

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-468</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/19/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE TAYLOR HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5026 LANSING DRIVE CHARLOTTE, NC 28270</b>
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V 000	INITIAL COMMENTS  A complaint survey was completed on 10-19-21. The complaint was unsubstantiated (#NC0000182077). Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G 5600C Supervised Living for Adults Whose Primary Diagnosis is a Developmental Disability.	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan  10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (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 of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (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.	V 112		

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

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to develop treatment strategies based on the needs of the clients, effecting one of four clients (Client #1). The findings are:</p> <p>Review on 10-18-21 and 10-19-21 of Client #1's record revealed: -Diagnoses include: major depressive disorder single episode unspecified, depression NOS, fatty liver, hip dysplasia, Mild Intellectual Disability. -Support Index dated 10-27-20 revealed; "needs some support to prevent emotional outbursts,,staff follow behavior support plan to help deescalate ...triggers ...staff changes, delivery on how the directive is given, conflicts with roomates, boredom, or anxiety ...may display verbal aggression ...needs some support with prevention of assaults or injuries to others ...one instance when new staff did not implement the behavior plan, client threw water on her." -Risk/support needs assessment dated 11-12-20 revealed: "... behaviors have increased. The team feels it is necessary to continue to follow the behavior support plan." -Treatment plan dated 1-21-21 revealed: "can have emotional outbursts if she has disagreement with peer, obsessed over a certain thing, receives redirection ...Crisis plan; triggers; any upcoming events... not having control over environment." -Behavior Support Plan dated 10-20-20 revealed: "displays targeted behaviors defined below for the purpose of control over her</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>environment ...pain/over stimulated ...obtain staff attention ...and/or control by interrupting other and talking louder...Target behaviors verbal aggression screaming, yelling, talking extra loud with agitated tone, cursing or any verbal reaction towards others she may stutter or threaten to tell ...may also throw objects or hit someone."</p> <p>-No documentation in Person Centered Plan or Behavior Support Plan about limiting items taken to the Day Program.</p> <p>Interview on 10-18-21 with Client #1 revealed: - "I have my stuff she (Staff #1) takes it out of my hand." -She was told that she was not supposed to take things to the day program. -Her guardian purchased a phone for her and she wanted to keep it with her. -Staff #1 wouldn't let her take her phone with her.</p> <p>Interview on 10-18-21 with Staff #1 revealed: -Client #1's day program worker had told the facility staff that she didn't want Client #1 to bring to many bags with her to the day program. - "I told her she didn't need all that stuff. I said all you need is your pocketbook." -Client #1 became very upset and started throwing things in the facility and breaking them. -Client #1 threw down her wallet a broke it, so Staff #1 did take her phone to prevent her from breaking that also. -When asked if there were any limitations to items in Client #1's treatment plan she replied; " I can't remember but I do know she is a hoarder and she is not supposed to have stuff with her she don't need."</p> <p>Interview on 10-18-21 with Staff #2 revealed: -Staff #1 asked Client #1 what she had in her</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>lunchbag, Client #1 started getting upset. She had a lot of items with her.</p> <p>-Client #1's one to one worker from the day program told Client #1 to stop taking to many bags.</p> <p>-" [Client #1] got upset. [Client #1] started screaming at us saying she could take what she wanted it was her right."</p> <p>-There was nothing in Client #1's treatment plan that limited the number of bags she could take to the day program.</p> <p>-"She usually takes her things with her. The lady that she had, her 1:1, that picks her up, she is the one that doesn't like it. That's why I said just leave it. I see she has her pocketbook, her wallet, her phone, I just let her take it. Like she said, it is her right. Sometimes I say '[Client #1] you have a lot of stuff do you need that' and she says 'yes.'"</p> <p>Interview on 10-18-21 with Staff #3 revealed:</p> <p>-Staff have taken things from Client #1.</p> <p>-" She (Client #1) can't take stuff to the day program. [Client #1] will collect, sometimes the 1:1 (from the day program) complains about the amount, sometimes when she has too much."</p> <p>Interview on 10-19-21 with the Residential Director revealed:</p> <p>-Client #1 does have a tendency to bring a lot of items to the day program.</p> <p>-" I know the 1:1 has requested that she not bring so much to the program."</p> <p>-She has talked to the Qualified Professional about adding restrictions to Client #1's treatment plan to limit the amount of bags she takes to the day program.</p> <p>-" I believe this has been an on going problem, but I have only been here since July (2021)."</p>	V 112		

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