

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-617	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/14/2022
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NAME OF PROVIDER OR SUPPLIER LAKE BRANDT GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 6184 LAKE BRANDT ROAD GREENSBORO, NC 27455
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 4/14/2022. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 6 and has a census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</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> <ol style="list-style-type: none"> (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. <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 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.</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>(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 interviews, the facility failed to ensure trainings in first aid and cardiopulmonary resuscitation (CPR) were completed for 1 of 3 audited staff (#2). The findings are:</p> <p>Review on 4/13/2022 of Staff #2's employee record revealed: - Original hire date: 2/26/2020 - Re-hire date: 1/24/2022 - Documentation that training in first aid had expired on 3/5/2021. - No refresher training in first aid. - No training in CPR.</p> <p>Interview on 4/12/2022 with Staff #2 revealed: - She had been re-hired approximately 3 months ago. - She was able to list several trainings that she had completed, but first aid and CPR were not named.</p> <p>Interview on 4/14/2022 with the Human Resources Coordinator (HRC) revealed: - She had started in the HRC role in January 2022. - The prior HRC had not compiled employee files for several staff before she left the position.</p>	V 108		

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V 108	<p>Continued From page 2</p> <ul style="list-style-type: none"> - She had not been able to find documentation of Staff #2's first aid and CPR trainings. <p>Interviews on 4/11/2022 and 4/14/2022 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - Facility staff received email notification of the need for retraining prior to their due dates. - He thought that Staff #2's trainings were up to date. - There had been changes in the Human Resources Department within the past few months which contributed to facility staff having difficulty locating Staff #2's training documents. - The new HRC was in the process of getting information uploaded into the facility's electronic record system. <p>Interview on 4/14/2022 with the Regional Director revealed:</p> <ul style="list-style-type: none"> - There had been some staffing changes in the Human Resources Department in recent months. - Training certificates were supposed to be uploaded into an electronic file system, but that had not yet been completed. 	V 108		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by:</p>	V 736		

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V 736	<p>Continued From page 3</p> <p>Based on observation and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation of the facility and its grounds from approximately 1:35pm to 2:05 pm on 4/12/2022 revealed:</p> <ul style="list-style-type: none"> - A towel was lying on the floor in front of the refrigerator. - The large bathroom walk-in shower had with green and brown stains on the walls, floor and clear plastic shower curtain; a ceiling-mounted vent cover had rust stains present. - In all client bedrooms, there were layers of dust and black, mildew-like stains on the window handles/sills. - The small bathroom tub had green stains under the faucet handle and spigot, and brown-black mildew-like stains on the tiles; the toilet bowl had brown stains on the interior; the veneer from the edge of the sink counter was completely separated from the counter and lying on a shelf; and there were rust stains on the ceiling-mounted vent cover. - The exterior of the facility had a cable box mounted on the side of the wall with 3 cut cables hanging loose; the cable box cover was lying on the sidewalk; 1 of 2 bulbs from a corner light fixture on the front of the house was lying on the ground; and an oak tree in the back yard had branches overhanging and resting on top of the roof. <p>Interview on 4/12/2022 with client #1 revealed:</p> <ul style="list-style-type: none"> - The water in the bathrooms "turns green" and the stains would not come off the walls. - He used the large shower and did not want to "get sick of that mess on my foot.." - He cleaned the window in his own bedroom. - The refrigerator was leaking, possibly because it 	V 736		

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V 736	<p>Continued From page 4</p> <p>was "old."</p> <p>Interview attempt on 4/12/2022 with client #2 revealed:</p> <ul style="list-style-type: none"> - He was unable to provide answers to questions regarding the condition or cleanliness of the facility. <p>Interview on 4/12/2022 with client #3 revealed:</p> <ul style="list-style-type: none"> - There was "green stuff" in the bathtub of the bathroom he used. - The green stains would not come off the wall or tub. - He did not know how long the veneer from the counter had been of, but it was a long time. - The towel was in front of the refrigerator because the refrigerator was leaking. <p>Interview on 4/12/2022 with staff #1 revealed:</p> <ul style="list-style-type: none"> - The Licensee was very good about having maintenance completed on the house when there were issues. <p>Interview on 4/12/2022 with staff #2 revealed:</p> <ul style="list-style-type: none"> - Facility clients were responsible for chores around the house, but facility staff would assist if needed. - The clients cleaned in the bathrooms and their own bedrooms. - The stains in the bathroom tub and showers had been present since she started working at the facility. - She had been told the green stains were caused by the facility's water pipes. - The refrigerator had started leaking water over the past weekend. - Facility staff had not been making clients clean their windowsills. <p>Interviews on 4/11/2022 and 4/14/2022 with the</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - The green stains in the bathrooms were caused by the facility's water supply. - Maintenance staff were notified when repairs needed at the facility. <p>Interview on 4/14/2022 with the Regional Director revealed:</p> <ul style="list-style-type: none"> - The building owner had spent several thousand dollars approximately 3-4 years ago to try to resolve the issues with the water turning the shower walls/tub green. - The green residue came back despite efforts to eradicate it. - She would meet with the QP next week to discuss how to address issues at the facility. 	V 736		