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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION                  | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br>MHL043-100   | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____                | (X3) DATE SURVEY COMPLETED<br><br>C<br>09/30/2022   |
| NAME OF PROVIDER OR SUPPLIER<br><br>FREEDOM CARE SERVICES, LLC #4 |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br>3560 BUNNLEVEL ERWIN ROAD<br>ERWIN, NC 28339 |   |
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| V 000 | INITIAL COMMENTS<br><br>A complaint survey was completed on 9/30/22. The complaints were substantiated (Intake #NC00189384 & #NC00193939). A deficiency was cited.<br><br>This facility is licensed for the following service category: 10A NCAC 27G.5600A Supervised Living for Adults with Mental Illness.<br><br>This facility is licensed for 3 and currently has a census of 3. The survey sample consisted of audits of 1 deceased client.<br><br>This survey originally closed on 6/10/22 but was reopened on 8/27/22 due to additional complaint information received.   | V 000 | The facility will retrain staff in Quality of life, abuse, neglect + exploitation 11/8/2022<br><br>The facility will retrain staff in CPR (with emphasis that staff will perform CPR until Emergency officials arrive). The facility will retrain staff to follow directives of emergency 911 operator.<br><br>The facility will review all individuals person centered plan with all staff<br><br>Director will update policy to reflect staff members following all operator instructions also training staff on DNR if one is presented |
| V 512 | 27D .0304 Client Rights - Harm, Abuse, Neglect<br><br>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION<br>(a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66.<br>(b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter.<br>(c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.<br>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of intervention procedures shall be compliance with | V 512 |  |

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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*[Signature]* 11/8/2022

STATE FORM - STATEMENT OF DEFICIENCIES

152X11

Received by  
MHL & C  
11/10/22

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| V 512 | <p>Continued From page 1</p> <p>Subchapter 10A NCAC 27E of this Chapter.<br/>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for dismissal of the employee.</p> <p>This Rule is not met as evidenced by:<br/>Based on record review and interview 1 of 4 staff (#3) neglected 1 of 1 deceased client (DC#4).<br/>The findings are:</p> <p>Review on 5/26/22 of DC #4's record revealed:<br/>-Admitted: 2/28/21<br/>-Deceased: 5/14/22<br/>-Diagnoses: Nicotine Dependence, Cigarettes, Uncomplicated Schizoaffective Disorder, Bipolar type, Insomnia Unspecified essential (primary), Hypertension, Congestive Heart failure, Chronic Obstructive Pulmonary Disease, Unspecified Mild Intermittent asthma, uncomplicated</p> <p>Review on 9/28/22 of staff #3's record revealed:<br/>- Hired 5/1/19<br/>- Job title-Paraprofessional<br/>- Training: Heart Saver, First Aid and Cardiopulmonary Resuscitation (CPR) Automated External Defibrillator (AED) 12/20/21</p> <p>Interview on 6/1/22 staff #3 stated:<br/>- DC #4 got up 3:44am and went to the bathroom, after coming out of the bathroom he asked for a breathing treatment<br/>- After the breathing treatment DC #4 fell on the floor<br/>- She shook him and his eyes were "cracked opened"<br/>- She called 911<br/>- Assessed DC #4 "was breathing and did not need CPR"</p> | V 512 | <p>Monitoring will be conducted on site by management and Quality Assurance manager weekly. Anything found to be in non-compliance will be corrected immediately and reviewed at monthly house meeting. Monthly meetings are conducted by group home manager and Quality Assurance manager.</p> |
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| V 512 | <p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- Called 911, told the operator DC #4 was breathing and "not sure what else the 911 operator said" to her</li> <li>- Emergency Medical Services (EMS) arrived, they tried to start an intravenous (IV) port and put him on an oxygen mask, a few minutes later they put the AED pads on him, and another EMS worker went to get the AED machine</li> <li>- EMS asked about the do not resuscitate (DNR) then asked to call the guardian to find out about the DNR</li> <li>- The on-call guardian didn't know about the DNR- EMS stated he was breathing but had a faint pulse</li> </ul> <p>Attempted interview on 9/27/22 with staff #3 was unsuccessful as staff #3 was no longer employed by this facility and "did not have time to answer any additional questions" or talk to the surveyor.</p> <p>Review on 9/12/22 of the Emergency Call recording from 6/14/22 regarding DC #4 revealed:</p> <p>9 seconds into the call- wrong address given by staff #3</p> <p>40 seconds into the call the 911 operator asked for the correct address</p> <p>57 seconds staff #3 correct address confirmed</p> <p>1:44 staff reported she was a fill in staff #3 "don't normally work at this home"</p> <p>2:05 the 911 operator explained going to give instructions to assist DC #4</p> <p>2:20 instructed staff #3 to lay DC#4 flat on his back and remove anything from his head 2:58 asked staff #3 did she lay him flat on the back</p> <p>3:22 staff #3 stated no one there to help her</p> <p>3:48 staff #3 reported using cell phone to call "boss"</p> <p>4:00 the 911 operator- "either way we can work him, need you to lay him flat on his back"</p> | V 512 |  |  |
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| V 512 | <p>Continued From page 3</p> <p>4:26 the 911 operator-can you try to move him and put him on his back</p> <p>4:46 staff #3 - "I know how he will fight and will knock the fire out of you"</p> <p>4:50 the 911 operator -"that grunting is agonal breathing, and he needs CPR"</p> <p>4:57 staff #3 - "I have been doing this for years, I want make sure he is not a DNR"</p> <p>5:28 staff #3 -cell phone heard going to voicemail</p> <p>6:12 staff#3 -cell phone going to voice mail 6:25 the 911 operator- asked "are you going to call someone else or are you going to try and help him"</p> <p>6:27 staff #3 -"I' m going to call someone else"</p> <p>6:34 staff #3 - "I got a bad back I need help getting him off the floor"</p> <p>6:50: staff #3 conversation on cell phone "Hey are you busy can you come help me at the group home, I need you to come ASAP"</p> <p>"OK someone coming to help me"</p> <p>7:27 "they was trying to get him to hospice center"</p> <p>7:45 staff #3 - "I' m nervous"</p> <p>9:00 staff #3 "EMS arrive and cell phone calling someone else" 9:40 call ends</p> <p>Review on 6/6/22 of Emergency Service chart dated 6/14/22 revealed:</p> <p>-"Arrived on scene to find male pt laying on his left side on the floor by the back sliding door" - "Unresponsive/bradycardia" (slower than normal heart rate)</p> <p>Pulses: Left            Right</p> <p>Carotid: "weak" Not checked Radial :<br/>"weak" Not checked</p> <p>Femoral : Not checked    Not checked</p> <p>Dorsalis : Not checked    Not checked</p> <p>Respiratory effort: "Agonal" (breathing when a person is not getting enough oxygen is gasping for air, usually due to cardiac arrest or stroke)</p> | V 512 |  |  |
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| V 512 | <p>Continued From page 4</p> <p>Respiratory exam: "Chest, Equal Rise/Fall"</p> <p>Review on 9/28/22 of the Emergency Policy revealed:<br/>         "During an emergency staff will:<br/>         -Call 911<br/>         -Determine if CPR/First Aid is needed and proceed as appropriate<br/>         -Notify the director or owner<br/>         -Notify director, legal guardian, physicians, or case manager<br/>         -Document on incident report"</p> <p>Interview on 9/28/22 the Licensee stated: -<br/>         Staff #3 had not worked at the group home in the last 2 months<br/>         - Staff #3's last day of work was 7/25/22, termination date was 7/30/22<br/>         - When she arrived at the group home EMS was already at the home<br/>         - She had not listened to the 911 call - Was unaware of staff #3 not following the instructions of the 911 operator<br/>         - Did not know why staff #3 would say DC #4 was a DNR<br/>         - DC #4 was not a DNR and there had been no discussion regarding any DNR status at any meetings or trainings with staff #3</p> <p>Interview on 9/28/22 the Quality Assurance Manager stated:<br/>         - He had not listened to the 911 call from 6/14/22<br/>         - Staff #3 was CPR and First Aid certified<br/>         - DC#4 was not a DNR<br/>         - DNR was never discussed with staff #3</p> <p>Review on 9/30/22 of the Plan of Protection dated 9/30/22 written by the Qualified Professional/Licensee (QP) revealed:<br/>         -"What immediate action will the facility take to</p> | V 512 |  |  |
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| V 512 | <p>Continued From page 5</p> <p>ensure the safety of the consumers in your care? The facility /staff will follow directions of a 911 operator until medical/emergency officials arrives. The facility/staff will perform CPR when directed to do so. The facility will retrain staff on CPR. Describe your plans to make sure the above happens. If staff is in a emergency situation staff will assess the scene and follow directions from emergency officials."</p> <p>Deceased client #4 had diagnoses to include Nicotine Dependence, Cigarettes, Uncomplicated Schizoaffective Disorder, Bipolar type, Insomnia Unspecified essential (primary), Hypertension, Congestive Heart failure, Chronic Obstructive Pulmonary Disease and Unspecified Mild Intermittent Asthma. Staff #3 called 911 for assistance when DC #4 fell over after a breathing treatment and was unresponsive. Initially staff #3 gave the wrong address for the facility and then would not follow instructions given to her. Staff #3 was instructed to turn DC #4 onto his back, however staff #3 complained she had a bad back herself and could not turn him over. The 911 Operator instructed staff #3 to start CPR and staff #3 refused as she thought DC #4 was a DNR and wanted to find the paperwork first. Staff #3 proceeded to make attempts at reaching other facility staff via her cell phone instead of following the 911 operator's instructions to provide lifesaving emergency help to DC #4. For over 9 minutes staff #3 refused to follow the 911 operator's instructions for life saving measures. This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$8,000.00 is imposed. If the violation is not corrected within 23 days, an additional</p> | V 512 |  |  |
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| V 512 | Continued From page 6<br><br>administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day. | V 512 |  |  |
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