

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411146	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/23/2023
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NAME OF PROVIDER OR SUPPLIER AGAPE HOME LIVING CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2708 16TH STREET GREENSBORO, NC 27405
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on June 23, 2023. The complaint was unsubstantiated.(intake #NC00202803). 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 4 and currently has a census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>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: (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</p>	V 118		

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

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V 118	<p>Continued From page 1</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 staff failed to complete finger stick blood sugar checks as for 1 of 4 current clients (#1). The findings are:</p> <p>Review on 6/22/23 of client #1's record revealed: -An admission date of 2/7/23 -Diagnoses of Schizophrenia, Intellectual Disability, Mild, Obesity, Morbid/Extreme, Diabetes Mellitus, Type 2, Insulin Requiring, Dyslipidemia, Mixed, Sinus Tachycardia, Vitamin D Deficiency, Gastroesophageal Reflux and Asthma -Physician's orders, dated 1/25/23, for ACCU-CHEK Guide Strip, use to check blood glucose two times daily, once before breakfast and once at bedtime.</p> <p>Review on 6/22/23 at 11:18am of client #1's blood glucose readings from April 1, 2023 to June 22, 2023 revealed: -No readings before breakfast on the following dates:4/1/23, 4/2/23, 4/4/23 to 4/9/23, 4/15/23, 4/18/23, 4/21/23 to 4/22/23, 5/1/23, 5/3/23 to 5/10/23, 5/17/23, 5/19/23 to 5/24/23, 5/26/23 to 5/28/23, 5/31/23, 6/2/23 to 6/7/23, 6/10/23 to</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>6/14/23, 6/15/23, and 6/19/23 to 6/20/23 -No readings at bedtime on the following dates: 4/4/23 to 4/10/23, 4/17/23, 4/20/23 to 4/22/23, 4/30/23, 5/18/23 to 5/28/23, 5/31/23, 6/2/23 to 6/7/23, 6/15 to 6/16/23, and 6/20/23 to 6/21/23</p> <p>Interview on 6/22/23 with client #1 revealed: -Checked his blood sugars with his glucometer before he ate breakfast and right before going to bed -Staff ensured he checked his blood sugars at least twice a day -"I am not supposed to eat sweets, I'm supposed to eat salad and cereal. I use 18 units at night. My high blood sugar is over 200 and if it is low, then they (staff) give me something with sugar in it to bring it up."</p> <p>Observation on 6/22/23 at 8:54am of client #1 revealed: -Washed his hands and took his blood sugar -Staff #2 recorded his blood sugar -Washed his hands and then ate breakfast</p> <p>Interview on 6/22/23 with the Qualified Professional revealed: -Had never had any issues with client #1's blood sugars -The glucometer went with client #1 to the day program -Regarding the high readings, "we have spoken to staff at the day program about not using his glucometer on other people ...that is why we think there are some high readings ..."</p> <p>Interview on 6/22/23 with the Owner/Licensee revealed: -"What happened was when we sent him (client #1) to the PSR (Psycho-Social Rehabilitation), the staff were picking up the wrong monitors. His</p>	V 118		

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V 118	Continued From page 3 blood sugars were always goods ...sometimes the machine (glucometer) was messing up. It doesn't give a warning when the battery was low and there were errors also. Medicaid will only pay for the glucometer every so often ...if his blood sugars were too high, we would have called EMS (Emergency Medical Services) ...I will speak to the PSR staff to have their (the clients) names written on their kits."	V 118		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to access the Health Care Personnel Registry (HCPR) prior to the hire date for 2 of 3 audited staff (#1 and #2). The findings are: Review on 6/23/23 of staff #1's record revealed: -A hire date of 4/30/23 -A job description of Paraprofessional Coach -The HCPR was accessed on 5/6/23 Review on 6/23/23 of staff #2's record revealed:	V 131		

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V 131	<p>Continued From page 4</p> <p>-A hire date of 5/2/23 -A job description of Paraprofessional Coach -The HCPR was accessed on 5/6/23</p> <p>Interview on 6/23/23 with the Qualified Professional revealed: -She and the Owner/Licensee (O/L) were responsible for the HCPR checks</p> <p>Interview on 6/23/23 with the D/L revealed: -"Sometimes, we train the staff first, to see if they are a good fit and then run the HCPR checks ..." -Would ensure all new hires had their HCPR checks prior to hiring them</p>	V 131		
V 133	<p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for</p>	V 133		

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V 133	Continued From page 5 five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this	V 133		

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V 133	<p>Continued From page 6</p> <p>section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p>	V 133		

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V 133	<p>Continued From page 7</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments;</p>	V 133		

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V 133	<p>Continued From page 8</p> <p>Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p>	V 133		

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V 133	<p>Continued From page 9</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to the facility failed to request a criminal history background check within 5 days of making the conditional offer of employment for 1 of 3 audited staff (#1). The findings are:</p> <p>Review on 6/23/23 of staff #1's record revealed: -A hire date of 4/30/23 -A job description of Paraprofessional Coach -A criminal history background check was requested on 5/6/23</p> <p>Interview on 6/23/23 with the Qualified Professional revealed: -She and the Owner/Licensee (O/L) were responsible for the criminal history background checks</p> <p>Interview on 6/23/23 with the D/L revealed: -"Sometimes, we train the staff first, to see if they are a good fit and then run the background checks ..." -Would ensure all new hires had their background checks completed within 5 working days of their hire dates</p>	V 133		