STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	34G086	A. BUILDING _____ B. WING _____	04/13/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
DAL-WAN HEIGHTS GROUP HOME	748 SHARON DR. STATESVILLE, NC 28677

(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
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) 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. This STANDARD is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure 3 of 4 sampled clients (#2, #4 and #6) received a continuous active treatment program consisting of needed interventions as identified in their person centered plans (PCPs) relative to communication. The findings are: A. The team failed to ensure a program objective relative to communication was implemented in sufficient frequency to support the need of client #2. For example: Observation in the group home throughout the 4/12/22 - 4/13/22 survey revealed client #2 to participate in various activities in the group home to include leisure activities, participating in meal preparation and medication administration. At various times during survey observations on 4/12-13/2022 client #2 was observed to verbally make loud verbal gestures at staff to which staff would verbally respond. Review of records for client #2 on 4/13/22 revealed a PCP dated 7/8/21. Review of current	W 249		

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

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	34G086	A. BUILDING _____ B. WING _____	04/13/2022

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training objectives of the 7/21 PCP for client #2 revealed a communication program implemented 10/11/21. Review of client #2's communication program revealed the client will after a model will utilize her communication picture book an average of 90% of opportunities for 2 consecutive months.

Continued review of the communication program for client #2 revealed the program was to be implemented during the client's daily routine and to target choices for mealtime and leisure. Review of program directions revealed staff will provide the opportunity to use the communication book to allow client #2 to expressively request items or activities; they will gesture towards or hand the client the book when appropriate. Further review revealed the trainer will involve the client in an interaction and open the book to an appropriate page.

Interview with the qualified intellectual developmental professional QIDP on 4/13/22 verified client #2 has a current communication program. Continued interview with the QIDP verified client #2's communication program should have been implemented as written to support the client's communication needs.

B. The team failed to ensure a program objective relative to communication was implemented in sufficient frequency to support the need of client #4. For example:

Observation in the group home throughout the 4/12/22 - 4/13/22 survey revealed client #4 to participate in various activities in the group home to include leisure activities, exercise, participating in setting the table, eating meals, chores, laundry

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and medication administration. At various times during survey observations on 4/12-13/2022 client #4 was observed to complete tasks following verbal request from staff.

Review of records for client #4 on 4/13/22 revealed a PCP dated 10/26/21. Review of current training objectives of the 10/21 PCP for client #4 revealed a communication program implemented 1/20/21. Review of client #4's communication program revealed the client will complete the TEACCH schedule with 95% accuracy for 2 consecutive months.

Continued review of the communication program for client #4 revealed staff should encourage the client to utilize the communication book across all settings. Staff should also respond to and reinforce the use of manual signing, utilize symbols in the communication picture book and provide the TEACCH schedule during the daily routine.

Interview with the QIDP on 4/13/22 verified client #4 has a current communication program. Continued interview with the QIDP verified client #4's communication program should have been implemented as written to support the client's communication needs.

C. The team failed to ensure a program objective relative to communication was implemented in sufficient frequency to support the need of client #6. For example:

Observation in the group home throughout the 4/12/22 - 4/13/22 survey revealed client #6 to participate in various activities in the group home

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W 249	Continued From page 3 to include leisure activities, eating meals, taking dishes to the kitchen and medication administration. At various times during survey observations on 4/12-13/2022 client #4 was observed to verbally scream or make loud verbal gestures at staff to which staff would verbally respond "It's okay and calm down" followed by verbal request to complete tasks. Review of records for client #6 on 4/13/22 revealed a PCP dated 7/19/21. Review of current training objectives of the 7/21 PCP for client #4 revealed a communication program implemented 1/20/21. Review of client #4's communication program revealed the client will go to the designated activity/location when presented with a picture paired with a gesture prompt with 90% accuracy for 2 consecutive months. Continued review of the communication program for client #4 revealed the program was to be implemented during appropriate times throughout the client's schedules. Review of program directions revealed staff will carry the book containing the pictures and provide the client the opportunity for transition from one activity to the next by giving the client a cue in the form of a picture paired with a gestured cue. Interview with the QIDP on 4/13/22 verified client #6 communication program is current. Continued interview with the QIDP verified client #6's communication program should have been implemented as written to support the client's communication needs.	W 249		