

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/15/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G338	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/14/2021
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NAME OF PROVIDER OR SUPPLIER LIFE, INC MINUTE MAN GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 388 MINUTE MAN LANE WASHINGTON, NC 27889
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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W 249	<p>PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1)</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure 2 of 4 audit clients (#3, #5) received a continuous active treatment program consisting of needed interventions and services as identified in the individual program plan (IPP) in the area of behavior management and implementing toileting programs. The findings are:</p> <p>During evening observations in the facility on 9/14/21 at 5:06pm client #5 was sitting on a living room couch and her pants were noted to be wet between her legs. At 5:15pm, the surveyor mentioned to staff D that client #5's pants were wet. At 5:25pm, staff B walked over and asked client #5 to go to the bathroom to change her pants. Client #5 refused to go with staff B.</p> <p>Interview on 9/14/21 with staff B at 5:30pm, revealed every 2 hours staff should offer client #5 the opportunity to go to the bathroom for toileting. Further interview revealed if she has a toileting accident, that staff should verbally redirect her to the bathroom to change her clothing as soon as possible and the area where she was sitting</p>	W 249	<p>W 249 Facility managers will ensure each client receives a continuous active treatment program including but not limited to needed interventions and services in sufficient numbers and frequency as it pertains behavior management and implementing toileting programs to support the achievement of the objectives as identified in the IPP. All BIP's will be reviewed as well as the IPP relative to toileting programs. Any changes deemed necessary by the team will be made and addendums will be added to the My Life Plan. All staff will be in-serviced on all behavioral programs to include any updates made, for all clients as it pertains to interventions in regards to toileting programs and needed intervention for essential tasks or interventions for all clients. On-going monitoring will be consistent while in the home but no less than bi-weekly to ensure compliance in this area. Documentation on monitoring will occur on LIFE Inc's facility inspection form, employee observation logs, toileting schedules as applicable and behavior documentation.</p>	11-13-2021
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Susan Papp

TITLE

Director of CF

(X6) DATE

9/21/21

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 249	<p>Continued From page 1 should be cleaned.</p> <p>During continued observations on 9/14/21 at 5:40pm, client #5 continued to sit on a living room couch with wet pants. The RM asked client #5 to get up and go to the bathroom to change her clothing, she refused. At 5:41pm, the RM took client #5 to the bathroom to wash her hands for supper. At 5:45, client #5 came into the dining room and was cued to sit at the dining room table for supper. However, she had not changed her clothing and was still wearing the pants in which she had the earlier toileting accident.</p> <p>After supper observations were concluded on 9/14/21 at 6:15pm, client #5 was verbally cued to get up and take her plates, cups and placemat to the kitchen. Staff B got up, helped push client #5's chair under the table. At 6:30pm, when the surveyor left the facility, client #5 had not been taken to the bathroom to clean up and change her clothing. This resulted in 1 hour and 30 minutes of observation with client #5 in the same clothing in which she had an earlier toileting accident.</p> <p>Review on 9/13/21 of client #5's individual program plan (IPP) dated 10/6/20 revealed she uses the bathroom with reminders from staff and requires prompts for most grooming tasks. Additional review of the IPP revealed a need to improve self help skills. Client #5 has a formal program to take off her undergarments with 100% independence for 2 consecutive months which was implemented on 2/1/21.</p> <p>Review on 9/14/21 of client #5's habilitation evaluation dated 10/5/20 revealed she has a formal need to improve self help skills which</p>	W 249		
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W 249	<p>Continued From page 2</p> <p>includes a formal program to change her undergarments. Further review of the habilitation evaluation revealed she need assistance with toileting, dressing and undressing to ensure she does a thorough job cleaning her self after toileting and adjusting her clothing.</p> <p>Review on 9/14/21 of client #5's behavior support program (BSP) dated 4/20/20 revealed she has target behaviors of defiance, vocal agitation, disruptive mealtime behavior and aggression. The intervention for defiance is to provide her verbal requests, give her ample time to comply and come back to her with the request. If she has still not complied, staff should provide the least amount of physical assistance to facilitate compliance.</p> <p>Interview on 9/14/21 with the qualified intellectual disabilities professional (QIDP) revealed defiance is a target behavior for client #5. Further interview confirmed that client #5 has a formal program to change her undergarments and if she does not comply with verbal requests, staff should use the least amount of physical assistance needed to ensure she complies.</p> <p>B. During morning observations in the facility on 9/14/21 from 6:40am-6:53am client #3 continuously attempted to grab staff and the surveyor. Staff C and staff D verbally redirected her several times and attempted to offer her activities with drawing paper and markers. Client #3 threw several of these activities in the trash can. At 6:50am, client #3 was attempted to grab staff when client #2 jumped up from a living room chair, grabbed client #6, attempted to hit her and attempted to rip her shirt off. Staff C immediately intervened and the residential manager (RM) took</p>	W 249		
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W 249	<p>Continued From page 3 client #2 to her bedroom.</p> <p>During continued observations in the facility at 6:53am, the RM was standing outside client #2's bedroom and overheard staff D attempt to redirect client #3 from grabbing and scratching the surveyor. The residential manager (RM) physically redirected client #3 into client #2's bedroom and shut the bedroom door. During this time, staff C was administering medications and staff D was in the kitchen cooking breakfast. Clients #2 and #3 remained in client #2's bedroom until 7:30am when client #2 was verbally cued to go to the medication room to receive medications.</p> <p>Review on 9/14 of client #3's behavior support program (BSP) dated 8/16/21 revealed she has target behaviors of agitation, aggression, rummaging/property destruction/misuse of property, inappropriate touching and inappropriate toileting. Interventions in this program for inappropriate touching include "Intervene and provide verbal prompt to stop. Continued review revealed, "Provide prompts/guidance to put her hands to her side or in her lap for 3 seconds without interruption. If she continues staff should redirect her away from the group and involve her in an activity. If [client #3] continues to exhibit these behaviors, she should be removed from the area bedroom/activity room until she is calm. Calm is defined as 5 minutes without exhibiting these behaviors."</p> <p>Interview on 9/14/21 with the qualified intellectual disabilities professional (QIDP) revealed client #3 should be removed to an area away from all other clients when she is agitated or is exhibiting</p>	W 249		
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W 249	Continued From page 4 inappropriate touching until she is calm. Further interview revealed taking client #3 to client #2's bedroom and closing the door is not following client #3's BSP. Further interview revealed there is also the possibility of further aggression by placing clients #2 and #3 in the same room when they are both agitated.	W 249			
W 454	INFECTION CONTROL CFR(s): 483.470(l)(1) The facility must provide a sanitary environment to avoid sources and transmission of infections. This STANDARD is not met as evidenced by: Based on observation and interviews, the facility failed to ensure staff were sufficiently trained on use of sanitizing agents in the facility. This affected 1 of 4 audit clients (#5). The finding is: During evening observations in the facility on 9/14/21 at 5:06pm, client #5 was sitting on a living room couch and her pants were noted to be wet between her legs. At 5:15pm the surveyor mentioned to staff D that client #5's pants were wet. At 5:25pm, staff B walked over and asked client #5 to go to the bathroom to change her pants. Client #5 refused to go with staff B. Interview on 9/14/21 with staff B at 5:30pm revealed every 2 hours staff should offer client #5 the opportunity to go to the bathroom for toileting. Further interview revealed if she has a toileting accident, that staff should verbally redirect her to the bathroom to change her clothing as soon as possible and the area where she was sitting should be cleaned.	W 454	W 454 The facility will ensure that all employees receive training to ensure a sanitary environment to avoid sources and transmissions of infections. Facility managers will ensure that sanitizing agents be used for soiled areas throughout the home in a timely manner. Staff will be in-serviced to ensure all sanitary protocols are being followed throughout the day. This includes, but not limited to ensuring that all soiled surfaces are cleaned properly and effectively in a timely manner using approved sanitation protocol. All staff will receive updated training regarding BBP and compliance as well as proper hygiene to prevent cross contamination. This plan of correction will be monitored by the QP/HC/Nurse on an ongoing basis through scheduled inspections a minimum of 3 times a month and documented in the FIDs app of random inspections.	11-13-2021	

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W 454	<p>Continued From page 5</p> <p>During continued observations on 9/14/21 at 5:40pm, client #5 continued to sit on a living room couch with wet pants. At 5:41pm the RM took client #5 to the bathroom to wash her hands for supper. At 5:45pm client #5 came into the dining room and was cued to sit at the dining room table for supper, still wearing the pants that she had the earlier toileting accident. At 5:45pm, the living room couch where client #5 was sitting had not been sanitized.</p> <p>After supper observations were concluded on 9/14/21 at 6:15pm, client #5 was verbally cued to get up and take her plates, cups and mat to the kitchen. At 6:30pm when the surveyor left the facility neither the short couch in the living room area or the dining room chair had not been sanitized.</p> <p>Interview on 9/14/21 with the qualified intellectual disabilities professional (QIDP) confirmed when client #5 has a toileting accident, the area where she is sitting should be sanitized. Additional interview confirmed all staff have been inserviced on the importance of using cleaning agents in the home.</p>	W 454			