

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL098-109</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/23/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WELLMAN CENTER 4</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>406 W. GARNER ST. WILSON, NC 27893</b>
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V 000	INITIAL COMMENTS  An annual survey was completed on September 23, 2021. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.	V 000		
V 114	27G .0207 Emergency Plans and Supplies  10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (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. (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (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. (d) Each facility shall have basic first aid supplies accessible for use.  This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to have fire and disaster drills held at least quarterly and repeated on each shift. The findings are:  Review on 09/23/21 of facility record from August 2020 thru September 2021 revealed: -Fire and disaster drill log book documented the shifts as 7a-3p 1st shift, 3p-11p 2nd shift and 11p-7a 3rd shift.	V 114	Fire Drills are conducted every month on rotating shifts. These drills are unannounced. Disaster drills are done quarterly on rotating shifts. A calendar of scheduled fire and disaster drills will be kept by the office manager. The facility operates on two twelve hour shifts, from 7am to 7pm and 7pm to 7am. There will be NO third shift.	10/1/21

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE  
Director

(X6) DATE

10/10/21

STATE FORM

6899

2Z2L11

RECEIVED

If continuation sheet 1 of 7

OCT 15 2021

DHSR-MH Licensure Sect

Division of Health Service Regulation

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V 114	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>- No fire drills documented for 3rd shift from August 2020 thru September 2021.</li> <li>- No disaster drills documented for 3rd shift from August 2020 thru September 2021.</li> <li>-Only two disaster drills documented for the year.</li> </ul> <p>During interview on 09/23/21 clients #1, #2 and #3 revealed:</p> <ul style="list-style-type: none"> <li>-They completed fire and disaster drills but did not know how often they were completed.</li> </ul> <p>During interview on 09/23/21 the Licensed Practical Nurse revealed:</p> <ul style="list-style-type: none"> <li>-The License could not be available for the exit due to not feeling well.</li> <li>-She would give the Licensee the information about the fire and disaster drills.</li> </ul>	V 114	<p><i>The Director has what is called long haul covid symptoms which includes, headaches, fatigue and shortness of breath. No disrespect was intended.</i></p>	
V 536	<p>27E .0107 Client Rights - Training on Alt to Rest. Int.</p> <p>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS</p> <p>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.</p> <p>(b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented.</p> <p>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data</p>	V 536		

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V 536	<p>Continued From page 2</p> <p>gathered.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <ol style="list-style-type: none"> <li>(1) knowledge and understanding of the people being served;</li> <li>(2) recognizing and interpreting human behavior;</li> <li>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</li> <li>(4) strategies for building positive relationships with persons with disabilities;</li> <li>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</li> <li>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</li> <li>(7) skills in assessing individual risk for escalating behavior;</li> <li>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</li> <li>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace</li> </ol>	V 536		

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V 536	<p>Continued From page 3</p> <p>behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience</p>	V 536		

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V 536	<p>Continued From page 4</p> <p>teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the</p>	V 536		

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V 536	<p>Continued From page 5</p> <p>facility failed to ensure 3 of 3 staff (#1, the Office Manager and the Licensee/Qualified Professional) received annual training updates in alternatives to restrictive interventions. The findings are:</p> <p>Review on 9/22/21 of staff #1 record revealed: - Hire date 7/02/07. - Title of Direct Care Staff. - No current training in alternatives to restrictive interventions.</p> <p>Review on 9/22/21 of the Office Manager's record revealed: - Hire date 7/01/07. - No current training in alternatives to restrictive interventions.</p> <p>Review on 9/22/21 of the Licensee/Qualified Professional's record revealed: - Hire date 1/01/07. - No current training in alternatives to restrictive interventions.</p> <p>During interview on 9/22/21 the Licensee/Qualified Professional revealed: -Some of the staff training "may be behind because the training lady won't come out because of the virus."</p>	V 536	<p>The Trainers could not come out to the facility doing the last eighteen months of the pandemic See attached training for staff.</p>	10/9/21
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>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.</p>	V 736		



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V 736	<p>Continued From page 6</p> <p>This Rule is not met as evidenced by: Based on observation and interview the Licensee failed to maintain the facility in a safe, clean manner and free from offensive odors. The findings are:</p> <p>Observation on 9/22/21 at approximately 11:30am of the facility revealed:</p> <ul style="list-style-type: none"> <li>- Sour odor throughout the facility.</li> <li>- The carpet throughout the facility was heavily stained.</li> <li>- Ceilings throughout the facility sagged and had brown stains consistent with water damage.</li> <li>- A smoke detector beeped at regular intervals.</li> <li>- The shower curtain in the hall bathroom was heavily stained black, consistent with mildew stains.</li> <li>- A soft spot under the floor covering between the hallway and the kitchen.</li> <li>- Large rotted areas in the roof of the back porch.</li> <li>- Large active wasp nest over the door on the back porch.</li> <li>-The ceiling was peeling in the den area and had a large water spot.</li> <li>-The ceiling in the kitchen had a water spot.</li> </ul> <p>During interview on 9/22/21 the Licensee/Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-He was aware the facility needed updates.</li> <li>-The maintenance person he had used for years had moved to another state.</li> </ul>	V 736	<p>A housekeeper and handy man has been hired to clean all carpets and paint walls and ceiling.</p>	10/9/21
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CPI | Blue Card®

Tashika Wellman

Name

has completed the CPI Nonviolent Crisis Intervention®

Training	10/9/2021	1-10	8
Expires	10/9/2023	Demetrius Wilson	
		Instructor	

For more learning opportunities visit [crisisprevention.com](http://crisisprevention.com).

NCI2893569



 **CPI | Blue Card®**


Ernestine Whitaker  
Name

has completed the CPI Nonviolent Crisis Intervention®

Training	10/9/2021	6-10	3
Expires	10/9/2022	Demetrius Wilson	
		Instructor	

For more learning opportunities  
visit [crisisprevention.com](http://crisisprevention.com).

**NCI2893C8B**

 **CPI | Blue Card®**

Name Larry Wellman

has completed the CPI Nonviolent Crisis Intervention®

Training: 10/9/2021 | 1-10 | B  
10/9/2022 | Demetrius Wilson

For more learning opportunities  
visit [crisisprevention.com](http://crisisprevention.com).

NCI2893DF0



# CPI | Blue Card®

*Evelyn Gomez*

has completed the CPI Nonviolent Crisis Intervention®

Training  
Issued: 09/1/2021  
Expires: 10/9/2022

170  
Instructor: *Demetrie Wilson*

For more learning opportunities  
visit [crisisprevention.com](http://crisisprevention.com).

NCI2893E52

CERTIFICATION CARD

# CPR, AED, and Basic First Aid

Larry Wellman

has successfully completed and competently performed the required knowledge and skill objectives for this program.

- Adult
- Adult and Child
- Adult, Child, and Infant

*Card is valid if more than one box is checked.*



Amy Smith

Authorized Instructor (Print Name)

192662

Registry No.

10/2/2021

Class Completion Date

252-799-6428

Training Center Phone No.

10/2/2023

Expiration Date

60574

Training Center I.D.

This card certifies the above named individual has successfully completed the required objectives and hands-on skill evaluations to the satisfaction of a currently authorized ASHI Instructor. This program conforms to the 2015 AHA Guidelines Update for CPR and ECC and the 2015 AHA and ARC Guidelines Update for First Aid. This program is not designed to meet pediatric first aid training regulatory requirements and should not be used for that purpose. Expiration date may not exceed two years from month of class completion.

CERTIFICATION  
CARD

# CPR, AED, and Basic First Aid

Ernestine Whitaker

has successfully completed and competently performed  
the required knowledge and skill objectives for this program.

- Adult
- Adult and Child
- Adult, Child, and Infant

*Card is void if more than one box is checked.*



Amy Smith

Authorized Instructor (Print Name)

1526603

Registry No.

10/2/2021

Class Completion Date

252-799-6428

Training Center Phone No.

10/2/2023

Expiration Date

60574

Training Center I.D.

This card certifies the above named individual has successfully completed the required objectives and hands-on skill evaluations to the satisfaction of a currently authorized ASHI Instructor. This program conforms to the 2015 AHA Guidelines Update for CPR and ECC and the 2015 AHA and ARC Guidelines Update for First Aid. This program is not designed to meet pediatric first aid training regulatory requirements and should not be used for that purpose. Expiration date may not exceed two years from month of class completion.

# CPR, AED, and Basic First Aid

Evelyn Gomez

has successfully completed and competently performed the required knowledge and skill objectives for this program.

- Adult   
 Adult and Child   
 Adult, Child, and Infant

*Card is void if more than one box is checked.*

Amy Smith

Authorized Instructor (Print Name)

139662

Registry No.

10/2/2021

Class Completion Date

10/2/2023

Expiration Date

252-799-6428

Training Center Phone No.

60574

Training Center I.D.



This card certifies the above named individual has successfully completed the required objectives and hands-on skill evaluations to the satisfaction of a currently authorized ASHI Instructor. This program conforms to the 2015 AHA Guidelines Update for CPR and ECC and the 2015 AHA and ARC Guidelines Update for First Aid. This program is not designed to meet pediatric first aid training regulatory requirements and should not be used for that purpose. Expiration date may not exceed two years from month of class completion.

# CPR, AED, and Basic First Aid

Tashika Wellman

has successfully completed and competently performed the required knowledge and skill objectives for this program.

- Adult
- Adult and Child
- Adult, Child, and Infant

*Card is void if more than one box is checked.*

Amy Smith  
Authorized Instructor (Print Name)

132662  
Registry No.

10/2/2021  
Class Completion Date

10/2/2023  
Expiration Date

\_\_\_\_\_  
Training Center Phone No.

\_\_\_\_\_  
Training Center I.D.



This card certifies the above named individual has successfully completed the required objectives and hands-on skill evaluations to the satisfaction of a currently authorized ASHI instructor. This program conforms to the 2015 AHA Guidelines Update for CPR and ECC and the 2015 AHA and ARC Guidelines Update for First Aid. This program is not designed to meet pediatric first aid training regulatory requirements and should not be used for that purpose. Expiration date may not exceed two years from month of class completion.