

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL047-140	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/16/2023
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NAME OF PROVIDER OR SUPPLIER MULTICULTURAL RESOURCE CENTER - GROUP HOM	STREET ADDRESS, CITY, STATE, ZIP CODE 249 JOYCE LANE RAEFORD, NC 28376
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on March 16, 2023. 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 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS</p> <p>(a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to:</p> <p>(1) an identification face sheet which includes:</p> <ul style="list-style-type: none"> (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; <p>(2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV;</p> <p>(3) documentation of the screening and assessment;</p> <p>(4) treatment/habilitation or service plan;</p> <p>(5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician;</p> <p>(6) a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician;</p>	V 113		

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 113	<p>Continued From page 1</p> <p>(7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on records review and interview, the facility failed to ensure records were complete for two of three audited clients (#1 and #3). The findings are:</p> <p>Review on 3/16/23 of Client #1's record revealed: -Admission date of 8/17/19. -Diagnoses of Chronic Schizoaffective Disorder and Major Neurocognitive Disorder. -No documentation of a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician.</p> <p>Review on 3/16/23 of Client #3's record revealed: -Admission date of 3/13/23. -Diagnoses of Schizoaffective Disorder, Bipolar Type; Generalized Anxiety Disorder; Intellectual</p>	V 113		

Division of Health Service Regulation

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V 113	Continued From page 2 Developmental Disorder. -No documentation of a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician. Interview on 3/16/23 with the Qualified Professional revealed: -He was unaware that he needed to have clients' consents signed prior to them receiving services at the home. -He was in the process of having all paperwork signed by the clients' guardians. -He acknowledged that clients did not have consent for emergency care in their records signed.	V 113		
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:	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 3</p> <p>(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 with a physician.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to: A) ensure medications were administered on the written order of a physician and B) ensure the MAR was kept current affecting two of three audited clients (#1 and #3.) The findings are:</p> <p>Review on 3/16/23 of client # 1's record revealed: -Admission date: 3/13/23. -Diagnoses of Other Schizophrenic Spectrum, Unspecified Intellectual Disability.</p> <p>There were no physician orders for: -Vitamin D 50,000 international unit (iu)- take 1 capsule once weekly. -Lorazepam 1 milligram (mg) - take 1 tablet at bedtime. -Cetirizine 10 mg - take 1 tablet each morning. -Clozapine 100 mg- take 150 mg =1 1/2 tablets every morning. -Sertraline 50 mg- take 2 1/2 tablets (125 mg) once daily.</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Clozapine 200 mg- take 2 tablets at bedtime. -Metformin HCL ER 500 mg- take 1 tablet once daily at bedtime. -Divalproex DR 500 mg tab - take 3 tablets at bedtime. -Stool Softener 100 mg capsules - take 2 capsules at bedtime. -Senna 8.6 mg tab - take 1 tablet daily. -Melatonin 3 mg tab - take 3 tablets at bedtime. <p>Observation on 3/16/23 at 11:30 am of client #1's medications revealed:</p> <ul style="list-style-type: none"> -Medications were packaged in bubble packets. -The aforementioned medications were available. <p>Review on 3/16/23 of client #1's MARs for March 13, 2023 through March 16, 2023 revealed:</p> <ul style="list-style-type: none"> -The following medications were given daily from 3/13/23 through 3/16/23. -Lorazepam 1 mg. -Cetirizine 10 mg. -Clozapine 100 mg. -Sertraline 50 mg. -Clozapine 200 mg. -Metformin HCL ER 500 mg. -Divalproex DR 500 mg. -Stool Softener 100 mg. -Senna 8.6 mg. -Melatonin 3 mg. -Vitamin D 50,000 iu was not listed on the MAR. <p>Review on 3/16/23 of client # 3's record revealed:</p> <ul style="list-style-type: none"> -Admission date: 3/13/23. -Diagnoses of Schizoaffective Disorder, Bipolar Type; Generalized Anxiety Disorder; Intellectual Developmental Disorder <p>There were no physician orders for:</p> <ul style="list-style-type: none"> -Clonazepam 0.5 mg - take one tablet in the morning and two tablets at bedtime. 	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 5</p> <ul style="list-style-type: none"> -Pyridoxine 100 mg - take four tablets daily. -Lithium 450 mg - take one tablet twice a day. -Vitamin D3 2000 iu - take one tablet daily. -Bisacodyl 5 mg - take two tablets twice a day. -Ipratropium 0.33% Spray - place two sprays under the tongue twice daily. -Quetiapine Fumarate 400 mg, take one tablet at bedtime -Levothyroxine 150 mg - take one tablet in the morning. -Metoprolol Succinate 25 mg - take one tablet daily. -Vitamin B12 1000 mg - take one tablet daily. -Trazodone 150 mg - take one tablet at bedtime <p>Observation on 3/16/23 at 11:30 am of client #3's medications revealed:</p> <ul style="list-style-type: none"> -Medications were packaged in bubble packets. -Bisacodyl 5 mg was not available. <p>Review on 3/16/23 of client #3's MARs for March 13, 2023 through March 16, 2023 revealed:</p> <ul style="list-style-type: none"> -The following medications were given daily from 3/13/23 through 3/16/23. -Clonazepam 0.5 mg. -Pyridoxine 100 mg. -Lithium 450 mg. -Vitamin D3 2000 iu. -Ipratropium 0.33% Spray. -Quetiapine Fumarate 400 mg. -Levothyroxine 150 mg. -Metoprolol Succinate 25 mg. -Bisacodyl 5 mg was initialed as given from 3/13-3/15. Note on the MAR on 3/15 indicated that medication was not at the home. -Vitamin B12 1000 mg was not listed on the MAR. -Trazodone 150 mg was not listed on the MAR. <p>Interview on 3/14/23 with the Qualified Professional revealed:</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 6</p> <ul style="list-style-type: none"> -Clients #1 and #3 just moved into the home on 3/13/23. -Multicultural Resource Center - Group Home #1 was in the process of linking them to a medical provider. -Clients #1 and #3 were being given the medications that they came with from their previous group homes. -Facility did not receive clients #1 and #3's medication orders from their previous group homes. -There were no issues with clients #1 and #3 taking their medications. -He confirmed facility failed to have physician's orders for clients #1 and #3's medications. -He confirmed staff failed to keep the MARs current for clients #1 and #3. <p>Due to the failure to accurately document medication administration and not having clients #1 and #3's physician's orders it could not be determined if clients received their medications as ordered.</p>	V 118		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by:</p>	V 736		

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V 736	<p>Continued From page 7</p> <p>Based on observation and interview, the facility was not maintained in a clean, safe, and attractive manner. The findings are:</p> <p>Observation on 3/16/23 at 12:45 pm of the Dining area revealed: -There were four damaged steel folding chairs; bent seats and legs.</p> <p>Observation on 3/16/23 at 12:50 pm of the Den area revealed: -The seats and backs of four folding chairs were damaged; bent seats and legs.</p> <p>Observation on 3/16/23 at 12:55 pm of Client #1 and #3's Bedroom revealed: -There were two windows that would not open.</p> <p>Observation on 3/16/23 at 1:00 pm of Client #4 and #6's Bedroom revealed: -There were three windows that would not open.</p> <p>Observation on 3/16/23 at 1:05 pm of Client #5 and #2's Bedroom revealed: -There were three windows that would not open.</p> <p>Observation on 3/16/23 at 1:10 pm of the Bathroom inside Clients #5 and #2's room revealed: -The light switch cover was rusty and brownish in color.</p> <p>Observation on 3/16/23 at 1:15 pm of the main Bathroom revealed: - The light switch cover/plate was rusty and brownish in color. -The Qualified Professional (QP) attempted to open the windows but could not open them.</p> <p>Interview 3/16/23 with the QP revealed:</p>	V 736		

Division of Health Service Regulation

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V 736	<p>Continued From page 8</p> <ul style="list-style-type: none"> -He was not aware that the bedroom windows would not open. -He was not aware that the dining room chairs were damaged. -He was not aware that the den chairs were damaged. -He would submit a work order for the bedroom windows. -He would request light switch covers. -He would request chairs from the owner. -He acknowledged that the facility failed to ensure the facility was maintained in a clean, safe, and attractive manner. <p>Review on 3/31/23 of a Plan of Protection revealed:</p> <ul style="list-style-type: none"> -What Immediate action will the facility take to ensure the safety of the consumers in your care?: "1. Facility will have windows stripped of paint to loosen windows and allow proper wage for consumers to open and close windows easily within the week; 2. Staff will have strip tool available to dislodge any windows that gets jammed due to expansion while work is completed; 3. Staff will start routine checks for the operation of windows to ensure windows open and close properly." -Describe your plans to make sure the above happens: "Facility will hire painter/maintenance man to remove paint and ensure proper sealant is in place to allow proper insulation for home." <p>During facility tour on 3/16/23 none of the clients' bedroom windows in three bedrooms were able to be opened. Three windows in each of two separate bedrooms and two windows in one bedroom would not open for a total of eight windows. Besides the windows, there were not any doors that would have allowed an emergency egress; escape and rescue for six</p>	V 736		

Division of Health Service Regulation

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V 736	Continued From page 9 clients in the event of an emergency. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days. An administrative penalty of \$500.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 736		