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	MHL001-232	A. BUILDING: _____ B. WING _____	R 08/15/2022

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CHANGING LIVES FAMILY CARE HOME, LLC	207 AARONS WAY BURLINGTON, NC 27217

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V 000	INITIAL COMMENTS An annual, follow-up and complaint survey was completed on August 15, 2022. The complaint (intake #NC00190950) was substantiated. There were deficiencies cited. This facility is licensed for the following service category: 10A NCAC 27G. 5600A Supervised Living for Adults with Mental Illness The facility is licensed for 5 beds and currently has a census of 5. The survey sample consisted of audits of 3 current clients.	V 000		
V 114	27G .0207 Emergency Plans and Supplies 10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority. (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies. (d) Each facility shall have basic first aid supplies accessible for use. This Rule is not met as evidenced by: Based on record review and interview the facility failed to conduct fire and disaster drills on each shift at least quarterly. The findings are:	V 114		

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V 114	Continued From page 1 Review on 8/11/22 of the facility's fire and disaster drills record revealed: -There were 2nd shift disaster drills conducted on 2/1/22, 3/16/22, 4/11/22, 5/23/22, 6/13/22, 7/12/22 and 8/4/22. -There was one 2nd shift fire drill conducted on 1/11/22. -There were no fire and disaster drills conducted on 1st and 3rd shift. Interview on 8/15/22 with the Executive Director revealed: -Staff was aware fire and disaster drills should be conducted on each shift. -Clients would leave early on 1st shift for the day program. -He would have the weekend staff conduct 1st shift fire and disaster drills on the weekends. This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 114		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and	V 118		

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V 118	Continued From page 2 privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician. This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to administer medication on the written authorization of a physician for one of three clients (#1). The finding are: Review on 8/11/22 of Client #1's record revealed: -Admission date of 12/16/19. -Diagnoses of Schizophrenia, Tobacco Use Disorder, Mild, Cannabis Use Disorder, Mild and Hallucinogen Use Disorder, In Sustained Remission. -Physicians orders included the following dates: -4.14.22 - "Staff is to take blood pressure every morning and record. Notify provider if blood pressure is systolic is over 150 or less than 100."	V 118		

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V 118	Continued From page 3	V 118		

-6/9/22 - "Staff to assist patient with taking Blood Pressure daily."
-7/11/22 - "Propranolol HCL 10mg oral tablet Take one tablet (10mg) by mouth daily. Monitor heart rate. Notify provider if rate is less than 70."
-7/28/22 Start Propranolol 20mg take daily in a.m. Monitor heart rate and blood pressure daily. Notify provider for heart rate less than 70 and systolic BP less than 100."

Review on 8/11/22 of Client #1's Medication Administration Record from April 2022 - July 2022 revealed:
-There was no evidence client #1's blood pressure and heart rate was checked.
-There was no recording of client #1s blood pressure and heart rate.

Interview on 8/11/22 with Client #1 revealed:
-Presented limited understanding of blood pressure and heart rate check.
-He did respond when asked about blood pressure checks and heart rate.

Interview on 8/11/22 with Staff #2 revealed:
-He worked three days a week/24hr shift.
-Client #1 self-administered blood pressure.
-The Nurse Practitioner ordered client #1 an electronic machine.
-Client #1 was to check blood pressure daily in the a.m.
-He told client #1 to check blood pressure and heart rate every morning.
-Client #1 did not want to do it.
-Client #1 was supposed to check blood pressure/heart rate until the NP discontinued it.
-He said client #1's monitoring of heart rate and blood pressure started around May or June.
-He would assist and show client #1 how to use it.

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V 118	Continued From page 4 Interview on 8/12/22 with Staff #3 revealed: -He worked the weekends. -He was told client #1 had to self-administer the blood pressure and heart rate. -Confirmed he did not know how to use the machine. -He said he would need training. Interview on 8/12/22 with the Registered Nurse revealed: -She was an independent contractor. -She worked on the weekends and sometimes during the week. -She provided nursing duties, assessed clients, trainings, contribute to the treatment plan, communicating with providers and medication administration. -She denied when asked if she reviewed clients doctor orders. -She reported it was the Qualified Professional responsibility to review clients records and doctor orders. Interview on 8/11/22 and 8/15/22 with the Qualified Professional revealed -She was told client #1's order was for him to self-administered. -Staff told her including weekend staff that client #1 would do it sporadically. -The machine was in client #1's room and by his bed. -She thought the order was discharged. -She would ensure the RN trained all staff. Interview on 8/12/22 with the Executive Director revealed: -The QP and RN was responsible for reviewing client records for current and new doctor orders and MARS. -He would discuss with the RN her	V 118		

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V 118	Continued From page 5 responsibilities.	V 118		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals. (d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern. This Rule is not met as evidenced by: Based on record review and interviews the facility	V 291		

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failed to coordinate medical services with other professionals responsible for treatment/habilitation of client (#1). The findings are:

Review on 8/11/22 of Client #1's record revealed:
-Admission date of 12/16/19.
-Diagnoses of Schizophrenia, Tobacco Use Disorder, Mild, Cannabis Use Disorder, Mild and Hallucinogen Use Disorder, In Sustained Remission.
-Physicians orders included the following dates:
-4.14.22 - "Staff is to take blood pressure every morning and record. Notify provider if blood pressure is systolic is over 150 or less than 100."
-6/9/22 - "Staff to assist patient with taking Blood Pressure daily."
-7/11/22 - "Propranolol HCL 10mg oral tablet Take one tablet (10mg) by mouth daily. Monitor heart rate. Notify provider if rate is less than 70."
-7/28/22 Start Propranolol 20mg take daily in a.m. Monitor heart rate and blood pressure daily. Notify provider for heart rate less than 70 and systolic BP less than 100."

Interview on 8/11/22 with Client #1 revealed:
-Presented limited understanding of blood pressure and heart rate check.
-He did respond when asked about blood pressure checks and heart rate.

Interview on 8/11/22 with Staff #2 revealed:
-He worked three days a week/24hr shift.
-Client #1 self-administered blood pressure check.
-The Nurse Practitioner ordered client #1 an electronic machine.
-Client #1 was to check blood pressure daily in the a.m.
-He told client #1 to check blood pressure and

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V 291	Continued From page 7 heart rate every morning. -Client #1 did not want to do it. -Client #1 was supposed to check blood pressure/heart rate until the NP discontinued it. Interview on 8/12/22 with Staff #3 revealed: -He worked on the weekends. -He was told client #1 had to self-administer the blood pressure and heart rate. -Confirmed he did not know how to use the machine. -He said he would need training. -The Registered Nurse would check client #1's blood pressure and heart rate if she came on the weekends. Interview on 8/12/22 with the Registered Nurse revealed: -She was an independent contractor. -She worked on the weekends and sometimes during the week. -She provided nursing duties, assessed clients, trainings, contribute to the treatment plan, communicating with providers and medication administration. -She denied when asked if she reviewed clients doctor orders. -She reported it was the Qualified Professional responsibility to review clients records and doctor orders. -She would train staff to check and monitor client #1's blood pressure and heart rate with the machine. Interview on 8/12/22 with the Nurse Practitioner revealed: -She provided primary care services about every 3-6 weeks. -The issue was that client #1's blood pressure and heart rate was extremely high.	V 291		

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V 291	Continued From page 8 -She left a blood pressure cuff that would monitor pressure and heart rate. -The nurse that worked for the company refused to take blood pressure and pulse on the weekends. -She did not write a self-administer order. -She did not discontinue the order. -Client #1had on and off had blood pressure issues. -The remote patient monitoring blood pressure cuffs had cellular chips to where it download to a website. -On the 4/14/22 she left one for client #1. -Staff was to take blood pressure every morning and record. -Order also indicated to notify provider if blood pressure was systolic over 150 or less than 100. -Pulse had been over 130 at times. -Sometimes the medication caused an increased. -She talked to all staff about the blood pressure checks. Interview on 8/11/22 and 8/15/22 with the Qualified Professional revealed: -She was told client #1's order was for him to self-administered. -She thought the order was discharged. -She would contact the Nurse Practitioner for a new order. -Confimed she was responsible for reviewing clients' record and current and new doctor orders. -She would ensure the RN trained all staff to use the heart rate and blood pressure machine. Interview on 8/15/22 with the Executive Director revealed: -The QP and RN was responsible for reviewing clients records for current and new doctor orders. -He would discuss with the RN her responsibilities.	V 291		

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