

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601458</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/15/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>TREAT LIKE FAMILY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>10514 OLD BRIDGE LANE CHARLOTTE, NC 28269</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was competed on 8-15-22. The complaint was substantiated (NC00190437). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600F Supervised Living for All Disabilities in a Private Residence.</p> <p>This facility is licensed for three and currently has a census of one. The survey sample consisted of survey audits of one current client and one former client.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></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> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <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,</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>the American Heart Association or their equivalence for relieving airway obstruction. (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 reviews and interviews the facility failed to ensure one of one audited natural supports (NS#1) had training to meet the needs of the clients. The findings are:</p> <p>Review on 7-11-22 of Client #2's record revealed: -Diagnoses of Intermittent Explosive Disorder, Generalized Anxiety Disorder, Moderate Intellectual Disability, Scoliosis, Hypertension, Strabismus, Microcephaly, Dysphagia, Depression, Stroke, Seizure Disorder. -Treatment Plan dated 11-1-21 revealed; goals include : avoid protesting and retaliation when upset, follow social boundries and cues, will check mailbox daily, engage in at lease one motor activity daily, refrain from tampering with g-tube, tolerate assistance with using the bathroom. -Goals stated that a natural support would be helping him with his goals.</p> <p>Review on 7-12-22 of NS#1's record revealed: -Criminal background check completed 10-4-19. -No documentation of training completed.</p>	V 108		

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V 108	<p>Continued From page 2</p> <p>Interview on 7-12-22 with the NS#1 revealed: -She had known Client #1 for years. -She worked in the school system and was off for the summer.</p> <p>Interview on 7-19-22 with the Alternative Family Living (AFL) provider revealed: -She had Client #2 for 11 years. -He does have a day program, but she took him out temporarily due to Covid. -During the day Client #2 was at home with her daughter. -Her daughter was a natural support and she had known Client #2, they had grown up together for the past 11 years.</p> <p>Interview on 8-15-22 with the Qualified Professional Revealed: -She was unaware the Client #1 hadn't been going to the day program. -She would make sure the NS#1 had all the proper training.</p>	V 108		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking,</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) 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>(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.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews one of one Alternative Family Living (AFL) provider failed to demonstrate knowledge, skills and ability required by the population served. The findings are:</p> <p>Review on 7-12-22 of email from Former Client #1's legal guardian/mother revealed: -..."She (AFL provider) fraudulently deposited his June room and board check that was sent via his checking account mailed the check his last bed night was 5-31-22..."</p> <p>Interview on 7-12-22 with the legal guardian/mother revealed: -The AFL provider had tried to cash her son's room and board check, even though her son did</p>	V 110		

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V 110	<p>Continued From page 4</p> <p>not live there anymore.</p> <p>-She put a stop on the check and she thinks the AFL provider's bank charged her a fee, which angered the AFL provider.</p> <p>Interview on 7-11-22 with the AFL provider revealed:</p> <p>-She had tried to cash the June check, but the mother had put a stop on it.</p> <p>-"I deposited, but it was stopped payment I guess she has the check."</p> <p>-She had to get a professional company to clean her house after Former Client #1 attacked her so she wanted him to pay for that.</p> <p>-She also lost a pair of earrings during the attack, and Former Client #1 owed her money for throwing food away.</p>	V 110		