STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL026-643	A. BUILDING: _____ B. WING _____	C 03/17/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
C R E S T GROUP HOME #5	250 PRINCE CHARLES DRIVE FAYETTEVILLE, NC 28311

(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 March 17, 2023. The complaint was substantiated (intake #NC00199157). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600 C Supervised Living for Adults with Developmental Disabilities. This facility is licensed for 6 and currently has a census of 4. The survey sample consisted of audits of 2 current clients.	V 000		
V 110	27G .0204 Training/Supervision Paraprofessionals 10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS (a) There shall be no privileging requirements for paraprofessionals. (b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter. (c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served. (d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence. (e) Competence shall be demonstrated by exhibiting core skills including: (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills.	V 110		

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V 110	Continued From page 1 (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. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure staff demonstrated knowledge, skills and abilities required by the population served affecting 1 of 1 audited former Group Home Manager (GHM). The findings are: Review on 3/17/23 of the former GHM's record revealed: -Hire date: 1/11/16. -Termination date: 2/8/23. -Job: Group Home Manager Review on 3/10/23 of client #1's record revealed: -68 year old male. -Admitted on 7/13/94. -Diagnoses of Moderate Intellectual Developmental Disorder and Cerebral Palsy. Interview on 3/10/23 client #1 stated: -His sister (guardian) was going to get him out in a little while. -He had all new staff. -His sister would tell surveyor "all about it" Interview on 3/10/23 and 3/17/23 client #1's guardian stated: -She asked the former GHM was there any alternatives to moving client #1.	V 110		

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V 110	Continued From page 2	V 110		

-The former GHM stated he knew of someone if she wanted to talk to her.
-She gave verbal permission to the former GHM for the FS to pick client #1 up on the weekend.

Interview on 3/17/23 the Former GHM stated:
-He worked at the facility as the GHM for 10 - 12 years.
-He was approached by administration who stated he requested several meetings with client families stating he was leaving the facility.
-He was asked by client #1's guardian about any other providers.
-Client #1 was familiar with a former staff (FS) who was an Alternative Family Living (AFL) provider.
-Client #1 saw the FS weekly during special Olympic bowling.
-The FS stated client #1 continued to text her and he requested the FS contact client #1's guardian.
-Client #1's guardian wanted client #1's co-guardian/brother to meet the FS.
-He agreed for the guardian's and the FS to meet the with client #1 at the group home.
-He asked that the FS contact the Local Management Entity to see what was best for client #1.
-The FS picked up client #1 once or twice monthly.
-He requested the FS contact the guardian's anytime she wanted to pick up client #1.
-He was unsure if the visits were documented.
-The FS would contact the staff on duty to arrange pick up.
-He was unsure if the Director had knowledge of the FS picking up client #1 for visits.

Interview on 3/10/23 the Executive Director/Qualified Professional stated:
-The former GHM arranged meetings with some

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V 110	Continued From page 3 of the client family members and another FS to discuss the option of moving clients to a new home. -Client #1's co-guardian/brother stated he was contacted by the FS and a meeting was held. -The guardian's had not called him because they believe the former GHM was acting on CREST's behalf. -He believed the guardian's gave permission to the former GHM for the FS to pick up client #1. -He was unsure if client #1 continued to visit with the FS. -No other staff had reported client #1 going with the FS. -The former GHM was terminated.	V 110		
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on record review and interviews the facility failed to keep the facility free of insects. The findings are: Review on 3/17/23 of a local pest control inspection report revealed: -Work Date 2/24/23 -Service Description "BED BUG INSPECTION ONLY" -General comments/Instructions "Inspection only activity of bedbugs in 2 rooms..."	V 738		

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V 738	Continued From page 4 Interview on 3/17/23 client #4 stated: -There were no bedbugs in his room. -A man visited the facility recently for bed bugs. Interview on 3/17/23 a local pest control technician stated: -He completed an inspection on 2/24/23. -There was bed bug activity in 2 bedrooms. Interview on 3/17/23 the Executive Assistant stated: -There was a current infestation of bed bugs at the home. -She was informed of the bed bugs about a month ago. -Client #2 found bed bugs in his room. -A staff told her client #1 also had bed bugs in his room. -The facility had a history of bed bugs. -They had two separate companies they used to treat the facility. -One of the companies had completed an inspection and the other company was scheduled. Interview on 3/10/23 the Executive Director/Qualified Professional stated: -There was evidence of infestation at the facility. -They had 2 companies doing inspections for treatment.	V 738		