

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-641	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 03/17/2023
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NAME OF PROVIDER OR SUPPLIER C R E S T GROUP HOME #3	STREET ADDRESS, CITY, STATE, ZIP CODE 635 DASHLAND DRIVE FAYETTEVILLE, NC 28303
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on March 17, 2023. The complaint was unsubstantiated (intake #NC00197220). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 5 and currently has a census of 5. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p>	V 112		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure written consent or agreement by guardian for two of two audited clients (#1, #3). The findings are:</p> <p>Finding #1 Review on 3/9/23 and 3/10/23 of client #1's record revealed: -49 year old female. -Admitted on 3/18/15. -Diagnosis of Mild Intellectual Disability. -Legal Guardian was a local Department of Social Services</p> <p>Review on 3/10/23 of client #1's treatment plan dated 12/16/22 revealed: -Plan signed by client #1 and dated 12/12/22. -Plan was not signed by legal guardian. -No evidence of consent by the legal guardian.</p> <p>Interview on 3/10/23 client #1 stated: -She was never told what her goals were. -Her goals were all "good and all met."</p> <p>Finding #2 Review on 3/9/23 and 3/10/23 of client #2's record revealed: -41 year old female. -Admitted on 5/31/12.</p>	V 112		

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V 112	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Diagnoses of Psychotic Disorder, Mood Disorder, Borderline Intellectual Function, Dyslipidemia and Allergic Rhinitis. -Legal Guardian was her mother. <p>Review on 3/10/23 of client #3's treatment plan dated 11/10/22:</p> <ul style="list-style-type: none"> -Client #3 signed as "Person Receiving Services" and "Legally Responsible Person." -No evidence of consent by the legal guardian. <p>Interview on 3/10/23 client #2 revealed:</p> <ul style="list-style-type: none"> -She was unsure what her goals were. -Staff had not told her what her goals were. -She wanted to get a job. <p>Interview on 3/9/23 the Executive Director/Qualified Professional stated:</p> <ul style="list-style-type: none"> -He was responsible for developing the treatment plans. -He understood the client treatment plans should be signed by legal guardians. <p>This deficiency has been cited 3 times since the original cite on June 7, 2022 and must be corrected within 30 days.</p>	V 112		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(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.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>(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.</p> <p>(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:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to administer medications on the written order of a physician and ensure MARs were kept current for two of two audited clients (#1, #3). The findings are:</p> <p>Finding #1 Review on 3/9/23 of client #1's record revealed: -49 year old female. -Admitted on 3/18/15. -Diagnosis of Mild Intellectual Disability. -No signed physician order for Knee Sleeve "put</p>	V 118		
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V 118	<p>Continued From page 4</p> <p>on in the morning and remove at bedtime for acute pain of right knee" transcribed on MARs.</p> <p>Review on 3/9/23 and 3/17/23 of client #1's signed physician orders revealed: 6/8/22 - Montelukast 10 mg at bedtime for cough. 1/25/23 - Cetirizine 10 mg daily. (allergies) -Famotidine 20 mg daily. (indigestion) -Omeprazole 20 mg daily. (acid reflux) -Ziprasidone 20 mg every morning with food and 2 capsules at bedtime with food. (mental/mood) -Furosemide 20 mg twice daily. (edema) -Ranolazine Extended Release (ER) 500 mg twice daily. (chest pain)</p> <p>Review on 3/9/23 of client #1's MARs from January 2023 - March 9, 2023 revealed the following blanks: -Cetirizine 10 mg 3/9 (7am). -Famotidine 20 mg 3/9 (7am). -Omeprazole 20 mg 3/9 (7am). -Ziprasidone 20 mg 3/9 (7am), 2/12 (8pm) and 2/15 (8pm). -Ranolazine ER 500 mg 2/15 (6pm), 3/1 (6pm) and 3/9 (7am). -Montelukast 10 mg 2/12 (8pm) and 2/15 (8pm). -Ciclopirox 8% Solution, 1/1 (8pm), 2/12 (8pm), 12/15 (8pm) and 3/1 -3/8. -Knee Sleeve was not documented as used.</p> <p>Interview on 3/10/23 client #1 stated: -She took her medications every morning and every night. -She knew her medications but did not know the name of them. -She took all her medications yesterday (3/9/23) morning. -She always took her medications. -She had a knee sleeve 3 years ago but the</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>doctor discontinued it.</p> <p>Finding #2 Review on 3/9/23 and 3/10/23 of client #2's record revealed: -41 year old female. -Admitted on 5/31/12. -Diagnoses of Psychotic Disorder, Mood Disorder, Borderline Intellectual Function, Dyslipidemia and Allergic Rhinitis. -No physician order or discontinue order for Azelastine 137 microgram (mcg) administered in January and February 2023 (allergies).</p> <p>Review on 3/9/23 and 3/17/23 of client #3's signed physician orders revealed: -11/11/22 - Lamotrigine 100 milligrams (mg) 2 tablets daily. (seizure) - Topiramate 100 mg 1 1/2 tablets twice daily. (seizure) -2/21/23 - Fluticasone 50 mcg daily. (allergy) - Methylphenidate 10 mg twice daily in the morning and afternoon. (Attention Deficit Hyperactivity Disorder)</p> <p>Review on 3/9/23 of client #3's MARs from January 2023 - March 9, 2023 revealed the following blanks: -Lamotrigine 100 mg 2/12 (6pm). -Fluticasone 50 mcg 2/25-2/28. -Topiramate 100 mg 1/8 (6pm). -Methylphenidate 10 mg 2/28, 3/9 (2pm). -Azelastine 137 mcg 2/12 (6pm)</p> <p>Interview on 3/10/23 client #2 revealed: -She took her medications 3 times a daily. -She took her 2pm medication at the group home. -Her medications recently changed and is better.</p> <p>Observation on 3/9/23 between 4:15 pm - 5pm of</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>the client's medications revealed: -Client #1's knee sleeve was not available for review. -Client #3's Methylphenidate 10 mg and Azelastine 137 mcg were not available for review.</p> <p>Interview on 3/9/23 the Group Home Manager stated: -All clients received their medications daily. -Client #1 received her morning medications this morning but did had not documented the MAR due to her vision being off. -Client #3 received Methylphenidate 2 pm dose at the group home. -Client #3 had not received her 2pm dose because the facility is waiting on the refill. -Client #3 last took her Methylphenidate medication this morning. -She was unsure about client #3's Azelastine 137 mcg order it was possibly discontinued after her hospitalization. -She was unsure about the blanks on the MARs.</p> <p>Interview on 3/9/23 the Executive Director stated: -He was responsible for reviewing the medications and MARs. -The pharmacy visited monthly to review the medications.</p> <p>This deficiency has been cited 3 times since the original cite on June 7, 2022 and must be corrected within 30 days.</p>	V 118		