

**MERCY HOME SERVICES, INC
2 RIDGE GROVE COURT
GREENSBORO NC 27455**

September 9, 2022

**Laura Rodriguez, CI/I
Facility Compliance Consultant 1
Mental Health Licensure & Certification Section**

Re: Plan of Correction - MHL# 041-736

Based on your Complaint Review dated 08/11/2022, of Mercy Home Services, Inc- Group Home located at 3221 Edenwood Drive-Greensboro NC 27406, we are submitting this Plan of Correction as requested.

Please see additional attachments with completed corrective actions.

V112 27G .0205 (C-D) Assessment/Treatment/Habilitation Plan

10A NCAC 27G .0205 ASSESSMENT AND TREATMENT /HABILITATION OR SERVICE PLAN

Findings: There was no documentation to show that strategies were implemented and the progress of goals based on the clients PCP/ISP.

Plan of Correction: The agency has initiated a plan to ensure that effective immediately-August 18, 2022 and continuing all clients plan will have the required documentation detailing the outcomes of each person's goals and strategies and their progress based on their individualized Person Centered Plan

Responsible Party: Ms. Josephine Okeke – Owner and the GH Manager is responsible for ensuring that all goals outcomes are documented per Rule.

Issue #2: V113 27G .0206 Client Records

10A NCAC 27G .0206 CLIENT RECORDS

Findings: Failure by facility staff to document services and progress toward desired outcomes for all clients (4).

Plan of Correction: Effective immediately 08/18/2022 and continuing, both Ms. Josephine Okeke- Owner and the Qualified Professional -GH Manager will be responsible for ensuring that all goals are addressed in the clients Plan and outcomes and progress of each goal is documented.

Responsible Party: Ms. Josephine Okeke – Owner and QP/GH Manager are responsible for reviewing and ensuring that staff completes the documentation of all goals as required.

Issue #3: V115 27G .0208 Client Services

10A NCAC .0208 CLIENT SERVICES

Findings: Group Home failed to ensure that meals were nutritious

**MERCY HOME SERVICES, INC
2 RIDGE GROVE COURT
GREENSBORO NC 27455**

Plan of Correction: Effective as of August 18, 2022 and continuing, the group home will ensure that all foods are labeled with an expiration date and that adequate foods are available and properly stored to provide 3 nutritious meals and snacks to each consumer on a daily basis.

Responsible Party: Ms. Josephine Okeke-Owner and the QP/GH Manager

Issue #4 – V117 27G .0209 (B) Medication Requirements

10A NCAC 27G .0209 MEDICATION REQUIREMENTS

Findings: Facility failed to ensure that prescription drugs are dispensed in a tamper resistant packages that will minimize the risk of accidental ingestion and failed to ensure that prescription medication has the required labeling information for 1 of 4 clients.

Plan of Correction: As of August 18, 2022 and continuing, management will request tamper resistant medication packages when medication is prescribed to minimize accidental ingestion by clients. Management will also ensure that all medications have the required labels that include the clients name, the prescriber's name, the current dispensing date, the name and strength of the medication, and the expiration date. Also, the name of the pharmacy and the name of the dispensing practitioner.

Responsible Party: GH Manager/QP

Issue #5 – V118 .0209 (C) Medication Requirements

10A NCAC 27G .0209 MEDICATION REQUIREMENTS

Findings: Facility failed to ensure that the MAR was current for 1 of 4 clients

Plan of Correction: Effective immediately as of August 18, 2022 and on -going, staff has been retrained in documentation of medication in clients MAR.

Responsible Party: Ms. Josephine Okeke is the responsible party

Issue # 6 – V120 .0209 Medication Requirements

10A NCAC .0209 MEDICATION REQUIREMENTS

Findings: Facility failed to have prescribed medication in a secure environment for 1 of 4 clients

Plan of Correction: Ms. Josephine Okeke-Owner has instituted a secured environment for all medication which include a locked box in a locked chest.

Responsible Party: Owner-Ms. Josephine Okeke and Group Home manager

Issue # 7 -V131 – G.S. 131E-256 (D2) HCPR-Prior Employment Verification

G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY

**MERCY HOME SERVICES, INC
2 RIDGE GROVE COURT
GREENSBORO NC 27455**

Findings: Health Care Registry checks were not completed for one staff GHM #2 and GHM #1 Health Care Registry Check was completed after the staff was hired.

Plan of Correction: Effective immediately 08/18/2022 and continuing, all staff who are given a conditional employment letter will be checked with the Health Care Registry prior to being hired.

Responsible Party: Ms. Josephine Okeke-Owner

Issue #8 – V133 G.S. 122C-80 Criminal History Record Check

G.S. §122C – 80 CRIMINAL HISTORY RECORD CHECK REQUIRE FOR CERTAIN APPLICANTS FOR EMPLOYMENT

Findings: Facility failed to seek Criminal Record History check on GH#1 and GH#2 staff five days prior to being hired.

Plan of Correction: Effective immediately and continuing, all staff who are given a conditional letter of hire will have a criminal history record check within 5 days of their employment.

Responsible Party: Owner-Ms. Josephine Okeke

Issue # 9 V291 27G .5603 Supervised Living-Operations

10A NCAC 27G. .5603 OPERATIONS

Findings: Facility failed to provide activities that were designed to foster community inclusion for 4 of 4 clients

Plan of Correction: The management of Mercy Home Services, Inc has implemented a process whereby meaningful activities are part of the clients weekly schedule to assist in fostering community inclusion.

Responsible Party: This process will begin immediately and the responsible parties are the staff and GH manager with oversight by the owner-Ms. Josephine Okeke.

Issue #10 27D .0304 Client Rights -harm, Abuse, Neglect

10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION

Findings: Facility failed to meet the minimum level of education for GHM #1 staff for the position. 10A NCAC 27G ,0202 Personnel Requirements (V108).

Plan of Correction: The agency has instituted procedures to ensure that all personnel who are hired for a position with the agency meets the required Personnel Requirements. This will include verifying the credentials of staff who may be designated as managers or QP.

Responsible Party: Ms. Josephine Okeke is responsible for verifying all credentials to ensure that all staff meets the above stated Personnel requirement prior to being hired.

**MERCY HOME SERVICES, INC
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Issue #11 V536 27E .0107 Client Rights-Training on Alt to Rest. Int.

10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTION

Findings: Facility failed to ensure that staff #2 GH Manager had initial training on alternatives to restrictive interventions.

Plan of Correction: Mercy Home Services, Inc has implemented its policy of ensuring that all staff must be fully trained in all aspects of mental health as required. Effective immediately 08/18/2022 and continuing, the agency will ensure that staff #2 is fully trained in alternatives to restrictive interventions.

Responsible Party: Ms. Josephine Okeke-Owner

Issue #12 V537 -- 27E .0108 Client Rights -- Training in Sec Rest & ITO

10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME OUT

Findings: Facility failed to ensure that 1 of 2 current staff GHM #2 had initial training in seclusion, Physical restraint, and Isolation Time-Out.

Plan of Correction: Effective immediately 08/2022 and continuing, Mercy Home Services, Inc will ensure that all staff including the GHM #2 is fully trained in all aspect of mental health including Seclusion, Physical Restraint, Isolation and Time-Out.

Responsible Party: Ms. Josephine Okeke -Owner is responsible for ensuring that all staff are fully trained in all aspects of mental as requires by the above Rule.

Issue #13 V540 27F .0103 Client Rights-Health, Hygiene and Grooming

10A NCAC 27F .0103 HEALTH, HYGIENE, AND GROOMING

Findings: Reports of no toilet paper available

Plan of Correction: Effective immediately 08/18/2022 and continuing, Mercy Home Services, Inc will ensure that its group home has adequate rolls of toilet paper for use by all staff and clients.

Responsible Party: Ms. Josephine Okeke-Owner and the GH Manager are the responsible parties for ensuring that toilet paper is always available for use by staff and clients.

Issue #14 V 542 27F .0105(a-c) Client Rights -- Personal Funds

10A NCAC 27F. 0105 -- CLIENT'S PERSONAL FUNDS

Findings: The facility failed to regulate the receipts and distribution of client's personal funds for 4 of 4 current clients.

**MERCY HOME SERVICES, INC
2 RIDGE GROVE COURT
GREENSBORO NC 27455**

Plan of Correction: Effective as of 08/18/2022, the owner Ms. Josephine Okeke has implemented procedures to ensure that all client funds are recorded/documented and any monies spent on their behalf, a receipt will be provided and all monies will be accounted for and kept in a secure place for accountability.

Responsible Party: Ms. Josephine Okeke-Owner and GH Manager are the responsible parties.

Issue # 15 V736 27G .0303© Facility and Grounds Maintenance

10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS

Findings: Facility was not maintained in a safe, clean and attractive and orderly manner

Plan of Correction: Ms. Josephine Okeke-Owner is in the process of correcting all deficiency related to the above citations. All corrective actions will be completed by September 12- 2022.

Responsible Party: Ms. Josephine Okeke-Owner

Issue # 16 V 738 27G ,0303(d) Pest Control

10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS

Findings: Dead bugs (roaches) were seen in the hallway and bathroom area

Plan of Correction: Mercy Home Services, Inc has scheduled treatment with an exterminating agency for 07/29/2022 to spray the home. The agency will continue to do regular spraying as recommended by the exterminator agency.

Responsible Party: Ms. Josephine Okeke-Owner and the GH Manager are responsible for ensuring that the GH remains free of bugs.

Josephine Okeke- Owner

Mercy Home Services, Inc

336 508 1903

V107 27G .0202 (A-E) Personnel Requirements

10A NCAC 27G .0202 PERSONNEL REQUIREMENTS

**Also, NCAC 27D .0304 Protection from Harm, Abuse, Neglect,
or Exploitation (V512)**

Effective immediately 08/18/2022 and ongoing

Mercy Home Services, Inc has implemented and continue to follow

Its Personnel Policy of ensuring that all staff meet the required

Rule of 10A NCAC 27G .0202 prior to being employed.

The owner Ms. Josephine Okeke is the responsible party for

ensuring that all aspects of the above Rule are complied with.

V108 27G .0202 (F-I) Personnel Requirements

10A NCAC 27G .0202 PERSONNEL REQUIREMENTS

Effective immediately 08/18/2022 and ongoing

**Mercy Home Services, Inc will comply with all requirements
regarding the Rule stated above.**

**Its Personnel Policy of ensuring that all staff meet the required
Rule of 10A NCAC 27G .0202 prior to being employed.**

**All current staff are trained in the above Core competencies and all
future staff will be trained prior to being employed**

**The owner Ms. Josephine Okeke is the responsible party for
ensuring that all aspects of the above rule are complied with.**

V109 27G .0203 Privileging/Training Professionals

10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED

PROFESSIONALS AND ASSOCIATES PROFESSIONALS

Effective immediately 08/18/2022 and ongoing

Mercy Home Services, Inc will comply with all requirements

regarding the Rule stated above.

Its Personnel Policy of ensuring that all staff meet the required

Rule of 10A NCAC 27G .0202 prior to being employed.

All current staff are trained in the above Core competencies and all

future staff will be trained prior to being employed. Regarding

findings as stated by Surveyor -**Findings #1**- Owner knew GHM#1 would

have visitors when the clients were not in the facility, but was not aware

that GHM #1 had non-clients staying in the facility. Owner has instructed

and reminded all staff that no non-client should stay in the facility period.

Findings #2 – Owner has categorically denied the alleged remarks made by

Client #2 of verbal threats ascribed to the owner. **Findings #4** has been addressed

under **V108**. All other deficiencies are being addressed in separate documentation.

The owner Ms. Josephine Okeke is the responsible party for

ensuring that all aspects of the above Rule are complied with.

V109 27G .0203 Privileging/Training Professionals

10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED

PROFESSIONALS AND ASSOCIATES PROFESSIONALS

Effective immediately 08/18/2022 and ongoing

Mercy Home Services, Inc will comply with all requirements regarding the Rule stated above.

Mercy Home, Inc will ensure that all staff meet the required Rule of 10A NCAC 27G .0202 prior to being employed.

All current staff are trained in the all the Core competencies and all future staff will be trained prior to being employed with reference to the findings as stated by Surveyor -Findings #3, #5, #6, #7, #8, #9, #10 #11, #12, #13, #14, #15, #16, #17, #18-

(#6) V113-Owner has provided retraining

to all staff on documentation procedures that include progress and outcome of each goal as stated in the clients PCP/ISP.

(#7) V115- Currently and ongoing, the owner will ensure that all clients receive nutritious foods that are not expired.

(#8) V117 – Effective immediately and ongoing, Mercy Home, Inc has implemented procedures to ensure that all prescribed medication has the following to minimize accidental risks;

All medication labels will have the client's name, the prescriber's name the current dispensing date, the name and strength and quantity of medication and the expiration date. Also, the name and address of the pharmacy and the name of the dispensing practitioner.

(#9) V118 – Staff has been re-trained by owner that all medication administered to clients must be documented immediately in the MAR (Medication Administration Record).

(#10) V120 – Effective immediately 08/18/2022 and ongoing, owner Ms. Josephine Okeke has instituted a secure environment for all medication.

(#11) – V131 – Effective immediately 08/18/2022 and continuing, all staff including new staff will have a Health Care Registry Check completed prior to being hired. All current staff who has not had a Health Care Registry completed is now in compliance.

(#12) – V133 – The owner Ms. Josephine Okeke is responsible for checking criminal records for all current employees and potential employees prior to when a conditional job offer is given. All current employees whose criminal records checks were not completed are now in compliance.

(#13) – V291 – Owner Ms. Josephine Okeke has retrained all staff to comply with the stated goals and recommendations in each client PCP/ISP and provide activities as required to ensure continuity of care.

(#14) – V536 – Currently and continuing, all staff are trained in Alternatives to Restrictive Interventions. Ms. Josephine Okeke-Owner is the responsible party.

(#15) – V537 – All staff are scheduled for training on Seclusion/Isolation/Time. Training will be completed by the end of September 2022. However, Mercy Home Services, Inc will desist from placing clients in Seclusion/Isolation/Time out until and unless all staff are fully trained.

(#16) – V540 – Effective immediately and continuing, Mercy Home Services, Inc owner Ms. Josephine Okeke will ensure that there is ample supply of toilet paper in the homes at all times.

(#17) – V542 – Ms. Josephine Okeke and the Manager of the group home has now implemented a system of recording of all client monies and receipts for all purchases to ensure that clients monies are used effectively and provide accountability for all purchases.

(#18) – V736 – Ms. Josephine Okeke-Owner has done a review of all needed environmental and physical plant issues and will complete all required work by the end of September 2022.

Mercy Home Care, Inc
2 Ridge Grove Court
Greensboro, NC 27455
Owner Contact # 336-508-1903
Office #336.617.7947
Fax # 336.763.2053

Fax

Confidential and Protected Communication

TO: Laura Rodriguez FROM: Josephine Okeke, Owner

FAX: (919) 715-8078 PAGES: 17

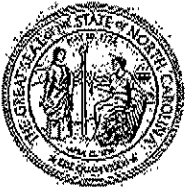
PHONE: (919) 855-3795 DATE: 9/15/22

RE: Plan of Correction DOB: _____

Comments:

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

VIA CERTIFIED MAIL

August 18, 2022

Josephine Okeke, Owner
Mercy Home Services, Inc.
2 Ridge Grove Court
Greensboro, North Carolina 27455

RE: Intent to Revoke License

Mercy Home Services, Inc., 3221 Edenwood Drive, Greensboro, NC 27406

MHL # 041-736

E-mail Address: afam0725@yahoo.com

Dear Ms. Okeke:

Based on the findings of this agency from a complaint and follow-up survey completed on August 11, 2022, it has been determined that Mercy Home Services, Inc. has operated Mercy Home Services, Inc. in violation of North Carolina General Statute (N.C.G.S.) § 122C, Article 3, Clients' Rights for individuals with mental illness, developmental disabilities, or substance abuse issues. It has been determined that your facility's violations of the above Statute endanger the health, safety, and welfare of clients in your facility. Therefore, the Department intends to revoke your license.

Agency Findings: The statutes and rules determined to be out of compliance for the August 11, 2022 survey and upon which this agency's decision is based are set out in the enclosed Statement of Deficiencies. The rule citations include:

- 10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512);
- 10A NCAC 27G .0202 Personnel Requirements (V107) (V108);
- 10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109);
- 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V112);
- 10A NCAC 27G .0206 Client Records (V113);
- 10A NCAC 27G .0208 Client Services (V115);
- 10A NCAC 27G .0209 Medication Requirements (V117), (V118), (V120);
- G.S. 131E -256 HCPR Prior Employment Verification (V131);
- G.S. 122C-80 Criminal History Record Check (V133);
- 10A NCAC 27G .5603 Operations (V291);
- 10A NCAC 27E .0107 Training on Alternatives to Restrictive Interventions (V536);
- 10A NCAC 27E .0108 Training in Seclusion, Physical Restraint and Isolation Time-Out (V537);

MENTAL HEALTH LICENSURE & CERTIFICATION SECTION

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603
MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718
www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8076

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

August 18, 2022
Mercy Home Services, Inc.
Josephine Okeke

- 10A NCAC 27F .0103 Health Hygiene and Grooming (V540);
- 10A NCAC 27F .0105 Client's Personal Funds (V542) and
- 10A NCAC 27G .0303 Location and Exterior Requirements (V736).

Notice of Opportunity to Demonstrate Compliance with Licensing Laws and Rules:

Pursuant to N.C.G.S. § 150B-3(b), you are hereby given an opportunity to show compliance with all lawful requirements for retention of your license. If you believe you are in compliance with the applicable statutes and rules, you may submit a written statement asserting all the reasons you contend you are in compliance with the applicable statutes and rules. This statement must be submitted to the agency within ten (10) calendar days following the mailing of this notice. Please include with your written statement any supporting documents you wish the agency to review prior to making a final decision. The written statement may be in the form of a Plan of Correction, which should include: (a) measures in place to correct the deficiencies, (b) measures in place to prevent reoccurrence of the problem(s), and (c) who is monitoring and how often to ensure the problems will not re-occur.

Please send your written statement and/or plan of correction, and any supporting documents to:

Wendy Boone, Assistant Section Chief
NC Division of Health Service Regulation
Mental Health Licensure and Certification Section
2718 Mail Service Center
Raleigh, NC 27699-2718

In addition, N.C.G.S. § 150B-22 encourages the settlement of disputes through informal procedures. The Division of Health Service Regulation is available at the provider's request for discussion or consultation that might resolve this matter. To arrange for an informal conference, you must contact Wendy Boone, Assistant Section Chief at 252-568-2744.

The agency will review your written statement, any supporting documents, and information covered during an informal conference (should you elect to schedule one) prior to making the final decision to affirm, modify, or rescind the decision to revoke your license. The agency may also review any other information it receives prior to making a final decision.

Consequence of Failure to Submit Written Statement: If this agency does not receive a written statement or a request for an informal conference from you within ten (10) calendar days following the mailing of this notice, your license will be revoked.

You may contact Wendy Boone, Assistant Section Chief at 252-568-2744 if you have any questions about this notice or about your right to demonstrate compliance with all lawful requirements for retention of your license.

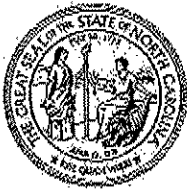
Sincerely,



Robin Sulfridge, Chief
Mental Health Licensure & Certification Section

August 18, 2022
Mercy Home Services, Inc.
Josephine Okeke

Cc: dhsrreports@dhhs.nc.gov, DMH/DD/SAS
Medicaid.dhsr.notice@dhhs.nc.gov, NC Medicaid
accreditationNotifications@nctracks.com, NC Medicaid Fiscal Agent
DHSR_Letters@sandhillcenter.org
Heather Skeens, Director, Guilford County DSS
Cindy Koempel, MH Program Manager DSOHF
Pam Pridgen, Administrative Supervisor



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

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VIA CERTIFIED MAIL

August 18, 2022

Josephine Okeke, Owner
Mercy Home Services, Inc.
2 Ridge Grove Court
Greensboro, North Carolina 27455

RE: Type A1 Administrative Penalty
Mercy Home Services, Inc., 3221 Edenwood Drive, Greensboro, NC 27406
MHL # 041-736
E-mail Address: afram0725@yahoo.com

Dear Ms. Okeke:

Based on the findings of this agency from a survey completed on August 11, 2022 we find that Mercy Home Services, Inc. has operated Mercy Home Services, Inc. in violation of North Carolina General Statute (N.C.G.S.) § 122C, Article 3, Clients' Rights for individuals with mental illness, developmental disabilities, or substance abuse issues. After a review of the findings, this agency is taking the following action:

Administrative Penalty – Pursuant to N.C.G.S. § 122C-24.1, the Division of Health Service Regulation, Department of Health and Human Services (DHHS), is hereby assessing a Type A1 administrative penalty of \$2,000.00 against Mercy Home Services, Inc. for violation of 10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512). Payment of the penalty is to be made to the Division of Health Service Regulation and mailed to the Mental Health Licensure and Certification Section, 2718 Mail Service Center, Raleigh, North Carolina 27699-2718. If the penalty is not paid within sixty (60) days of this notification, a 10% penalty plus accrued interest will be added to the initial penalty amount as per N.C.G.S. § 147-86.23. In addition, the Department has the right to initiate judicial actions to recover the amount of the administrative penalty. The facts upon which the administrative penalty is based and the statutes and rules which were violated are set out in the attached Statement of Deficiencies which are incorporated by reference as though fully set out herein.

Appeal Notice – You have the right to contest the above action by filing a petition for a contested case hearing with the Office of Administrative Hearings within thirty (30) days of mailing of this letter. *Please write the facility's Mental Health License (MHL) number at the top of your petition.* For complete instructions on the filing of petitions, please contact the Office of Administrative Hearings at (919) 431-3000. The mailing address for the Office of Administrative Hearings is as follows:

MENTAL HEALTH LICENSURE & CERTIFICATION SECTION

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
MARK PAYNE • Director, Division of Health Service Regulation

VIA CERTIFIED MAIL

August 18, 2022

Josephine Okeke, Owner
Mercy Home Services, Inc.
2 Ridge Grove Court
Greensboro, North Carolina 27455

RE: Suspension of Admissions
Mercy Home Services, Inc., 3221 Edenwood Drive, Greensboro, NC 27406
MHL # 041-736
E-mail Address: afram0725@yahoo.com

Dear Ms. Okeke:

Based on the findings of this agency during a survey completed August 11, 2022 we find that Mercy Home Services, Inc. has operated Mercy Home Services, Inc. in violation of North Carolina General Statute (N.C.G.S.) § 122C, Article 3, Client Rights for individuals with mental illness, developmental disabilities or substance abuse issues. After a review of the findings, this office is taking the following action:

Suspension of Admissions –The documented violations indicate that conditions in the facility are found to be detrimental to the health and safety of the clients. Therefore, pursuant to North Carolina General Statute § 122C-23, the Division of Health Service Regulation, Department of Health and Human Services, is hereby ordering you to suspend all admissions to the facility effective immediately. The Suspension of Admissions is to continue until conditions are documented to meet approved inspection status. The facts upon which the suspensions of admissions are based are set out in the attached Statement of Deficiencies which is incorporated by reference as though fully set out herein.

The rule citations include:

- 10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512);
- 10A NCAC 27G .0202 Personnel Requirements (V107) (V108);
- 10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109);
- 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V112);
- 10A NCAC 27G .0206 Client Records (V113);
- 10A NCAC 27G .0208 Client Services (V115);
- 10A NCAC 27G .0209 Medication Requirements (V117), (V118), (V120);
- G.S. 131E -256 HCPR Prior Employment Verification (V131);
- G.S. 122C-80 Criminal History Record Check (V133);
- 10A NCAC 27G .5603 Operations (V291);

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

August 18, 2022
Mercy Home Services, Inc.
Josephine Okeke

- 10A NCAC 27E .0107 Training on Alternatives to Restrictive Interventions (V536);
- 10A NCAC 27E .0108 Training in Seclusion, Physical Restraint and Isolation Time-Out (V537);
- 10A NCAC 27F .0103 Health Hygiene and Grooming (V540);
- 10A NCAC 27F .0105 Client's Personal Funds (V542) and
- 10A NCAC 27G .0303 Location and Exterior Requirements (V736).

Appeal Notice – You have the right to contest the above action by filing a petition for a contested case hearing with the Office of Administrative Hearings within twenty (20) days of mailing of this letter. *Please write the facility's Mental Health License (MHL) number at the top of your petition.* For complete instructions on the filing of petitions, please contact the Office of Administrative Hearings at (919) 431-3000. The mailing address for the Office of Administrative Hearings is as follows:

Office of Administrative Hearings
6714 Mail Service Center
Raleigh, NC 27699-6714

North Carolina General Statute § 150B-23 provides that you must also serve a copy of the petition on all other parties, which includes the Department of Health and Human Services. The Department's representative for such actions is Ms. Julie Cronin, General Counsel. This person may receive service of process by mail at the following address:

Ms. Julie Cronin, General Counsel
Department of Health and Human Services
Office of Legal Affairs
Adams Building
2001 Mail Service Center
Raleigh, NC 27699-2001

If you do not file a petition within the twenty (20) day period, you lose your right to appeal. *Please note that each appealable action has a separate, distinct appeal process and the proper procedures must be completed for each appealable action*

In addition to your right to file a petition for a contested case hearing, N.C.G.S. § 150B-22 encourages the settlement of disputes through informal procedures. The Division of Health Service Regulation is available at the provider's request for discussion or consultation that might resolve this matter. To arrange for an informal meeting, you must contact DHSR at 252-568-2744 within twenty (20) days of the mailing of this letter. Please note that the use of informal procedures does not extend the 20 days allowed to file for a contested case hearing as explained above.

Should you have any questions regarding any aspect of this letter, please do not hesitate to contact us at the Department of Health and Human Services, Division of Health Service Regulation, Mental Health Licensure and Certification Section, 2718 Mail Service Center, Raleigh, NC 27699-2718 or call Wendy Boone, Assistant Section Chief at 252-568-2744.

Sincerely,



Robin Sulfridge, Chief
Mental Health Licensure & Certification Section