

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL040030</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>02/04/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LUCILLE'S BEHAVIORAL, INC. #2</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>351 HOLLOMAN ROAD</b> <b>WALSTONBURG, NC 27888</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A follow up survey was completed February 4, 2022. 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> <p>A sister facility is identified in this report. The sister facility will be identified as sister facility A and the clients will be identified as client A1, client A2 and client A3.</p> <p>The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and</p>	V 108		

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

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V 108	<p>Continued From page 1</p> <p>trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure staff were trained in Cardiopulmonary Resuscitation (CPR) and First Aid (FA) affecting 1 of 3 staff audited (#1).</p> <p>Review on 2/3/22 of staff #1's personnel record revealed: -A hire date of 9/14/20. -National CPR Foundation training certificate dated 9/11/20 for CPR and First Aid. -There was no evidence of a current CPR or First Aid Certification that had been conducted with an in-person instructor.</p> <p>Interview on 2/3/22 the Licensee stated: -Staff #1 was hired in 2020 and completed the CPR/FA certification online because of the pandemic.</p>	V 108		
V 542	<p>27F .0105(a-c) Client Rights - Client's Personal Funds</p> <p>10A NCAC 27F .0105 CLIENT'S PERSONAL</p>	V 542		

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V 542	<p>Continued From page 2</p> <p><b>FUNDS</b></p> <p>(a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days.</p> <p>(b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts.</p> <p>(c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that:</p> <ol style="list-style-type: none"> <li>(1) assure to the client the right to deposit and withdraw money;</li> <li>(2) regulate the receipt and distribution of funds in a personal fund account;</li> <li>(3) provide for the receipt of deposits made by friends, relatives or others;</li> <li>(4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;</li> <li>(5) assure that a client's personal funds will be kept separate from any operating funds of the facility;</li> <li>(6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client;</li> <li>(7) provide for the issuance of receipts to persons depositing or withdrawing funds; and</li> <li>(8) provide the client with a quarterly accounting of his personal fund account.</li> </ol> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the</p>	V 542		

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V 542	<p>Continued From page 3</p> <p>facility failed to (1) manage and maintain records of client personal funds as required; (2) keep clients' personal funds separate from any operating funds (3) provide quarterly accounting of clients' personal fund accounts, (4) provide for the issuance of receipts to persons depositing or withdrawing funds affecting 3 of 3 clients (#1, #2 and #3). The findings are:</p> <p>Finding #1 Review on 2/2/22 of client# 2's record revealed: -43 year old female admitted 11/21/17. -Diagnoses of Schizophrenia, Obsessive Compulsive Disorder, Diabetes-Type A, Intellectual Developmental Disability-Mild, Hypertension, Gastroesophageal Reflux Disease -A consumer monthly funds report dated 11/2020 - 1/2022 with client #2's signature denoting \$76.00 given to her monthly. -No evidence of quarterly accounting of client #2's personal funds being provided to her guardian. -No evidence of receipts for withdrawals from client #2's personal funds.</p> <p>Review on 2/2/22 - 2/3/22 of facility bank statements for 1/1/21 - 11/30/21 of a joint residential fund account where personal monies for client #2, client #1, client #3 and 2 clients from sister facility A were deposited monthly revealed: -Client #2 received deposits of personal stimulus funds in January 2021 for \$600.00 and April 2021 for \$1400.00. -Client #2 received social security deposits of \$696.93 in February 2021, \$768.19 in March 2021, \$768. 50 and \$785.72 in April and \$722.27 in June 2021. Client #2 received \$756.72 monthly between July 2021 and November 2021. -Client #2 received electronic benefits transfer (EBT) funds monthly 1/1/21 - 10/30/21 in the amount of \$442.00 and \$411.00 for November</p>	V 542		

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V 542	<p>Continued From page 4</p> <p>2021.</p> <p>Interview on 2/3/22 client #2 stated: -She had lived at the facility 5-6 years. -She received \$76.00 monthly as personal money. -She had never received a quarterly accounting statement. -She kept and spent her money but did not retain all receipts.</p> <p>Finding #2 Review on 2/2/22 of client #1's record revealed: -52 year old male admitted 3/31/09. -Diagnoses of Intellectual Developmental Disability-Profound, High Cholesterol and Constipation. -No evidence of quarterly accounting of client #1's personal funds being provided to his guardian. -No evidence of receipts for withdrawals from client #1's personal funds</p> <p>Review on 2/2/22 - 2/3/22 of facility bank statements for 1/1/21 - 11/30/21 of a joint residential fund account where personal monies for client #1, client #2, client #1 and 2 clients from sister facility A were deposited monthly revealed: -Client #1 received deposits of personal stimulus funds in January 2021 for \$600.00 and April 2021 for \$1400.00 -Client #1 received social security deposits of \$794.00 monthly 2/1/21 - 11/30/21. -Client #1 received electronic benefits transfer funds monthly between 1/1/21 - 11/30/21 in the amount of \$454.00.</p> <p>Attempted interview on 2/2/22 with client #1 was unsuccessful as he is non-verbal.</p> <p>Finding #3</p>	V 542		

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V 542	<p>Continued From page 5</p> <p>Review on 2/2/22 of client #3's record revealed: -59 year old female admitted 9/3/08. Diagnoses of Schizophrenia-Paranoid Type, Intellectual Developmental Disability-Mild, Nicotine Dependence, Gastroesophageal Reflux Disease, Diabetes Mellitus, Cholesterol Dysfunction, Benign chest Lumps in Lung Area and Anemia. -No evidence of quarterly accounting of client #3's personal funds being provided to her guardian. -No evidence of receipts for withdrawals from client #3's personal funds.</p> <p>Review on 2/2/22 - 2/3/22 of facility bank statements for 1/1/21 - 11/30/21 of a joint residential fund account where personal monies for client #3, client #1, client #2 and 2 clients from sister facility A were deposited monthly revealed: -Client #3 received deposits of personal stimulus funds in January 2021 for \$600.00 and April for \$1400.00. -Client #3 received social security deposits of \$794.00 monthly 2/1/21 - 11/30/21. -Client #3 received electronic benefits transfer funds monthly between 1/1/21 - 11/30/21 in the amount of \$454.00.</p> <p>Interview on 2/2/22 client #3 stated she received monthly spending money, she regularly shopped in the community and she kept her money.</p> <p>Interview on 2/3/22 client #2's guardian stated: -She had never received a quarterly accounting statement from the facility.</p> <p>Interview between 2/2/22 - 2/4/22 the Licensee stated: -Quarterly accounting statements were not provided to clients or guardians. -Clients had been responsible for maintaining</p>	V 542		

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V 542	Continued From page 6  their personal money and any receipts. -All of client #1, client #2, and client #3's personal funds were deposited into a joint residential fund account with 2 other clients from sister facility A.	V 542		
V 543	27F .0105(d) Client Rights - Client's Personal Funds  10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS (d) Authorization by the client or legally responsible person is required before a deduction can be made from a personal fund account for any amount owed or alleged to be owed for damages done or alleged to have been done by the client: (1) to the facility; (2) an employee of the facility; (3) to a visitor of the facility; or (4) to another client of the facility.  This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to receive authorization by the client or legally responsible person before a deduction was made from client's personal fund account for any amount owed or alleged to be owed for damages done by the client for 1 of 3 clients (#2). The findings are:  Finding #1 Review on 2/2/22 of client# 2's record revealed: -43 year old female admitted 11/21/17. -Diagnoses of Schizophrenia, Obsessive Compulsive Disorder, Diabetes-Type A, Intellectual Developmental Disability-Mild, Hypertension, Gastroesophageal Reflux Disease. -Client #2 had a legal guardian through a local	V 543		

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V 543	<p>Continued From page 7</p> <p>advocacy agency.</p> <p>Review on 2/2/22 - 2/3/22 of facility bank statements for 1/1/21 - 11/30/21 of a joint residential fund account where personal monies for client #2, client #1, client #3 and 2 clients from sister facility A were deposited monthly revealed: -Client #2 received deposits of personal stimulus funds in January 2021 for \$600.00 and April 2021 for \$1400.00.</p> <p>Review on 2/2/22 - 2/3/22 of an invoice dated 6/10/21 revealed: -The invoice had the facility's address and was from a flooring company in a neighboring city. -"Description- Install roll goods (stock selection) cost \$866.50...Remove and dispose of existing carpet/padding cost \$118.00...prep floor and remove staples cost \$125.00, install thresholds for (2) doors cost \$25.00...Install primed quarter round- quantity 120.00-cost \$2.00, total \$240.00." -The total bill was \$1374.00.</p> <p>Interview on 2/3/22 client #2 stated: -The floors in the facility were cracked up ad the whole house needed floors replaced. -The floors had been replaced throughout the facility so it would "look nice." -Her money did not pay to replace the floors. -She would sometimes relieve herself in a trash can in her bedroom if someone else was in the bathroom, but she never relieved herself on the floor inside her closet.</p> <p>Interview on 2/3/22 client #2's guardian stated: -She had been client #2's guardian for about 2 years inconsistently. -She was aware of client #2's incontinence issue. -She had not been contacted by anyone from the facility to authorize the use of client #2's personal</p>	V 543		

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V 543	<p>Continued From page 8</p> <p>funds to pay for any damages at the facility caused by client #2.</p> <p>-She would have evaluated the situation and approval for client personal funds to pay for damages caused by clients is considered on a case by case basis.</p> <p>-In some cases client personal funds had been used to pay for damages caused by them.</p> <p>Interview on 2/3/22 the Group Home Manager stated:</p> <p>-The carpet in client #2's closet had to be pulled up because client #2 had soiled it with urine and feces.</p> <p>-The carpet turned brown.</p> <p>-Plyboard had to be installed because the urine and feces caused a lingering smell.</p> <p>Interview on 2/2/22 - 2/3/22 the Licensee stated:</p> <p>-Client #2 had a legal guardian with a local advocacy agency.</p> <p>-Client #2 had received personal stimulus funds for \$1400.00 that was deposited into the joint residential fund account where all of client #2, client #1, client #3 and 2 clients from sister facility A personal funds are deposited.</p> <p>-Client #2 ruined her bedroom closet floor by continuously urinating on it resulting in the closet floor having to be replaced.</p> <p>-Client #2's \$1400.00 personal stimulus money was used to pay for the replacement of client #2's closet floor since client #2 caused the damage.</p> <p>-Client #2's inappropriate toileting behaviors had been discussed with client #2's care coordinator with the local managed care organization.</p> <p>-She had not discussed using client #2's personal funds to pay for damages that client #2 caused in her bedroom closet with client #2's guardian.</p> <p>-She had not received authorization from client #2's guardian to use client #2's personal funds to</p>	V 543		

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V 543	Continued From page 9  pay for the replacement of of the closet floor in client #2's bedroom.	V 543		