

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-836 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | (X3) DATE SURVEY COMPLETED C 05/16/2023 |
| NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME AND COMMUNITY SERVICE | | STREET ADDRESS, CITY, STATE, ZIP CODE 413 NORMANDY STREET CARY, NC 27511 | | |
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| V 000 | <p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 5/16/23. The complaint was substantiated (Intakes # 00200400, 00200851 & 00201957). 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 six clients and currently has a census of six. The survey sample consisted of audits of three current clients.</p> | V 000 | | |
| V 115 | <p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that: (1) space and supervision is provided to ensure the safety and welfare of the clients; (2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and (3) clients participate in planning or determining activities. (h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year. unless otherwise specified in the rule. (c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious. (d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment. (e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p> | V 115 | | |

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

TITLE

(X6) DATE

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| V 115 | <p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observation and interviews the facility failed to ensure meals served were nutritious for six of six clients. The findings are:</p> <p>Observation on 5/11/23 at 9:49 AM revealed: -Refrigerator contained five containers of left over food. -Half a pack of deli style meat. -Condiments (ketchup, mustard, mayonnaise) -Pitcher of water -Bag of dried out carrots -Pantry contained cans of vegetables and a box of oatmeal.</p> <p>Interview on 5/11/23 client #1 stated: -Had not had breakfast this morning. -Did not have anything to eat. -They had cereal, but no milk, eggs or waffles. -Been without milk for a few weeks now. -Don't usually eat breakfast because staff had not made anything for them. -Usually don't have enough food in the home. -They go to a food bank at the church on Saturdays to get food. -The Licensee did not bring enough food for them. -Had bought food for others in the home with his own money and the Licensee had never reimbursed him for it. -His boss brings food as well as client #2's mom brought food over.</p> | V 115 | | |

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| V 115 | <p>Continued From page 2</p> <ul style="list-style-type: none"> -Not sure what they would eat for lunch today as they only had frozen pork in the freezer. -The Licensee gave staff \$300.00 food cards to shop with every two weeks. -\$300.00 is not enough to feed six grown men. -Two clients have diabetes and they need to eat healthy. <p>Interview on 5/11/23 client #2 stated:</p> <ul style="list-style-type: none"> -Food is always low. -Had not had breakfast this morning because there was nothing to eat. -Sleeps late sometimes and does not eat breakfast. -Staff had not prepared any breakfast this morning. -Got a lot of food from the food bank at the church. -Since they started going to the food bank, the food cards the Licensee was giving the staff had reduced. -Staff did not have transportation to go to the grocery store with the food cards to make purchases. -They would have to wait until the Licensee sent someone to take them grocery shopping. -His mom would bring food over at the end of the month due to them running low. -The Licensee knew they were going to the food bank. <p>Interview on 5/11/23 client #3 stated:</p> <ul style="list-style-type: none"> -A diabetic who used insulin daily. -As of 9:40 AM had not eaten breakfast because there nothing to eat. -No milk, no bread, no eggs. -Had cereal and bacon, but did not eat pork. -It's been a while since they had food in the home. | V 115 | | |

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| V 115 | <p>Continued From page 3</p> <p>-They only get a little bit of groceries at a time and there are six men in the home.</p> <p>Interview on 5/11/23 Staff #1 stated:</p> <p>-Had food in the home and clients can pick out what they wanted to eat daily.</p> <p>-Had not prepared breakfast this morning, they can fix what they want to eat.</p> <p>-Had three \$300.00 cards to local grocery store to spend on food.</p> <p>-Was given the food cards by the Licensee.</p> <p>-Did not have transportation to go get the food.</p> <p>-Had to wait for the Licensee to send someone to take them or come by and get the grocery list.</p> <p>-Got the \$300.00 every two weeks.</p> <p>-"There is food here to eat, they just don't want it."</p> <p>Interview on 5/15/23 Client #2's mom stated:</p> <p>-Had concerns for a while now about the food in the home.</p> <p>-Clients did not have healthy options to eat.</p> <p>-Been taking food to the home because client #2 told her they did not have food.</p> <p>-Started going to the food bank on the weekends to get food because they did not have enough for everyone.</p> <p>-"Felt" like the more food donations they get, the less the Licensee provided.</p> <p>-Staff was not meal planning and clients were left to fix their own.</p> <p>-Lots of frozen entrée style meals that were high in sodium and carbohydrates.</p> <p>-Some clients there have diabetes and need healthy options.</p> <p>-Had not had the grocery cards for a few weeks until last week.</p> <p>-Staff did not have transportation to get to the store to buy groceries when they did receive the cards.</p> <p>-Had enabled the provider by bringing food, but</p> | V 115 | | | |

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| V 115 | Continued From page 4 hated to see the clients go without. Interview on 5/12/23 the Qualified Professional stated: -She had been to the home a week ago and noticed there was no milk and the food was low. -Called the Licensee and let her know she needed to run by and take some food. -Aware the clients had been going to the food bank on the weekends to get food. -The Licensee told her she went by the home and the clients did not complaint of low food, so she did not bring any. Interview on 5/15/23 the Licensee stated: -Went by the house several times a week. -Gave staff \$300.00-\$350.00 dollar food cards twice a month. -If they ran out of food, she will bring more food by. -Didn't send them to the food bank to get food, not aware of them going. -If they went to the food bank, that did not reduce how much food she purchased for the home. -Had checked the food in the refrigerator and cabinet last week and it seemed fine. -Asked clients if they needed food and was told not. -Staff can send her a list for items they want picked up. -The staff is responsible for food preparation. -This was a new staff and not sure he knew to let her know if the food was low. | V 115 | | |
| V 118 | 27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: | V 118 | | |

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| V 118 | <p>Continued From page 5</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> <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 review and interview the facility failed to ensure physician's orders were present for one of three (#2) clients. The findings are:</p> <p>Review on 5/12/23 of client #2's record revealed:</p> | V 118 | | |

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| V 118 | Continued From page 6 -Admission date of 10/17/18 -Diagnoses of Bipolar Disorder-currently depressed, Post Traumatic Stress Disorder & Cannabis Use Review on 5/12/23 of client #2's MAR revealed: -Bupropion Hcl 150 mg- once a day -Bupropion Hcl 300 mg- once a day -Olanzapine 2.4 mg- once a day -Lithium Carbonate 450 mg- 2 at bedtime -Propranolol 20 mg- twice a day -Divalproex Sodium- two at 3 pm and 3 at bedtime -Levothyroxine 100 mg- once a day Further review on 5/12/23 of client #2's record revealed no physician orders present. Interview on 5/12/23 the Qualified Professional state: -Not sure where client #2's physician orders were located. -The Licensee usually did the med checks and made sure those orders were present. -Will make sure there are orders placed in their record in the home. | V 118 | | |
| V 367 | 27G .0604 Incident Reporting Requirements 10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME | V 367 | | |

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| V 367 | Continued From page 7 responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information: (1) reporting provider contact and identification information; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and (6) other individuals or authorities notified or responding. (b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever: (1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or (2) the provider obtains information required on the incident form that was previously unavailable. (c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including: (1) hospital records including confidential information; (2) reports by other authorities; and (3) the provider's response to the incident. (d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of | V 367 | | |

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| V 367 | <p>Continued From page 8</p> <p>becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18). (e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p> <ol style="list-style-type: none"> (1) medication errors that do not meet the definition of a level II or level III incident; (2) restrictive interventions that do not meet the definition of a level II or level III incident; (3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph. <p>This Rule is not met as evidenced by: Based on record review and interview the facility</p> | V 367 | | |

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| V 367 | <p>Continued From page 9</p> <p>failed to ensure a level sll incident report was completed for one of three (#1) clients. The findings are:</p> <p>Review on 5/12/23 of client #1's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 3/10/23 -Diagnoses of Schizophrenia and Diabetes Type sll -Physician orders dated 2/17/23 for Levemir Flex Touch Pen 100 units, Inject 30 units at bedtime. -MAR dated April 3-April 7, 2023 not initialed as given. <p>Review on 5/12/23 of the Incident Reporting Improvement System (IRIS) did not have a level II incident report for client #2's medication error.</p> <p>Interview on 5/15/23 with Former Staff (FS #1) stated:</p> <ul style="list-style-type: none"> -Worked the week of April 3-7 2023. -During the week of April 3-7 2023 she did not administer Levemir Flex Touch Pen at bedtime. -Could not find the needles for the Levemir pen to administer the insulin. -Did not document that the insulin was not given. -Not sure if she let the Qualified Professional know the client did not receive his insulin. -Was not told to document missed medications. <p>Interview on 5/12/23 The Qualified Professional stated:</p> <ul style="list-style-type: none"> -Was called on 4/7/23 from local police department stating he had responded to a "welfare" check regarding client #2 not receiving his insulin. -Arrived at the home and found out that FC #1 had not administered client #2's his insulin for the last few days. -Client #2 was checked and taken to the Emergency Department for follow up. | V 367 | | |

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| V 367 | Continued From page 10 -Did not complete a level II incident report for client #2 missing his medication. -Was a holiday weekend and time got away from her and did not remember to go back and complete the Level II. -This was an oversight on her part. | V 367 | | | |