STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL011-184	A. BUILDING: _____ B. WING _____	C 01/18/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GIVENS	650 BARRETT LANE ASHEVILLE, NC 28805

(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	INITIAL COMMENTS A complaint survey was completed on 1/18/23. The complaints were substantiated (intake #NC00195203 and #NC00195633). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability. This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 2 current clients.	V 000		
V 540	27F .0103 Client Rights - Health, Hygiene And Grooming 10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING (a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the: (1) opportunity for a shower or tub bath daily, or more often as needed; (2) opportunity to shave at least daily; (3) opportunity to obtain the services of a barber or a beautician; and (4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil. (b) Bathtubs or showers and toilets which ensure individual privacy shall be available. (c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility	V 540		

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V 540	Continued From page 1 impairment shall be available. This Rule is not met as evidenced by: Based on interviews and record review the facility failed to ensure dignity and humane care in the provision of personal health, hygiene and grooming care affecting 2 of 2 audited clients (Client #1 and Client #2). The findings are: Review on 1/3/23 of Client #1's record revealed: -Date of admission: 3/1/09; -Diagnoses: Moderate Intellectual and Developmental Disability (IDD), Chronic Constipation, Pervasive Developmental Disorder (d/o), Impulse Control d/o, Central Auditory Processing d/o, Encephalopathy-birth and Hypertension. Review on 1/3/23 of Client #2's record revealed: -Date of admission: 5/2/06; -Diagnoses: Mild IDD, Attention Deficit Hyperactivity d/o, combined type, Bipolar d/o, in full remission, most recent episode manic, Cerebral Palsy, and Anxiety d/o, unspecified. Review on 1/6/23 of 2 photographs provided by Client #2's guardian revealed: -reddened area in the folds of Client #2's lower abdomen; -took the photographs of Client #2 during one of her home visits in October or November 2022. Interview on 1/3/23 with Client #1's guardian revealed: -tried to visit Client #1 every other week; -two long time female staff quit during the summer and "when those staff quit, hygiene issues started;"	V 540		

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V 540	Continued From page 2 -Client #1 was unable to brush her own teeth, trim her nails, or bathe without staff assistance; -when she visited Client #1 "it was clear those things hadn't been done ...her hair wasn't clean and she didn't smell nice;" -didn't know bathing schedule but assumed it was every day; -Client #1 had bowel issues due to a past surgery and sometimes had stool leakage; -Client #1 needed a bath daily but she didn't know if that happened; -she informed a staff person at the [local] Day Program of her concerns about Client #1's lack of regular hygiene and staffing concerns; -had regular contact with the former Qualified Professional (QP) "but they quit;" -the former Regional Director and another male manager were the only staff who worked at the facility after the female staff quit; -it "isn't all their fault, they haven't been able to hire staff ...have other staff covering from other group homes;" -female staff from other facilities worked at the facility now to cover shifts; -didn't think Client #1's health suffered because of the poor hygiene. Interview on 1/4/23 with Client #2's guardian revealed: -Client #2 was "not capable of washing herself ...very heavy, places that were scaly ...her shelf (second belly) was glued to the inside of her thigh ...the smell;" -there were male staff working at the facility from the end of August until December 2022; -the staff "had no help, they were just feeding them (clients) ...bathing wasn't happening;" -"brought Client #2 home on three occasions ...covered in feces;" -at Christmas when Client #2 came home "her	V 540		

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V 540	Continued From page 3 shelf wasn't good ...near groin area ... could say the ladies (staff) were cleaning it ...good shape no, better shape, yes ...hair is better." Interview on 12/29/22 with Community Advocate #1 for Client #2 revealed: -concerned about lack of staff at the facility and difficulty finding female staff to assist with bathing for Client #2; -staffing concerns began approximately August 2022 when female staff resigned; -facility had rotating female staff to assist with bathing every 2 weeks; -Client #2's guardian noticed "skin breakdown ...turning red" when Client #2 was on a home visit at Thanksgiving. Attempted to contact Community Advocate #2 for Client #1 on 12/29/22 but Community Advocate #2 did not return surveyor's phone call. Interview on 1/4/23 with the Day Program Staff revealed: -Client #1 arrived at the program a couple of times and her incontinence briefs were soiled; -addressed the soiling with the former Regional Director who said they would take care of it; -Client #1 continued to arrive at the program with soiled briefs; "it was not a one-time thing;" -Client #1 needed a staff person to accompany her to the bathroom to make sure she cleaned herself; -knew there were staffing issues at the facility; -Client #1's guardian told him that when she picked her up from the facility, her hair was matted; -thought "there had been some improvement" with Client #1's hygiene; -facility was "able to respond after it was brought to their attention ...they needed a nudge."	V 540		

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V 540	Continued From page 4 Interview on 1/6/23 with the former Regional Director revealed: -oversaw the operations of the facility and four other group homes; -worked at the facility after two long time female staff resigned in the summer; -concerns by the guardians for Client #1 and Client #2 started when the two female staff "beloved by guardians" no longer worked at the facility; -worked at the facility providing direct care until his last day (with Licensee) on December 1 or 2, 2022; -Client #2's guardian expressed concern that Client #2 was not being bathed ..."she was in her bed and soiled ...it was possible she was soiled but wouldn't have been left in that condition;" -the concern was "going way back ...in the summer;" -"there was accusation that she (Client #2) had been left like that for days but that wasn't true;" -did not see any "skin breakdown" on Client #2; -Client #1 had "ongoing GI (gastrointestinal) issues, UTI's (urinary tract infections) ...was soiling herself 2-3 times per day;" -when Client #1 left the facility to go to the day program, staff checked her and she was clean; "could have soiled herself on the way to the day program ...maybe had leakage." Interview on 1/11/23 with the QP revealed: -had been the QP for the facility since October 2022; -worked some shifts which included overnights at the facility; -there were no permanent staff at the facility but staff from other facilities worked shifts; -Client #2 needed "a lot of prompting" and sometimes refused to take a shower;	V 540		

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V 540	Continued From page 5 -Client #1 requires "a lot of verbal reminders to use the bathroom ...sometimes she would get off toilet and didn't use it and then go in her diaper;" -did not observe poor hygiene with Client #1 or Client #2. Interview on 12/30/22 with the Chief Operating Officer (COO) revealed: -there was a lot of staff turnover at the facility and staff from other locations (group homes) covered shifts; -the staff who worked at the facility during the time the allegations were made were no longer employed with the Licensee; -there were a lot of new staff hired and starting next week.	V 540		