

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL051-203	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 08/31/2022
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NAME OF PROVIDER OR SUPPLIER ULTIMATE FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 3310 NC 210 HWY SMITHFIELD, NC 27577
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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>INITIAL COMMENTS</p> <p>An annual & follow up survey was completed on 8/31/22. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness</p> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(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.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(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.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure fire & disaster drills were repeated on each shift. The findings are:</p> <p>Review of the facility's fire and disaster log revealed:</p>	V 114		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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V 114	<p>Continued From page 1</p> <ul style="list-style-type: none"> - fire and disaster drills were not completed on each shift <p>During interview on 8/19/22 the House Supervisor reported the following staff shifts:</p> <ul style="list-style-type: none"> - 1st shift - 6am - 4pm - 2nd shift - 4pm - 12am - 3rd shift - 12am - 6am <p>During interview on 8/23/22 the Licensee reported the following staff shifts:</p> <ul style="list-style-type: none"> - 2 different shifts - 7am - 7pm & 7pm - 7am <p>During interview on 8/19/22 client #3 reported:</p> <ul style="list-style-type: none"> - he would not know what to do if it was a tornado <p>During interview on 8/19/22 client #5 reported:</p> <ul style="list-style-type: none"> - disaster drills were not practiced at the facility - would get down away from windows <p>During interview on 8/19/22 staff #1 reported:</p> <ul style="list-style-type: none"> - had worked at the facility for last month - had not completed any disaster drills - no one had trained him what to do during a tornado - will google to see how to complete the tornado drill - during a tornado, would have the clients get in the bed and do not move <p>During interview on 8/19/22 the HS reported:</p> <ul style="list-style-type: none"> - she had not practiced tornado drills with staff #1 - another staff trained staff #1 this weekend, how to conduct a tornado drill - clients were to get down in the hallway <p>During interview on 8/23/22 the Licensee</p>	V 114		

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V 114	Continued From page 2 reported: - HS checked quarterly to see if drills were done - she and the HS ensured staff were trained on how to complete drills - she had not trained staff #1 how to conduct a tornado drill	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 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	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 3 with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed administer medications on a written physician's order & and failed to keep MARs current for 1 of 3 audited client (3). The findings are:</p> <p>Review on 8/17/22 of client #3's record revealed:</p> <ul style="list-style-type: none"> - admitted 8/3/22 - diagnoses of Schizophrenia, Diabetes, Alcohol abuse and Chronic Hyponatremia - a FL2 dated 8/8/22: Cogentin 1mg (milligram) (Parkinson & side effects), Ingrezza (involuntary movement), Zoloft 25mg everyday (depression), Haldol 20mg twice a day (BID) (mental disorders) & Abilify 5mg bedtime (schizophrenia); Metformin 500mg BID (diabetes), Lisinopril 10mg daily (blood pressure), Tripletail 150mg BID (seizure) & Lasix 40mg daily (fluid retention) <p>Review on 8/17/22 of client #3's August MAR revealed:</p> <ul style="list-style-type: none"> - no staff initials from 8/15/22 - 8/17/22 for the above medications - the Cogentin, Zoloft, Haldol & Abilify was not listed <p>During interview on 8/19/22 client #3 reported:</p> <ul style="list-style-type: none"> - received his medications daily by staff #1 <p>During interview on 8/17/22 & 8/19/22 staff #1 reported:</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> - was the only staff administered medications - only signed off on the medications listed in the electronic MAR system (EMAR) - did not have a hard copy of the client #3's MAR to sign off - EMAR system had been down since 8/15/22 - road construction prevented the EMAR system from working - the House Supervisor (HS) informed him today to start to document in the EMAR & hard copy of MARs - client #3 did not miss his medications, even though, there were no documentation on the MAR <p>During interview on 8/17/22 & 8/19/22 the HS reported:</p> <ul style="list-style-type: none"> - on 8/17/22 the EMAR system down had been down since 8/15/22 due road construction, - the internet line was cut - client #3 was new to the facility and not all his medications had been uploaded in the EMAR system - had not documented client #3's psychotropic medications on the hard copy of the MAR - the pharmacy would not accept the FL2 for his psychotropic medications, therefore those medications were not in the EMAR system - client #3 did not miss his medications - during the EMAR system outage, staff #1 would contact her when client #3's medication was administered - she would document in the EMAR system medication was given - was trained during medication administration, the person that administer medications, documented the MARs - on 8/19/22 will write down all client #3's medications on a hard copy of a MAR 	V 118		

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V 118	<p>Continued From page 5</p> <p>During interview on 8/22/22 the pharmacist reported:</p> <ul style="list-style-type: none"> - had client #3's 8/8/22 FL2, which was accepted by his pharmacy - all client #3's medication had been inputted into the EMAR system by the pharmacy representative - it took time for the EMAR system to update with the medications entered - until all medications were uploaded into the EMAR system, staff needed to document the hard copies of the client MARS given by his pharmacy <p>During interview on 8/23/22 the Licensee reported:</p> <ul style="list-style-type: none"> - if the EMAR system was down, staff needed to initial the hard copy of the MARs - "moving forward," staff will initial the hard copy of clients' MARs & the EMAR system <p>"Due to the failure to accurately document medication administration, it could not be determined if clients received their medications as ordered by the physician"</p>	V 118		