

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-296</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>09/21/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HOME CARE SOLUTIONS AT HEATHER VIEW</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3816 HEATHER VIEW LANE</b> <b>WINSTON SALEM, NC 27127</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual, Complaint and Follow-Up Survey was completed on September 21, 2021. The Complaint was substantiated (intake #NC001808306). A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <ul style="list-style-type: none"> <li>- 10A NCAC 27G .5600C: Supervised Living for Adults with Developmental Disabilities</li> </ul>	V 000		
V 110	<p><b>27G .0204 Training/Supervision Paraprofessionals</b></p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) 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>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, one (staff #2) of two paraprofessional staff surveyed, failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 9-21-21 of staff #2 ' s personnel record revealed:</p> <ul style="list-style-type: none"> <li>- hired 3-23-12</li> <li>- worked regular shifts at the facility</li> <li>- position; direct care staff</li> </ul> <p>Review on 9-20-21 of an incident report involving former client #3 and staff #2 revealed:</p> <ul style="list-style-type: none"> <li>- event on 5-3-21 at the facility</li> <li>- former client #3 complained of pain and discomfort around her rectum</li> <li>- client ' s mother/legal guardian was called</li> <li>- mother asked staff to take a picture of her rectum, and send it to her</li> <li>- staff #2, "admitted that they felt uncomfortable doing so but did it anyway"</li> <li>- the picture was also sent to the facility ' s Director/Licensee who is a nurse</li> <li>- former client #3 ' s mother decided client had a hemorrhoid</li> </ul>	V 110		

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- former client #3 requested to go to a hospital</li> <li>- client ' s mother stated it was not necessary for her to go to the hospital</li> <li>- appointment was made with client ' s primary care physician instead</li> </ul> <p>Interview on 9-21-21 with staff #2 revealed:</p> <ul style="list-style-type: none"> <li>- she worked with former client #3 and had a good relationship with her</li> <li>- on 5-3-21 when former client #3 had a hemorrhoid, she was crying, said she was in pain and wanted to go to a hospital</li> <li>- reported client ' s mother was on vacation at the time</li> <li>- mother was in a different time zone, and calling her was a great inconvenience</li> <li>- mother requested the picture to be taken and sent to her</li> <li>- staff #2 reluctantly agreed, and also sent it to her facility Director/Licensee, who is a Registered Nurse</li> <li>- "When her mother got the picture she called back and said, ' that ' s just a damn hemorrhoid ' ."</li> <li>- "She told [former client #3] to go take a shower and use her finger to push it back in"</li> <li>- "I told [Director/Licensee] I didn ' t want to take the picture, I didn ' t want to get fired, I know we aren ' t supposed to do that ..."</li> <li>- staff #2 called 911 and an ambulance arrived with 2 male Emergency Medical Services (EMS) staff</li> <li>- neither EMS staff examined former client #3 but did inform her that the hospital would likely not treat her, and send her back home</li> <li>- "...[former client #3] is a manipulator, I now know that I shouldn ' t have taken the picture"</li> </ul>	V 110		

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V 110	<p>Continued From page 3</p> <p>Interview on 9-21-21 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- reported former client #3 ' s mother and father felt she wasn ' t getting the attention she wanted</li> <li>- "[former client #3] would exaggerate issues with her parents, then over-dramatize issues to manipulate situations</li> <li>- regarding the incident where former client #3 wanted staff #2 to take her to the hospital for a hemorrhoid, a photo was taken that should not have been</li> <li>- staff #2 used her personal phone to take the picture</li> <li>- there was nothing in the photo that would identify former client #3, but it still should not have been done</li> <li>- that is not an acceptable practice, even though the client ' s mother/guardian requested it</li> </ul> <p>Interview on 9-21-21 with the Director/Licensee revealed:</p> <ul style="list-style-type: none"> <li>- she is a Registered Nurse</li> <li>- she remembered the incident with former client #3 having a hemorrhoid and staff #2 taking a picture of it with her personal phone</li> <li>- staff #2 was startled by the appearance of the client ' s hemorrhoid</li> <li>- If this had been an emergency, the protocol is to call 911, which staff #2 did, even though it was not an emergency</li> <li>- "Her primary focus was on making sure [former client #3] was okay and taken care of. [staff #2] just wanted to make sure she (the client) was okay, and (staff #2) was a little shaken up by what she saw"</li> <li>- there was nothing in the picture that could identify former client #3</li> </ul>	V 110		

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V 110	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- The QP arranges all medical appointments, and did so as soon as possible for the client to see her doctor</li> <li>- her doctor prescribed an over-the-counter cream</li> <li>- the expectation for staff is that they don ' t use their personal phones or anyone else ' s phone for things like this</li> <li>- after the incident, "we did some client ' s rights training and addressed the issue further in supervision"</li> </ul>	V 110		