

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-323</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/06/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HOME CARE SOLUTIONS AT RHUE ROAD</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1234 RHUE ROAD WINSTON SALEM, NC 27105</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p><b>INITIAL COMMENTS</b></p> <p>A Complaint Survey was completed on October 6, 2021. One complaint was substantiated (Intake #NC00181192) and One complaint was unsubstantiated (intake #NC00181243). A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 10A NCAC 27G .5600C: Supervised Living for Adults with Developmental Disabilities</p>	V 000		
V 539	<p><b>27F .0102 Client Rights - Living Environment</b></p> <p>10A NCAC 27F .0102 LIVING ENVIRONMENT</p> <p>(a) Each client shall be provided:</p> <p>(1) an atmosphere conducive to uninterrupted sleep during scheduled sleeping hours, consistent with the types of services being provided and the type of clients being served; and</p> <p>(2) accessible areas for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment or habilitation team.</p> <p>(b) Each client shall be free to suitably decorate his room, or his portion of a multi-resident room, with respect to choice, normalization principles, and with respect for the physical structure. Any restrictions on this freedom shall be carried out in accordance with governing body policy.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to provide accessible areas for personal</p>	V 539		

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

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V 539	<p>Continued From page 1</p> <p>privacy for at least limited periods of time, for one (former client #1) of five current and former clients surveyed. The findings are:</p> <p>Review on 10-6-21 of former client #1 ' s facility record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 4-7-20</li> <li>- 18 years old</li> <li>- discharged 6-20-21</li> <li>- diagnosed with: <ul style="list-style-type: none"> <li>- Autism Spectrum Disorder</li> <li>- Bipolar Disorder</li> <li>- Major Depressive Disorder, Moderate</li> <li>- Oppositional-Defiant Disorder</li> <li>- Attention-Deficit/Hyperactivity Disorder</li> </ul> </li> </ul> <p>Review of the Complaint Intake Information form and interview with the local Department of Social Services Investigator/complainant on 10-4-21 revealed:</p> <ul style="list-style-type: none"> <li>- former client #1 (fc1) broke the facility ' s telephone (date not provided)</li> <li>- the speakerphone function of the telephone was the only way to use it</li> <li>- fc1 had telehealth (medical appointments over the telephone, not in-person) appointments</li> <li>- until a new telephone could be purchased, fc1 ' s medical appointments were conducted using the speakerphone</li> <li>- "by having to use the speakerphone, her confidentiality was denied because all the staff and other clients could hear the telehealth appointments"</li> </ul> <p>Interview on 10-5-21 with fc1 ' s grandmother and legal guardian (g/lg) revealed:</p> <ul style="list-style-type: none"> <li>- reported fc1 was currently hospitalized and</li> </ul>	V 539		

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V 539	<p>Continued From page 2</p> <p>therefore unable to be interviewed</p> <ul style="list-style-type: none"> <li>- the facility phone was not working properly, and only the speakerphone function was operable</li> <li>- fc1 was getting counseling over the phone</li> <li>- the speakerphone function was used by fc1 to conduct her counseling sessions</li> <li>- "...the other people there could hear the calls. I told them (facility staff) this wasn ' t right, and they told me it was because the phone was broken"</li> </ul> <p>Interview on 10-6-21 with former client #2 (fc2) revealed:</p> <ul style="list-style-type: none"> <li>- she used to live with fc1 at the facility</li> <li>- fc1 talked to her grandmother and therapist using the speakerphone</li> <li>- she remembered at least 3 times</li> <li>- she had to use the speakerphone because, "she broke the phone, she broke things, threw things"</li> </ul> <p>Interview on 10-6-21 with the Administrator/Licensee revealed:</p> <ul style="list-style-type: none"> <li>- "I don ' t know what it was about phones, but she pulled the cord out of the wall and broke the handset ..."</li> <li>- "I had to purchase another phone"</li> <li>- "In the meantime, before I could purchase another phone, she did do a telehealth appointment on speakerphone"</li> </ul> <p>Review on 10-6-21 of two receipts for telephone purchases revealed:</p> <ul style="list-style-type: none"> <li>- one phone was purchased on 3-16-21</li> <li>- one phone was purchased on 4-15-21</li> <li>- both phones were purchased by the Administrator/Licensee</li> </ul>	V 539		