

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL026-884</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 05/19/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE LOVING HOME, INC #4</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1710 SCAMPTON ROAD FAYETTEVILLE, NC 28303</b>
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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) COMPLETE DATE
V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint and follow up survey was completed on May 19, 2022. The complaint was substantiated (intake #NC00187856). 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>This facility is licensed for 4 and currently has a census of 4. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 542	<p><b>27F .0105(a-c) Client Rights - Client's Personal Funds</b></p> <p>10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS</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> <p>(1) assure to the client the right to deposit and withdraw money;</p> <p>(2) regulate the receipt and distribution of funds in a personal fund account;</p> <p>(3) provide for the receipt of deposits made by friends, relatives or others;</p> <p>(4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;</p>	V 542		

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

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V 542	<p>Continued From page 1</p> <p>(5) assure that a client's personal funds will be kept separate from any operating funds of the facility;</p> <p>(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;</p> <p>(7) provide for the issuance of receipts to persons depositing or withdrawing funds; and</p> <p>(8) provide the client with a quarterly accounting of his personal fund account.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to (1) manage and maintain records of client personal funds as required and provide quarterly accounting of clients' personal fund accounts, affecting 1 of 1 audited client (#2). The findings are:</p> <p>Review on 5/19/22 of client #2's record revealed: -37 year old female. -Admitted on 1/3/16. -Diagnoses of Bipolar Disorder, Moderate Intellectual Developmental Disability, Hypertension and Diabetes.</p> <p>Review on 5/19/22 of the facility's "Client SSI (Supplemental Security Income) Allowance Dispense Form" from January to May 2022 for client #2 revealed: -January: "Balances" was blank. Client #2 initialed she received \$33 on 1/17/22. -February: "Balances 129 + 33 = 162" Client #2 initialed she received \$33 on 2/9/22 and \$33 on 2/21/22.</p>	V 542		

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V 542	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-March: "Balances 103 brought forward" Client #2 initialed she received \$33 on 3/9/22 and \$33 on 3/29/22.</li> <li>-April: "Balances" was blank. Client #2 initialed she received \$33 on 4/13/22 and \$33 on 4/27/22.</li> <li>-May: "Balances" was blank. Client #2 initialed she received \$33 on 5/17/22.</li> </ul> <p>Interview on 5/19/22 client #2 stated:</p> <ul style="list-style-type: none"> <li>-She received \$30 a month.</li> <li>-She bought clothes with her money.</li> <li>-She received a "\$100 bill" from her uncle and "2 \$20 bills" from her mom.</li> <li>-The home manager helped her save her money and tells her how much she has saved.</li> <li>-She received a stimulus payment but unsure when or how much it was.</li> <li>-She "probably spent it on clothes."</li> </ul> <p>Interview on 5/19/22 the Home Manager stated:</p> <ul style="list-style-type: none"> <li>-She had been the home manager about 10 or 11 years.</li> <li>-She was responsible for handling the client funds at the group home.</li> <li>-The clients received \$33 twice month.</li> <li>-She handed each of them \$33 and the clients would sign to acknowledge they received it.</li> <li>-She had not provided any guardians any ledger or quarterly accounting statements.</li> <li>-The guardians would request everything from the office.</li> <li>-She did not think client #2 received a stimulus check.</li> <li>-She had not seen any big purchases made by client #2 that would indicate a large sum of money.</li> </ul> <p>Interview on 5/19/22 the Clinical Director stated:</p> <ul style="list-style-type: none"> <li>-Every 2 weeks the clients received \$33 from their SSI funds.</li> </ul>	V 542		

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V 542	Continued From page 3  -He received the money from the owner and took it to the group home for staff to disburse. -The clients signed to show receipt of the funds. -Staff were supposed to keep receipts so they knew the clients fund balance and document. -Client #2 had a hard time counting and managing her money. -He was not sure if client #2 received stimulus funds. -They did not provide any quarterly accounting statements to the clients or guardians. -If a guardian requested information about the client funds, they provided the monthly "Client SSI Allowance Dispense Form." -Client #2's guardian had requested the client funds information from a former staff and he assumed it had been resolved.  Interview on 5/19/22 the owner stated: -Client #2 had not received a stimulus payment. -She requested a former staff inquire about why client #2 had not received a stimulus payment. -The facility only provided financial records to guardians when requested. -Client #2's guardian requested information about the stimulus payment and client #2 had not received a stimulus payment so nothing was provided.	V 542		
V 736	27G .0303(c) Facility and Grounds Maintenance  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.	V 736		

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V 736	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 5/19/22 between 9:30am - 10:30am of the facility revealed:</p> <ul style="list-style-type: none"> <li>-A window screen was leaned against the front of the home near windows to the left.</li> <li>-The laminate flooring in the dining area had some circular areas about the size of grapefruits that were peeling.</li> <li>-An odor of urine throughout the group home.</li> <li>-The kitchen stove exterior was worn and discolored around the knob control panel.</li> <li>-Client #1's bedroom blind slates were broken and bent.</li> <li>-Client #3's bathroom floor was uneven near the toilet and tub. 4 of 5 light bulbs above the bathroom mirror were missing.</li> <li>-Client #2's bedroom carpet had 3 large discolored yellowish stains.</li> <li>-Client #4's bedroom had 2 dressers and each dresser had 3 drawers that were broken.</li> </ul> <p>Interview on 5/19/22 the clinical director stated:</p> <ul style="list-style-type: none"> <li>-Client #2 urinated on the floor. Client #2's doctors had not found a physical reason why client #2 urinated on the floor.</li> <li>-The bathroom floor in client #3's bedroom was recently repaired.</li> <li>-The facility staff cleaned and washed client #2's bedding and clothes daily to help reduce odor of urine.</li> <li>-Client #4's furniture was repaired or replaced often.</li> <li>-He would speak with client #4's guardian and</li> </ul>	V 736		

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V 736	Continued From page 5  care coordinator to explore alternatives for client #4's furniture.	V 736		