

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL032-261	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 12/13/2021
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NAME OF PROVIDER OR SUPPLIER REGIS AVENUE GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 4425 REGIS AVENUE DURHAM, NC 27705
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on December 13, 2021. The complaint was substantiated (intake #NC00183597). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>The survey sample consisted of audits of 6 current clients.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</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"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. 	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 record reviews and interviews one of three audited staff (staff #1) failed to demonstrate the knowledge, skills and abilities required for the population served. The findings are:</p> <p>a. Review on 12/10/21 of client #1's record revealed: -Admission date of 11/4/78. -Diagnoses of Mild Intellectual and Developmental Disability, Anxiety, Adjustment Disorder with Depressed Mood, Senile Osteoporosis and Gout.</p> <p>b. Review on 12/10/21 of client #2's record revealed: -Admission date of 12/2/85. -Diagnoses of Mild Intellectual and Developmental Disability, Major Depressive Disorder, Cognitive Disorder, Down Syndrome, Gastroesophageal Reflux Disease and B12 deficiency.</p> <p>c. Review on 12/10/21 of client #3's record revealed: -Admission date of 12/31/75. -Diagnoses of Mild Intellectual and Developmental Disability, Hypertension, Congenital Hypothyroidism, Obesity, Osteopenia,</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Dysthymia Disorder, Chronic Kidney Disease, Edema, Overactive Bladder, Heartburn, Neuropathy in foot and Gout.</p> <p>d. Review on 12/10/21 of client #4's record revealed: -Admission date of 4/27/15. -Diagnoses of Moderate Intellectual and Developmental Disability, Diabetes, Hypertension and High Cholesterol.</p> <p>e. Review on 12/10/21 of client #5's record revealed: -Admission date of 10/2/06. -Diagnoses of Mild Intellectual and Developmental Disability, Type II Diabetes, High Blood Pressure, Chronic Migraines, Chronic Kidney Disease, Insomnia, Chronic Right Side Heart Failure, Depression and High Cholesterol.</p> <p>f. Review on 12/10/21 of client #6's record revealed: -Admission date of 11/5/15. -Diagnoses of Mild Intellectual and Developmental Disability, Schizophrenia, Type II Diabetes, Pes Planus, Dyshidrotic Eczema and Gastroesophageal Reflux Disease.</p> <p>Review on 12/13/21 of the facility's personnel files revealed: - Staff #1 had a hire date of 3/3/21. - Staff #1 was hired as a Group Home Manager.</p> <p>Interview on 12/10/21 with client #1 revealed: -She had an incident with staff #1 last week at the group home. -Staff #1 fussed at her. Staff #1 called her a "b***h." -Staff #1 called her a "b***h" in front of the other clients.</p>	V 110		

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V 110	<p>Continued From page 3</p> <ul style="list-style-type: none"> -Staff #1 got upset when she called her doctor to make an appointment to get shingles shot. -Staff #1 fussed at her and asked why did she call the doctor. -She does not like staff #1. Staff #1 also yelled at the other clients in the home. -Staff #1 told her to get her butt to the table in November 2021. -She told the Division Director about the issues with staff #1, however she did not believe her. <p>Interview on 12/10/21 with client #3 revealed:</p> <ul style="list-style-type: none"> -Staff #1 yelled at her once or twice. She thought she yelled at her about a week or two ago. -Staff #1 yelled at her because she was trying get a packet of sweetener for her coffee. -She also heard staff #1 yelling at client #1. Staff #1 yelled at client #1 a lot. -She heard staff #1 tell client #1 "I'm done with you." -Staff #1 and client #1 had a recent incident and client #1 was upset. -Client #1 said "I hate [staff #1], I don't like her." <p>Interview on 12/10/21 with client #4 revealed:</p> <ul style="list-style-type: none"> -"I don't like [staff #1's] ways." Staff #1 talked loud and yelled at all of them. -"They really don't like [staff #1], they want her away from this home." -"They have talked to [The Division Director] and she will not do anything. [Staff #1 and the Division Director] are tight, they are good friends." <p>Interview on 12/10/21 with client #6 revealed:</p> <ul style="list-style-type: none"> -Staff #1 was always fussing and yelling at client #1. -Staff #1 also cussed at client #1. Staff #1 told client #1 to get her "a**" in the kitchen to eat dinner. She thought that happened around April 2021. 	V 110		

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V 110	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Staff #1 was always slamming the doors throughout the group home. She saw her slam the door in client #1's face. -Staff #1 also had her grandson at the group home. -Staff #1's grandson was running all over the group home. He ran into client #2's bedroom while she was naked and getting dressed. -She talked with the Division Director about staff #1 mistreating client #1 on more than one occasion. <p>Interview on 12/13/21 with staff #1 revealed:</p> <ul style="list-style-type: none"> -There were days when she was in pain and she did get frustrated. -She had a loud voice, but does not yell at the clients. -She did clash with client #1, it's been that way since she worked at that home. -The clients never say anything to her about yelling or any other issues when she is working at the home. -She had her grandson at the group home for about 12 hours, he did not stay overnight. -The Assistant Director gave her permission to keep her grandson, she was babysitting. <p>Interview on 12/13/21 with staff #2 revealed:</p> <ul style="list-style-type: none"> -The clients talked with her about the issues they had with staff #1. -Client #1 would cry after staff #1 left her shift. Client #1 would say staff #1 yelled and screamed at her. -Client #1 would say she wanted to call her mother and/or brother. -Client #4 just recently told her staff #1 slammed the door in her face when she was trying to get her attention. -Client #1 was the client who complained the most about staff #1. 	V 110		

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V 110	<p>Continued From page 5</p> <ul style="list-style-type: none"> -Three of the clients mentioned staff #1 had family members in the home on several occasions. -Some of the clients talked to the Division Director about their concerns with staff #1. The clients felt like their issues were not addressed. <p>Interview on 12/10/21 with staff #3 revealed:</p> <ul style="list-style-type: none"> -She worked as client #2's one on one staff. She was at the home with the Group Home Managers during the day. -She overheard staff #1 yelling at client #1 on more than one occasion. -Client #1 would get upset and she would sometimes cry. -Client #1 told her about a recent incident with staff #1. -Client #1 said staff #1 asked her for money. Client #1 said she refused to give her any money. Client #1 was upset and cried while she talked about that incident. -She heard staff #1 tell the clients "what goes on in the house stays in the house." -She also heard staff #1 say "I know I yell at you'll sometimes." -Staff #1 was very loud and controlling to the clients. -She felt like some of the clients were afraid of staff #1. -"The clients will go out of their way to be nice to [staff #1] so she don't get on them." -Client #1 would speak up for herself. Client #1 and Client #4 were not afraid of staff #1. -She saw staff #1's grandchild in the home. He was running all over the house. -Staff #1's grandson ran into client #2's bedroom. Client #2 just came out the shower and was getting dressed. She thought the grandchild was at the home a few months ago. -The Division Director knew staff #1's grandchild 	V 110		

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V 110	<p>Continued From page 6</p> <p>was at the home because she was here and said it was ok.</p> <ul style="list-style-type: none"> -She felt like staff #1 needed a lot of training to work with these clients. -The Division Director really did not want to address anything with staff #1. -She knew staff #2 and the clients talked to the Division Director about some concerns with staff #1. The issues were not addressed. <p>Interview on 12/10/21 with the Division Director revealed:</p> <ul style="list-style-type: none"> -Staff #1 said that she had "a motherly tone", she really was not sure what that meant. -Staff #1 called her recently and said client #1 was trying to make an appointment. -She had given client #1 permission to call her doctor and staff #1 didn't know that. -Staff #1 seemed to be upset because she didn't know she had permission. -Client #1 called her the day after that incident. Client said staff #1 got upset with her because she called the Doctor's office. -Client #1 said staff #1 was yelling at her. -She was at the home a lot with staff #1 and never heard her yelling at the clients. -Staff #1 had a loud voice, she can't say she was being inappropriate with the clients. -She was aware that staff #1 had family members visit the home. -As far as she knew the family members were not in the home for a long period of time. -It was not against the rules to have family members in the home. -She was not aware of staff #1's grandson running around the home and going into client #2's room while she was getting dressed. <p>Interviews on 12/10/21 and 12/13/21 with the Executive Director revealed:</p>	V 110		

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V 110	<p>Continued From page 7</p> <ul style="list-style-type: none"> -Staff #2 had a history of complaining to management about her co-staff. -Staff #2 complaints were generally "petty" issues. She had not complained about any abusive type issues. -Staff #2 would "nit pick" everything the other staff does. -Staff #2 would get the clients upset with the other staff. -They were aware that staff #1 and client #1 had a recent incident. There was a misunderstanding about client #1 calling to schedule a doctor's appointment. -Staff #1 admitted she yelled at client #1 during that incident, however she apologized to her. The agency did address that incident with staff #1. -The Division Director had been working at the home on and off for the last three weeks. The Division Director had not reported seeing and/or hearing anything inappropriate between staff #1 and the clients. -She was aware staff #1 had a few staff members visit the home in the past. It was her understanding the family members were in the home for a short period of time. It was not against the rules to have staff family members visit the home. 	V 110		