


Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-382	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 10/08/2021
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NAME OF PROVIDER OR SUPPLIER HOME CARE SOLUTIONS AT FOLKSTONE RIDGE	STREET ADDRESS, CITY, STATE, ZIP CODE 1166 FOLKSTONE RIDGE LANE WINSTON SALEM, NC 27127
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 10/8/21. The complaint was substantiated (intake #NC00181029). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times.</p> <p>(b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00</p>	V 364	<p style="text-align: center;">DHSR - Mental Health</p> <p style="text-align: center;">NOV 10 2021</p> <p style="text-align: center;">Lic. & Cert. Section</p>	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Director	(X6) DATE 11-6-2021
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V 364	<p>Continued From page 1</p> <p>a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for</p>	V 364		

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V 364	<p>Continued From page 2</p> <p>his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving</p>	V 364		
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V 364	<p>Continued From page 3</p> <p>treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be</p>	V 364		

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V 364	<p>Continued From page 4</p> <p>reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure clients were able to make telephone calls affecting 3 of 3 current clients (#1, #2, and #3). The findings are:</p> <p>Review on 10/7/21 of the telephone call policy revealed: - "Each resident is assigned two phone call days a week to make out going calls."</p>	V 364		

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V 364	<p>Continued From page 5</p> <p>Interview on 10/6/21 with client #3 revealed:</p> <ul style="list-style-type: none"> - Clients were only allowed to make telephone calls on their "call days." - Her call days were on Tuesdays and Fridays. - Client #2's telephone call days were on Mondays and Thursdays - Client #1's telephone call days were on Wednesday and Saturday. <p>Observation and attempted interview at approximately 2:00 pm on 10/6/21 with client #2 revealed:</p> <ul style="list-style-type: none"> - She had pneumonia and kept falling asleep during the interview. <p>Interview on 10/6/21 with client #2's one on one staff revealed:</p> <ul style="list-style-type: none"> - Clients were able to receive telephone calls anytime but they can only make telephone calls 2 days out of the week. - Client #1's telephone call days were Wednesdays and Saturdays. - Client #2's telephone call days were Mondays and Thursdays. - Client #3's telephone call days were Tuesday and Fridays. - If the clients wanted to call their legal guardian and it was not their call day, staff would have to contact the Residential Manager to obtain permission for the clients to call their legal guardians. <p>Observation and attempted interview at approximately 1:05 pm on 10/6/21 with client #1 revealed:</p> <ul style="list-style-type: none"> - Observed client to be hoarse and had difficulty talking. - She asked if she could leave and said she did not want to talk anymore. 	V 364		

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V 364	<p>Continued From page 6</p> <p>Interview on 10/6/21 with the Residential Manager revealed:</p> <ul style="list-style-type: none"> - Clients were scheduled 2 days out of the week to make telephone calls. - The clients could contact their legal guardians anytime and could receive telephone calls anytime. <p>Interview on 10/7/21 with staff #1 revealed:</p> <ul style="list-style-type: none"> - The clients have different days that they could make telephone calls. - Client #1 could make telephone calls on Wednesdays and Saturdays. - Client #2 could make telephone calls on Mondays and Sundays. - Client #3 could make telephone calls on Tuesdays and Fridays. <p>Interview on 10/7/21 with staff #3 revealed:</p> <ul style="list-style-type: none"> - Each client could only make calls two days out of the week. - The clients could receive calls anytime. <p>Interview on 10/7/21 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - Clients had call days 2 days out of the week. - Clients did not have treatment plans that limited how many days they could make telephone calls. 	V 364	<p>The residents have a minimum of two call days per week. There have been verbal altercation about phone time + "hogging the phone". The assigned two days guarantees fair time + phone usage without interruptions. Although, they can use the phone any day of the week as long as it does not impede or interfere with another person using the phone on their scheduled day.</p> <p>We will provide additional training to ensure that staff and residents are aware and that this rule is interpreted/understood the same by everyone.</p> <p>If treatment plans need to be reviewed this will also occur.</p> <p>The training to the Supervisor will be provided by the Director.</p>	
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The Supervisor will train the staff + the residents.
Follow up will occur on 11/12/21.
Director will ensure training is completed + monitor as needed.