report was completed within 72 hours affecting one of three audited clients	V 367	1	CS was provided a Disciplinary Action on 7/23/21 for failure to follow reporting requirements after noting bruising on a member which would have included an incident (IRIS) report.	Dir of Operations	Implementation Date: 07/23/21
			All day program staff will be retrained on HCM Incident Reporting policy and procedures, including timelines for reporting by 10/12/21.	QM Director	Projected Completion Date: 10/12/21
			A new incident reporting training was implemented in August 2021, for all new hires moving forward along with annual refresher.	Staff Development and Training Director	
			QM Director will monitor incident reports upon submission to ensure timely reporting.	QM Director	

Based on record reviews and interviews, the governing body failed to report an allegation of abuse to the Department of Social Services (DSS) affecting one of three audited clients	V 500	1	CS was provided a Disciplinary Action on 7/23/21 for failure to follow reporting requirements after noting bruising on a member which would have included reporting the concern of abuse to DSS.	Dir of Operations	Implementation Date: 07/23/21
			All day program staff will be retrained on HCM Incident Reporting policy and procedures, including reporting the concerns of abuse / neglect / exploitation to DSS within 24 hours, by 10/12/21.	QM Director	Projected Completion Date: 10/12/21
			A new incident reporting training was implemented in August 2021, for all new hires moving forward along with annual refresher.	Staff Development and Training Director	
			Event will be reviewed at the next Client Rights meeting scheduled for 10/12/21.	QM Director	
			QM Director will monitor incident reports upon submission to ensure timely reporting of abuse, neglect, and/or exploitation to DSS within 24 hrs.	QM Director	



**CBC**  
**HomeCare**  
*Intellectual/Developmental Disability Services*

**HomeCare Management Corp.**

(Corporate Office)  
5855 Executive Center Drive  
Suite 104  
Charlotte, NC  
Phone: 704 535-4342  
Fax: 704 535-4347  
homecaremgmt.org

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September 15, 2021

Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
Attn: Renee Kowalski, Team Leader  
2718 Mail Service Center  
Raleigh, NC 27699-2718

Ref: Annual and Complaint Survey completed 8/13/21  
Homecare Management Corporation, Roanoke Rapids, NC  
MHL # 042-076

Dear Ms. Kowalski,

On behalf of Margaret Mason, CEO and Cheryl Kelly, Facilities Manager please accept the attached plan of correction regarding the annual and complaint survey completed for facility license # MHL 042-076.

Thank you for your courtesy extended during this review. HomeCare Management Corporation strives to provide Quality driven services that meet regulatory requirements.

DHSR - Mental Health

SEP 17 2021

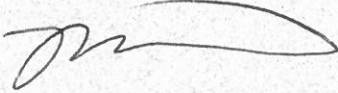
Lic. & Cert. Section

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**Since 1993, HomeCare Management has provided support to people with Intellectual and/or Developmental Disabilities. Since that time, HomeCare's mission has remained the same; to support people in their homes and communities.**

I trust that the information provided will satisfy your needs to conduct an accurate review of this issue. If any additional information is needed, please contact me at (828) 759-5823.

Sincerely,



Roger W. Giles, MBA, QP  
QM Director  
HomeCare Management Corporation  
828-759-5823  
giles@cbcure.com

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