

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-365</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/24/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGWELL NETWORK, INC-SUPPORTED OPPORT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3820 NORTH PATTERSON DRIVE WINSTON-SALEM, NC 27105</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 survey was completed on 6/24/22. The complaint was substantiated (intake #NC00188409). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups</p> <p>This facility has a current census of 38. The survey sample consisted of audits of 7 current clients.</p>	V 000		
V 109	<p><b>27G .0203 Privileging/Training Professionals</b></p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for</p>	V 109		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 109	<p>Continued From page 1</p> <p>MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, 2 of 2 qualified professionals (the Licensee and the Qualified Professional (QP)) failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 6/14/22 of the QP's record revealed: - Hire Date: 12/1/2003 - A degree and work history that qualifies her as a QP.</p> <p>Review on 6/14/22 of the Licensee's record revealed: - Hire Date: 1/3/1992 - A degree and work history that qualifies her as a QP.</p> <p>Finding #1</p> <p>Interview on 6/10/22 with staff #1 revealed: - On 12/17/21 there was a Christmas party for all the staff in the conference room "per orders of</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>[Licensee]" while the clients were in the classrooms. All the clients (30-40) stayed in their 4 classrooms while the party took place.</p> <ul style="list-style-type: none"> <li>- The party started around 1:00 pm and there was alcohol served at that time.</li> <li>- She and staff #12 did check on their clients who were in their classrooms. She was concerned about client #11 who had seizures "all the time."</li> <li>- The Licensee "argued" with her about staying in the classroom with client #11. The Licensee told her that client #11 would be "ok (without her)."</li> <li>- "When we walked in (to the staff party) there were about 5 bottles of liquor." Vodka, whiskey and other hard liquor bottles were on the conference table.</li> <li>- "[Licensee] told everyone to come in and have a drink. She had liquor and mixers there."</li> <li>- "I have worked in skilled rehab, daycare and I worked for another day program, and I have never seen anything like this."</li> </ul> <p>Interview on 6/14/22 with staff #10 revealed:</p> <ul style="list-style-type: none"> <li>- There was a staff Christmas Party held this past Christmas while the clients stayed by themselves in the classrooms.</li> <li>- Vodka and whiskey were served along with wine. She recalled seeing 6 or 7 bottles of liquor and wine at the party.</li> <li>- The party started around 12:30 pm-1:00 pm. When she left at 2:30 pm the party was still going.</li> <li>- The clients typically leave between 2:00 pm -3:00 pm.</li> <li>- Some of the staff checked on their clients during the party. Two of the classrooms had no staff present during the party.</li> <li>- "It was really not known who would be responsible for clients while the staff drank at the party. We usually leave at 2:30 pm and she heard later some stayed to 6 pm. So, if you were going to be there later then you had to clock out at your</li> </ul>	V 109		

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V 109	<p>Continued From page 3</p> <p>usual time."</p> <p>Interview on 6/10/22 with staff #6 revealed:</p> <ul style="list-style-type: none"> <li>- She attended the staff Christmas party on 12/17/21</li> <li>- She was not working the day of the party, but the Licensee said she could help with setting up the party. She and the Licensee started drinking at 1:00 pm.</li> <li>- The staff party started at 1:30 pm and the clients were left in the classrooms "by themselves." The clients leave between 2:30 pm-3:30 pm. Some of the one-on-one staff checked in on their clients.</li> <li>- "[Licensee] said if I wanted to get alcohol then go to the [local liquor store] and get it yourself and I will pay you back. I still have the receipt. [Licensee] had already purchased 4 or 5 bottles (of liquor) and I bought one bottle of vodka."</li> <li>- "[Licensee] said if anyone knows they need a ride home that she would drive them home. [Licensee] was drinking." Another staff drove the Licensee home.</li> </ul> <p>Interview on 6/21/22 with staff #2 revealed:</p> <ul style="list-style-type: none"> <li>- The staff Christmas party (2021) started at 1:00 pm and all the clients were in the classrooms watching movies while the party took place.</li> <li>- Alcohol was served at 1:00 pm. The clients left between 2:30 pm- 3:30 pm. She did not know when the staff party ended because "if you wanted to stay, you could stay after the clients left."</li> <li>- "There was eggnog with vodka and crown royal and they had other kinds of liquor like whiskey and a lot of wine and people brought wine too. It was the first time that I had been to that kind of staff party with clients present and alcohol served."</li> </ul> <p>Interview on 6/13/22 with staff #11 revealed:</p>	V 109		

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V 109	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- She attended the staff Christmas party on 12/17/21. The party started between 12:00 pm -1:00 pm. She left the party at 3 pm and the staff were still at the party.</li> <li>- While the party took place, the clients stayed in the classroom. Some of the staff checked on their clients when the party took place.</li> <li>- Liquor and wine were provided at the party.</li> </ul> <p>Interview on 6/14/22 with staff #12 revealed:</p> <ul style="list-style-type: none"> <li>- The staff Christmas party 2021 took place sometime before Christmas in the conference room. The clients were in the classroom. Liquor and wine were served at the staff Christmas party.</li> <li>- The Licensee had the staff come to the conference room around lunch time (12:00 pm).</li> <li>- The Licensee had some staff clock out "maybe at 2:00 pm." Staff were already drinking by then.</li> <li>- Some of the staff checked on their classroom during the party.</li> <li>- "I didn't feel safe leaving my students (clients) alone. [Staff #1] and I thought it was strange to have staff drinking (alcohol) while the clients were there."</li> </ul> <p>Interview on 6/20/22 with staff #8 revealed:</p> <ul style="list-style-type: none"> <li>- The staff Christmas party 2021 started around "1ish" and ended at "6ish."</li> <li>- Wine was served. "I think someone went out to get liquor."</li> <li>- While the party took place, the clients stayed in the classrooms watching movies. A couple of one on one staff stayed in the classrooms, but she could not recall their names.</li> <li>- "We (staff) were all going back and forth between the party and classrooms."</li> </ul> <p>Interview on 6/20/22 with the QP revealed:</p> <ul style="list-style-type: none"> <li>- The staff Christmas party was sometime in</li> </ul>	V 109		

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V 109	<p>Continued From page 5</p> <p>December 2021. The party took place in the conference room. The clients were in the classrooms and the televisions were on in the classrooms.</p> <ul style="list-style-type: none"> <li>- "We still had staff who monitored the classrooms. I don't know who (monitored the classrooms)."</li> <li>- "There was alcohol there (at the staff party) but I don't know what alcohol was served."</li> <li>- "I don't know (who consumed alcohol). Staff was in and out and I wasn't keeping check on who was here and not here."</li> <li>- The staff who were responsible for the clients: "we would go and check periodically in the classrooms until the students (clients) left. The clients were gone by 3:00 pm."</li> <li>- The Licensee was the person who made the decision to serve liquor at the staff Christmas party while clients were still present.</li> </ul> <p>Interview on 6/20/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> <li>- The staff Christmas party was for all direct care staff, instructors and one on ones.</li> <li>- The staff Christmas party started between 2:30 pm - 3:00 pm. "We set up around 1:00 pm."</li> <li>- Liquor and wine were served at the staff Christmas party.</li> <li>- The clients were in their classrooms while the party was being set up. The staff clocked out at 3:00 pm.</li> <li>- She did not know how many staff consumed alcohol, but prior to the clients leaving that day no alcohol was consumed by staff.</li> <li>- She made the decision to serve alcohol at the staff Christmas party.</li> </ul> <p>Interview on 6/13/22 with client #26 revealed:</p> <ul style="list-style-type: none"> <li>- She recalled the staff Christmas party this past year.</li> <li>- She did not know what was served to drink at</li> </ul>	V 109		

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V 109	<p>Continued From page 6</p> <p>the staff Christmas party because "I was in the classroom. It was only a party for the teachers and the staff." - Some of the staff checked in on the clients while the party took place.</p> <p>Interview on 6/13/22 with client #1 revealed: - He recalled a staff Christmas party this past year held in the conference room. - During the party he and the other clients were in the classrooms. - "I think I recall there was some alcohol involved." - "Every now and then someone would check on us (clients) to make sure we were ok."</p> <p>Interview on 6/13/22 with client #35 revealed: - She recalled the staff having a Christmas party this past year. - She was in her classroom when the party took place. - She did not know where the staff were located during the party. - No one checked on her during the Christmas party.</p> <p>Interview on 6/12/22 with client #18 revealed: - She recalled the staff having a Christmas party this past year while she stayed in her classroom eating lunch.</p> <p>Finding #2</p> <p>Review on 6/15/22 of client #7's record revealed: - Admission date: 2/18/13 - Diagnoses: Myotonic Muscular Dystrophy and Moderate Intellectual Disabilities - Review of client #7's treatment plan dated 5/2/22 revealed: "What is not working is having Myotonic Muscular Dystrophy, as it is a</p>	V 109		

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V 109	<p>Continued From page 7</p> <p>degenerative disease which will not get better or improve. [Client #7] will continue to have decrease of physical abilities with needed physical assistance for tasks. Apathy (non-motivation and unwillingness to make effort) this is associated with Myotonic Dystrophy and is brain related which is not working as well."</p> <p>Interview on 6/10/22 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- During either the 2nd or 3rd week of May 2022, she and staff #2, were taking 4 clients (#5, #7, #11, and #27) to get their haircut before prom. The QP helped them with getting client #7, who was in a wheelchair with leg braces, in the van with no lift. Client #7 also wears a gait belt because she is a fall risk. She was in the front seat while the QP tried to get client #7 in the van seat diagonal from her.</li> <li>- Client #7 was standing beside the van with her chest and arms on the van floorboard trying to crawl up to the van seat. The QP was holding client #7's gait belt from behind and told client #7 to put her legs in.</li> <li>- The QP yelled at client #7, "get in the van, stop being a baby and stop crying."</li> <li>- Client #7 was crying and said "(it) hurts stop."</li> <li>- Client #7 got on her knees in the van floorboard and the QP pushed her to try to turn her around. Client #7 was sitting on her legs which were bent under her.</li> <li>- "[Client #7] has braces on (her legs) and has no upper body strength."</li> <li>- The QP then climbed into the van beside client #7 and pulled on client #7's gait belt. Client #7 was still crying at this point.</li> <li>- Client #7's gait belt that the QP was pulling then went up under client #7's arm. "She (the QP) just kept pulling and pulling."</li> <li>- Client #7's bra and shirt were pulled up by the gait belt that the QP was pulling on. This exposed</li> </ul>	V 109		

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V 109	<p>Continued From page 8</p> <p>client #7's breasts.</p> <ul style="list-style-type: none"> <li>- She pulled client #7's shirt down so that the male client (client #11) seated beside of client #7 would not see client #7's breast.</li> <li>- Even though client #7's shirt and bra had been pulled up by the QP, the QP told client #7 "pull your bra down you don't need to expose yourself."</li> <li>- "It wasn't [client #7s] fault that her breasts were exposed [QP] knew that [client #7's] breasts were exposed because [QP] was pulling on the gait belt."</li> <li>- At this point she put her foot in front of client #7's foot to help client #7 get leverage to stand up and get in the van seat.</li> <li>- During the entire time the QP was trying to get client #7 into the van seat, the QP told client #7 to "shut up" to client #7 several times and yelled over and over to client #7 to "stop acting like a baby, stop crying."</li> <li>- "I felt awful, [client #7] was demeaned, she is an adult and should not be treated that way."</li> </ul> <p>Interview on 6/21/22 with staff #2 revealed:</p> <ul style="list-style-type: none"> <li>- Before the prom in May 2022, she, staff #1, and 4 clients were getting on the van.</li> <li>- Seated in the middle row was client #11. She thought client #5 and client #21 were seated in the back. The QP was trying to get client #7 off the van floor in the middle row.</li> <li>- The QP yelled at client #7, "you need to get up, you need to do right, it's not fair to the other consumers, sit up, hurry up" while she continued to try to lift client #7 off the van floor by her gait belt.</li> <li>- Client #7 was sitting on the van floor with her knees folded and her feet were under her.</li> <li>- When the QP kept pulling on client #7's gait belt, client #7's shirt and bra came up and exposed her breast. Client #11 was seated beside client #7 and could see her exposed</li> </ul>	V 109		

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V 109	<p>Continued From page 9</p> <p>breast.</p> <ul style="list-style-type: none"> <li>- The QP told client #7 to "fix her shirt and fix herself" when client #7's bra came up.</li> <li>- "That day it was hard, and I was sad for her (client #7). I tried to talk to her (client #7) and tell her everything is ok. I tried to get her mind off it and talk about the prom."</li> <li>- "The whole time [client #7] was crying and did not want to move. [QP] was yelling at her the entire time."</li> <li>- "I am afraid to speak up because I am not black, and I get mistreated because I am not black. I am afraid to do this interview, but I know I need to tell the truth."</li> </ul> <p>Interviews on 6/20/22 and 6/22/22 with client #7 revealed:</p> <ul style="list-style-type: none"> <li>- While at the day program she used her wheelchair. She can walk some with a walker, but she is unable to go upstairs.</li> <li>- She can only get in a van with a lift. Her group home van has a lift, but the vans used for the day program do not have lifts.</li> <li>- When the QP recently helped her get on a day program van with no lift the QP "pulled on my belt." She tried to get on the van by herself and she held onto a bar inside the van. Also, on the van that day were the following clients: client #11 and client #27. She could not recall what other staff were present besides the QP.</li> <li>- When the QP pulled on her gait belt her shirt and bra came up. The QP told her, "Put your shirt down and I don't want to see it. [QP] meant I don't want to see your body."</li> <li>- "I felt scared getting on the van because I could not do it very good."</li> <li>- "I thought it was my fault. It is scary to remember getting up in the seat in the van."</li> <li>- "I am not in trouble? I am good? I am ok right?"</li> </ul>	V 109		

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V 109	<p>Continued From page 10</p> <p>Interview on 6/13/22 with client #5 revealed:</p> <ul style="list-style-type: none"> <li>- Recalled client #7 being put in the van by the QP prior to the prom. She was seated in the back of the van. Client #7 was trying to get into a seat beside of client #11.</li> <li>- Client #7 was on the floor of the van.</li> <li>- The QP told client #7 "to get up and sit in the seat. [Client #7] couldn't do that."</li> </ul> <p>Attempted interview on 6/13/22 with client #11 revealed:</p> <ul style="list-style-type: none"> <li>- He was unable to recall information regarding the May 2022 incident involving client #7 and the QP.</li> </ul> <p>Attempted Interview on 6/9/22 with client #27 revealed:</p> <ul style="list-style-type: none"> <li>- Client was unable to respond to questions.</li> </ul> <p>Interview on 6/20/22 with the QP revealed:</p> <ul style="list-style-type: none"> <li>- The day she put client #7 on the van to go get a haircut before the prom, the van did not have a lift.</li> <li>- She had to "literally lift her up on the seat."</li> <li>- Client #7 "likes" to get on her knees on the floorboard to get in the van.</li> <li>- On that day, she got client #7 from the floorboard of the van to the seat by client #7's gait belt.</li> <li>- The gait belt is normally used for "if she falls for support." However, on that day "I lifted her (client #7) from the back of her gait belt to get her on the seat."</li> <li>- Client #7 used a hook (inside the van) to pull herself up.</li> <li>- She did not remember what happened to client #7's shirt. "It (client #7's shirt) probably did get pulled up some." She did not recall client #7's breast being exposed.</li> <li>- "If she (client #7) said anything that day I don't</li> </ul>	V 109		

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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGWELL NETWORK, INC-SUPPORTED OPPORT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3820 NORTH PATTERSON DRIVE WINSTON-SALEM, NC 27105</b>
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V 109	Continued From page 11  remember." - She did not tell client #7 to shut up.  This deficiency is crossed referenced into 10A NCAC 27G .5401 Scope (V283) for a Type A1 rule violation and must be corrected within 23 days.	V 109		
V 110	27G .0204 Training/Supervision Paraprofessionals  10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS (a) There shall be no privileging requirements for paraprofessionals. (b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter. (c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served. (d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence. (e) Competence shall be demonstrated by exhibiting core skills including: (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.	V 110		

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V 110	<p>Continued From page 12</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 2 of 4 audited staff (#5 and #8) failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 6/14/22 of staff #5's record revealed: - Hire Date: 10/23/17 - A high school diploma and work history that qualifies her as a paraprofessional.</p> <p>Review on 6/14/22 of staff #8's record revealed: - Hire Date: 1/19/2010 - A high school diploma and work history that qualifies her as a paraprofessional.</p> <p>Finding #1</p> <p>Review on 6/15/22 of client #7's record revealed: - Admission date: 2/18/13 - Diagnoses: Myotonic Muscular Dystrophy and Moderate Intellectual Disabilities - Review of client #7's treatment plan dated 5/2/22 revealed: "What is not working is having Myotonic Muscular Dystrophy, as it is a degenerative disease which will not get better or improve. [Client #7] will continue to have decrease of physical abilities with needed physical assistance for tasks. Apathy (non-motivation and unwillingness to make effort) this is associated with Myotonic Dystrophy and is brain related which is not working as well."</p>	V 110		

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V 110	<p>Continued From page 13</p> <p>Interview on 6/10/22 with staff #10 revealed:</p> <ul style="list-style-type: none"> <li>- On 9/27/21, she and staff #5 were leaving an outing with client #7 and client #27. Staff #10's mother drove the van.</li> <li>- Staff #5 was assisting client #7 who was in a wheelchair.</li> <li>- Client #7 was trying to transfer from her wheelchair to the van seat (the van had no lift).</li> <li>- "[Client #7] must have missed the van seat and ended up on her knees (on the van floor)."</li> <li>- Staff #5 was not helping client #7 "at all" and kept saying, "get off [client #27], get off [client #27]."</li> <li>- Client #7 was saying "I am trying" and staff #5 said, "no you are not" and that her back was pulled.</li> <li>- Staff #5 threatened client #7 to get staff #8 "because clients are afraid of [staff #8]. She (staff #8) yells at the clients."</li> </ul> <p>Review on 6/10/22 of a 9/27/21 recorded conversation obtained by a staff, between staff #5 and client #7 revealed:</p> <ul style="list-style-type: none"> <li>- Staff #5: "Get off of your knees and stand up! Let me go get [staff #8] because I am not doing this with you in this wheelchair."</li> <li>- Staff #5: "[Client #7] get off the floor!"</li> <li>- Client #7: "Coming"</li> <li>- Staff #5: "You know what, stay right there you are not going to do this. You'll just sit on the floor. I can see what you are doing. Ms. [Staff #5] is not going to pick you up today I have a pulled muscle already. [Client #7] get off [client #27]."</li> <li>- Client #7- "I am trying"</li> <li>- Staff #5: "Get off of [client #27] right now!"</li> <li>- Client #7: Her response was inaudible.</li> <li>- Staff #5: "No, no ma'am ...."</li> <li>- Staff #5: "[Client #7] get off [client #27] and sit up."</li> <li>- Client #7: "I am trying."</li> </ul>	V 110		
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V 110	<p>Continued From page 14</p> <ul style="list-style-type: none"> <li>- Staff #5: "Do you want me to go get [staff #8]?"</li> <li>- Client #7: "no"</li> <li>- Staff #5: "You (client #7) have fallen on [client #27] on purpose."</li> <li>- Client #7: Her response was inaudible.</li> <li>- Staff #5: "This is why I wanted to drive. Stand up [client #7] I am not doing this!"</li> <li>- Staff #5: "You can go ahead and close this so we can go. It is going to take her a minute. I can see it is going to be one of those days."</li> </ul> <p>Interview on 6/22/22 with client #7 revealed:</p> <ul style="list-style-type: none"> <li>- She is unable to get in a van without a lift.</li> <li>- After she listened to the 9/27/21 recording, she identified the other person in the recording as "[staff #5]."</li> <li>- "...it made me feel sad because I couldn't get off [client #27] and I tried and tried but it was too hard. For me it is."</li> <li>- "I like outings, but I have to crawl in the van."</li> </ul> <p>Attempted Interview on 6/9/22 with client #27 revealed:</p> <ul style="list-style-type: none"> <li>- Client was unable to respond to questions.</li> </ul> <p>Interview on 6/21/22 with staff #5 revealed:</p> <ul style="list-style-type: none"> <li>- She recalled this past September 2021 that she, staff #10, staff #10's mother were leaving an outing and she helped client #7 into the van. Also in the van was client #27.</li> <li>- "I rolled [client #7] into [staff #10's] van."</li> <li>- The only thing she said to client #7 was "come on [client #7] get on the van."</li> <li>- She did not recall telling client #7 she would get staff #8. "I might have said I was going to get [staff #8's] help."</li> <li>- "She (client #7) doesn't like getting on the van. She's always crying and whining, and she will fall back. She will say I can't do it. I did push her up her wheelchair but other times when there is not</li> </ul>	V 110		

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V 110	<p>Continued From page 15</p> <p>a ramp, we will physically lift her. I can't lift her."</p> <p>Finding #2</p> <p>Review on 6/14/22 of client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 1/19/21</li> <li>- Diagnoses: Prader Willi Syndrome and Borderline Intellectual Functioning</li> <li>- Review of client #1's admission assessment dated 12/15/20 revealed: "According to information sheet he may have nervous behavior to the degree that it negatively affects his ability to properly communicate or interact with others, sometimes is often shy or withdrawn when first time meeting you, lying, refusal to follow instructions, difficulty following instructions, temper tantrums, overly possessive behavior to the degree that it negatively affects his ability to communicate properly ..."</li> <li>- Review of client #1's Psychological Evaluation dated 10/2/14 revealed: "When frustrated, he will display feelings rather than using language."</li> </ul> <p>Interview on 6/10/22 with staff #10 revealed:</p> <ul style="list-style-type: none"> <li>- On 5/30/22, she and staff #8 were the only two staff in the classroom.</li> <li>- Client #1 did not want to participate in "weekend share."</li> <li>- Staff #8 who is an instructor "yelled at [client #1]."</li> <li>- Staff #8 yelled "we don't do babies in my classroom. She yelled this twice at [client #1]."</li> <li>- Client #1 had his head down and said, "I don't feel like doing it."</li> <li>- "A lot of these people can't speak for themselves, but they deserve to be treated like human beings as well."</li> </ul> <p>Interviews on 6/13/22 and 6/22/22 with client #1 revealed:</p>	V 110		

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V 110	<p>Continued From page 16</p> <ul style="list-style-type: none"> <li>- Two weeks ago, when he was in staff #8's classroom he did not want to share his "weekend share."</li> <li>- When he did not want to share his "weekend share" staff #8 "said something about not dealing with babies."</li> <li>- "It didn't make me feel good because I am not a baby, and I was not acting like a baby. I was just not in a mood to share."</li> </ul> <p>Interview on 6/13/22 with client #7 revealed:</p> <ul style="list-style-type: none"> <li>- Staff #8 "gets mad once in a while and upset too."</li> <li>- When staff #8 gets mad "I feel sad."</li> <li>- Staff #8 will say "get out of the classroom or else. I have to stay out of the classroom for a while if she gets upset."</li> </ul> <p>Interview on 6/10/22 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- "[The Qualified Professional] and [Staff #8] are the worst to call students (clients) babies ..."</li> </ul> <p>Interview on 6/14/22 with staff #12 revealed:</p> <ul style="list-style-type: none"> <li>- She has heard staff #8 tell her clients, "to stop acting like babies."</li> </ul> <p>Interview on 6/20/22 with staff #8 revealed:</p> <ul style="list-style-type: none"> <li>- On 5/30/22 when client #1 did not want to participate in weekend share, she said to client #1 "ok" but did not recall saying anything else to client #1.</li> <li>- She had told clients before " ...we are all adults and team members. I say we don't have babies up here but that is not calling them babies."</li> </ul> <p>This deficiency is crossed referenced into 10A NCAC 27G .5401 Scope (V283) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 110		

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V 112	Continued From page 17	V 112		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p> <p>This Rule is not met as evidenced by: Based on records reviews and interviews, the facility staff failed to develop treatment/habilitation plans for 4 of 5 audited clients (#1, #14, #16 and</p>	V 112		

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V 112	<p>Continued From page 18</p> <p>#19). The findings are:</p> <p>Review on 6/14/22 of client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission Date: 1/19/21</li> <li>- Diagnoses: Prader Willi Syndrome and Borderline Intellectual Functioning</li> <li>- There was no treatment plan.</li> </ul> <p>Review on 6/20/22 of client #14's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission Date: 8/1/2008</li> <li>- Diagnoses: Intellectual Disability, severe; Intermittent Explosive Disorder and Unspecified Obsessive-Compulsive and Related Disorder</li> <li>- There was no treatment plan.</li> </ul> <p>Review on 6/14/22 of client #16's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission Date: 2013</li> <li>- Diagnoses: Mild MR (mental retardation) (borderline Intellectual Functioning); Major Depression; Intermittent Explosive Disorder, and Seizure Disorder</li> <li>- There was no treatment plan.</li> </ul> <p>Review on 6/20/22 of client #19's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission Date: 9/9/2009</li> <li>- Diagnoses: Intellectual Disability, Moderate and Major Depressive Disorder, Recurrent, In Full Remission</li> <li>- There was no treatment plan.</li> </ul> <p>Interviews on 6/9/22 and 6/20/22 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- The only clients who had a treatment plan would be the 7 clients who received Innovations waiver "because we bill for that." The other 31 clients do not have a treatment plan or written goals.</li> <li>- The 4 classroom instructors turn in their lesson</li> </ul>	V 112		

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V 112	<p>Continued From page 19</p> <p>plans to her each week, and she had a syllabus for the classrooms.</p> <ul style="list-style-type: none"> <li>- "The instructors do not have goals for the clients, they work off the syllabus."</li> <li>- The clients who do not have treatment plans do not have specific crisis plans.</li> <li>- If the clients, who do not have treatment plans, had a crisis the instructors would "redirect them (the clients) and talk to them to calm them down. Sometimes we ask them to leave the classroom until they calm down."</li> </ul> <p>Interview on 6/20/22 with staff #4 revealed:</p> <ul style="list-style-type: none"> <li>- He is a classroom instructor and had 10 clients in his classroom.</li> <li>- A "couple" of his clients had treatment plans.</li> <li>- He "sees what their strengths and weaknesses are and what they need help with" to determine how to work with each client.</li> <li>- He had no written goals for the clients he worked with in his classroom.</li> </ul> <p>Interview on 6/20/22 with staff #8 revealed:</p> <ul style="list-style-type: none"> <li>- She was an instructor and had 10 clients in her classroom.</li> <li>- She did not work on goals with the clients. "I go by the syllabus."</li> <li>- If client #35 who did not have a treatment plan was in a crisis, she "would just remove her from the classroom and have her to sit because she turns over desks and throws stuff. That is something I came up with."</li> </ul> <p>Interview on 6/20/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> <li>- 31 of the 38 clients do not have treatment plans because they do not bill for those clients.</li> <li>- The 4 classroom teachers developed a curriculum and the QP reviewed the lesson plans.</li> <li>- "They (the clients they do not bill for) are not required to have a plan."</li> </ul>	V 112		

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V 115	<p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES</p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year. unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observations, and interviews, the facility failed to ensure when clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment affecting 1 of 7</p>	V 115		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-365</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/24/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGWELL NETWORK, INC-SUPPORTED OPPORT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3820 NORTH PATTERSON DRIVE WINSTON-SALEM, NC 27105</b>
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V 115	<p>Continued From page 21</p> <p>audited clients (#7). The findings are:</p> <p>Review on 6/15/22 of client #7's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 2/18/13</li> <li>- Diagnoses: Myotonic Muscular Dystrophy and Moderate Intellectual Disabilities</li> <li>- Treatment plan dated 5/2/22 revealed: "What is not working is having Myotonic Muscular Dystrophy, as it is a degenerative disease which will not get better or improve. [Client #7] will continue to have decrease of physical abilities with needed physical assistance for tasks. Apathy (non-motivation and unwillingness to make effort) this is associated with Myotonic Dystrophy and is brain related which is not working as well."</li> </ul> <p>Observations on 6/13/22 of client #7 revealed:</p> <ul style="list-style-type: none"> <li>- At approximately 11:05 a.m. observed client #7 in a wheelchair and had a brace on her lower right leg.</li> </ul> <p>Observations on 6/14/22 of the 3 Day Program vans revealed:</p> <ul style="list-style-type: none"> <li>- At approximately 3:26 p.m. observed all the vans to not have lifts.</li> </ul> <p>Interview on 6/10/22 with staff #6 revealed:</p> <ul style="list-style-type: none"> <li>- None of the vans at the Day Program had lifts.</li> </ul> <p>Interview on 6/14/22 with staff #12 revealed:</p> <ul style="list-style-type: none"> <li>- Typically, when they went on outings, client #7 was transported in a van without a lift.</li> </ul> <p>Interview on 6/14/22 with staff #9 revealed:</p> <ul style="list-style-type: none"> <li>- On 6/14/22 the clients went on an outing and client #7 rode in a van without a lift.</li> <li>- "It was a struggle to get [client #7] in. [Client #7] has been on outings without a lift because none of the vans have a lift."</li> </ul>	V 115		

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V 115	<p>Continued From page 22</p> <p>Interview on 6/20/22 with client #7 revealed:</p> <ul style="list-style-type: none"> <li>- She is always in a wheelchair at the day program and in her group home she used a walker.</li> <li>- She is unable to go up steps.</li> <li>- "I can't do it (get in the van without the lift)."</li> <li>- "I like outings, but I have to crawl in the van."</li> </ul> <p>Interview on 6/20/22 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- The day program had 3 vans.</li> <li>- The 3 vans do not have lifts.</li> <li>- They have a ramp for the van "but [client #7] doesn't like the manual lift (ramp)."</li> <li>- The only van they have with a lift is client #7's group home van.</li> </ul> <p>This deficiency is crossed referenced into 10A NCAC 27G .5401 Scope (V283) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 115		
V 283	<p>27G .5401 Day Activity - Scope</p> <p>10A NCAC 27G .5401 SCOPE</p> <p>(a) Day activity is a day/night facility that provides supervision and an organized program during a substantial part of the day in a group setting to individuals who are mentally ill, developmentally disabled or have substance abuse disorders.</p> <p>(b) Participation may be on a scheduled or drop-in basis.</p> <p>(c) The service is designed to support the individual's personal independence and promote social, physical and emotional well-being through activities such as social skills development, leisure activities, training in daily living skills, improvement of health status, and utilization of community resources.</p>	V 283		

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V 283	<p>Continued From page 23</p> <p>This Rule is not met as evidenced by: Based on records review, observations and interviews, the facility failed to ensure services were designed to support the individual's personal independence and promote social, physical and emotional well-being through activities such as social skills development, leisure activities, training in daily living skills, improvement of health status, and utilization of community resources. The findings are:</p> <p>Cross Reference: 10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109) Based on interviews and record reviews, 2 of 2 qualified professionals (the Executive Director and the Qualified Professional) failed to demonstrate the knowledge skills and abilities required by the population served.</p> <p>Cross Reference: 10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals (V110) Based on record reviews and interviews, 2 of 4 audited staff (#5 and #8) failed to demonstrate knowledge, skills and abilities required by the population served.</p> <p>Cross Reference: 10A NCAC 27G .0208 Client Services (V115) Based on record reviews, observations, and interviews, the facility failed to ensure when clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment affecting 1 of 7 audited clients (#7).</p> <p>Review on 6/23/22 of the Plan of Protection dated</p>	V 283		

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V 283	<p>Continued From page 24</p> <p>6/23/22 written by the Licensee revealed: "What immediate action will the facility take to ensure the safety of the consumers in your care? 10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109) (crossed into 283) -Agency will ensure that there are no clients on the premises when alcohol is served when services are not taking place. Effective immediately. -Completion date: 06/22/2022</p> <p>10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals (V110) (crossed into 283)-All staff will be retrained on the competencies of Qualified Professionals, Associate Professionals and Paraprofessionals as it relates to services and skill set to meet service definitions. Client will not be called out of the birth name and staff will not make derogatory comments toward clients. This will be addressed in training. Effective process is immediately.</p> <p>10A NCAC 27G .0208 Client Services (V115) (crossed into 283) Agency will use van equipped with electric lift when transporting individuals in wheelchair. One on One service will be allowed use of personal vehicles as long as vehicle insurance standards are met and approved by Qualified Professional. Effective immediately. Completed date: 06/22/2022</p> <p>10A NCAC 27G .5401 Scope (V283)/Type A1 Describe your plans to make sure the above happens. The agency will seek out trainings from MCO and AHEC to ensure compliance. Each staff will be required to obtain a certificate of completion and documentation will be filed in employee files. Additional documentation will be completed as part of the plan of supervision of all employees along with goals to ensure all the training is implemented in a professional manner. All staff will be informed immediately the information on procedures. All supervision will be</p>	V 283		

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V 283	<p>Continued From page 25</p> <p>monitored by [QP Community Navigator]."</p> <p>The day program serves 38 clients with various diagnoses not limited to: Myotonic Muscular Dystrophy, Moderate Intellectual Disabilities, Prader Willi Syndrome, Borderline Intellectual Functioning, Intermittent Explosive Disorder, Major Depression, and Seizure Disorder. During the staff Christmas party in December 2021 the Licensee made liquor and wine available to the staff while clients had to stay in their classrooms. During the party clients were not supervised at all times. The program does not have a van with a lift for clients who are in wheelchairs. Client #7 who is in a wheelchair with leg braces had been verbally abused on two occasions by the QP and staff #5. The QP and staff #5 yelled at her and called her names for not being able to get herself in the van with no lift. The QP, while pulling up on client #7's gait belt to lift her, caused her shirt and bra to be pulled up. This exposed client #7's breasts when trying to get her in a van with no lift. Then the QP blamed client #7 for her breasts being exposed. After staff #5 yelled at client #7 for not being able to stand up, she told client #7 she would leave her on the floor of the van. Staff #8 repeatedly referred to clients as babies.</p> <p>This deficiency constitutes a Type A1 rule violation for serious abuse and neglect and must be corrected within 23 days. An administrative penalty of \$3000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 283		