

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411096	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/11/2023
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NAME OF PROVIDER OR SUPPLIER SARAH AND HATTIE'S HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 3012 BRANDERWOOD DRIVE GREENSBORO, NC 27406
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 7/11/23. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 4 and currently has a census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed ensure that fire and disaster drills be held at least quarterly and be reported for each shift. The findings are:</p> <p>Review on 7/7/23 of the facility's fire and disaster</p>	V 114		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 114	<p>Continued From page 1</p> <p>drill logs between 7/19/22 and 3/7/23 revealed: -No documentation of fire or disaster drills for April-June 2023 (2nd Quarter) on 1st (9 am-3 pm) , 2nd (3 pm-11 pm) and 3rd (11pm-9 am) shifts.</p> <p>Attempted interviews on 7/6/23 with Client #1, #2 and #3 revealed: -They were non-verbal and unable to answer questions regarding fire and disaster drills.</p> <p>Interview on 7/6/23 with Staff #1 revealed: -Fire and disaster drills were required t be conducted every month. -"I'm sure I did them (fire and disaster drills) for those months (April through June). I just can't remember the exact dates."</p> <p>Interview on 7/7/23 with the Owner/Licensee revealed: -There was no 1st shift during the weekdays because the clients were attended their day programs. -Both types of drills were supposed to have been completed each quarter on each shift.</p> <p>-She did not know for certain if the drills had been conducted by staff for the 2nd quarter. -"I can't depend on people anymore. I had 1 person (Staff #1) designated to do them (the fire and disaster drills)." -Her son (Staff #1) was the designated staff to conduct the fire and disaster drills.</p>	V 114		
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</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>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: (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.</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 the clients' MARs were kept current affecting 3 of 3 audited clients (#1, #2 and #3). The findings are:</p> <p>Reviews on 7/6/23 and 7/7/23 of Client #1's</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>record revealed:</p> <ul style="list-style-type: none"> -Admission date: 6/26/17. -Diagnoses: Autistic Disorder, Mood Disorder, Attention-Deficit Hyperactivity Disorder (ADHD), Moderate Intellectual Developmental Disability, Acne, Obesity, Impulse Disorder, and Intermittent Explosive Disorder. -Physician orders dated 3/23/23 for the following medications: <ul style="list-style-type: none"> -aripiprazole 15 milligrams (mg), 1 tablet (tab) every morning (anxiety associated with Autism). -naltrexone 50 mg, 1/2 tab every morning after breakfast (anxiety). -clonazepam 1 mg, 1 tab at bedtime (anxiety). -divalproex sodium (SOD) extended release (ER) 500 mg, 1 tab at bedtime (controlling seizures). -quetiapine fumarate 100 mg, 1 tab at bedtime (anxiety). -atomoxetine hydrochloride (HCL) 100 mg, 1 capsule (cap) every day (ADHD). -docusate sodium 100 mg, 1 cap every morning (constipation). <p>Review on 7/6/23 of Client #1's July 2023 MAR revealed:</p> <ul style="list-style-type: none"> -No documentation of administration of the following: <ul style="list-style-type: none"> -aripiprazole, atomoxetine HCL and docusate sodium at 8:00 am on 7/1/23. -naltrexone at 10:00 am on 7/1/23. -clonazepam, divalproex sodium and quetiapine fumarate at 8:00 pm on 7/2/23. <p>Reviews on 7/6/23 and 7/7/23 of Client #2's record revealed:</p> <ul style="list-style-type: none"> -Admission date: 3/10/16. -Diagnoses: Mood Disorder, Autistic Disorder, Pervasive Developmental Disorder, Intermittent Explosive Disorder, Dysphagia, PICA (eating 	V 118		

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V 118	<p>Continued From page 4</p> <p>non-food items), History of seizures, History of Shunt Placement, Seasonal Allergies, and Esophagitis.</p> <p>-Physician order dated 3/23/23 for the following medications:</p> <ul style="list-style-type: none"> -cetirizine HCL 10 mg, 1 tab once daily (allergy). -Vitamin D3 mcg (microgram), 1 cap daily (supplement). -fluticasone propionate nasal spray 50 mcg, use 2 sprays each nostril at bedtime (seasonal allergies). -pantoprazole sodium 40 mg, 1 tab twice daily (acid reflux associated with Esophagitis). -polyethylene glycol 3350 powder, take 17 grams once daily (constipation). <p>-Physician order dated 6/29/23 for the following medication:</p> <ul style="list-style-type: none"> -quetiapine fumarate 100 mg, 1 tab at bedtime (anxiety and sleep). <p>Review on 7/6/23 of Client #2's July 2023 MAR revealed:</p> <p>-No documentation of administration of the following:</p> <ul style="list-style-type: none"> -quetiapine fumarate at 8:00 pm on 7/5/23. -cetirizine HCL, Vitamin D3, fluticasone propionate, pantoprazole sodium and polyethylene glycol at 7:00 am on 7/1/23. <p>Reviews on 7/6/23 and 7/7/23 of Client #3's record revealed:</p> <ul style="list-style-type: none"> -Admission date: 8/15/12. -Diagnoses: Cerebral Palsy, Autism Spectrum Disorder, Severe Intellectual Developmental Disability, Complex-Partial Seizure Disorder and Neuronal Migration Anomaly. <p>-Physician order dated 2/23/23 for the following medications:</p> <ul style="list-style-type: none"> -Banzel 400 mg, 2 tabs twice daily (seizures). -clobazam 20 mg, 1 tab twice daily (seizures). 	V 118		

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V 118	<p>Continued From page 5</p> <ul style="list-style-type: none"> -divalproex delayed release (DR)125 mg, sprinkle 5 caps on applesauce twice daily, in the morning and in the evening (seizures). -Physician order dated 3/1/23 for the following medications: <ul style="list-style-type: none"> -clonidine HCL 0.1 mg, 1 tab every morning, 1 tab at noon, and ½ tab in the evening (anxiety). -sertraline HCL 25 mg, 1 tab at bedtime (anxiety). <p>Reviews on 7/6/23 of Client #3's July 2023 MAR revealed:</p> <ul style="list-style-type: none"> -No documentation of administration of the following: <ul style="list-style-type: none"> -Banzel, clobazam, clonidine, and divalproex at 8:00 am on 7/1/23. -sertraline at 8:00 pm on 7/1/23 and 7/2/23. <p>Attempted interviews on 7/6/23 with Client #1, #2 and #3 revealed:</p> <ul style="list-style-type: none"> -They were non-verbal and unable to answer questions regarding medications. <p>Interviews on 7/6/23 and 7/10/23 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -He worked as a Residential Counselor from 3:00-3:15 pm to 10:00-11:00 pm during the weekdays and worked every other Saturday and Sunday. -He did not work at the facility on 7/1/23 or 7/2/23. -He did not know why there were blanks on Clients' #1, #2 and #3's July MAR. -The clients' MARs were always at the facility. -He "always" gave the clients their medications at their scheduled dosage times and signed each of their MAR after he gave the medications to them. -Clients #1, #2 and #3 did not refuse their medications. <p>Interview on 7/10/23 with Staff #2 revealed:</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>-He worked 3rd shift from 11:00 pm to 9:00 am. -He was responsible for administering the clients' morning medications. -"I was there (at the facility) on the morning of July 1st." -"I relieved [Staff #1] on July 2nd and don't remember the MARs being there (at facility) on the 2nd but I went in and initialed when I noticed [the Owner/Licensee] had put them in the book." Interview on 7/6/23 with the Owner/Licensee revealed: -"[Staff #1 and #2] forgot to sign the July MARs where they're blank." -"I'm responsible too. I've got to get the MARs here (to the facility) on time." -She received the clients' monthly MARs from a local pharmacy 2 days prior to the beginning of each month.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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: Based on observations and interviews, the facility was not maintained in a safe, attractive and orderly manner. The findings are:</p> <p>Observation on 7/7/23 between 1:12 pm to 1:37 pm of the facility revealed:</p>	V 736		

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V 736	<p>Continued From page 7</p> <ul style="list-style-type: none"> -The picture window in the living room had 2-3 broken blind slats on the left side of the window. -A piece of art on the living room wall had a hole that was about the size of a fist in the bottom left-hand corner. -The screened-in porch had 2 piles of clothing on a table near the screen, a clothes basket that contained various clothing items (sweatpants, shirts) located beside a TV that was facing toward the backyard, and a broken wood rocking chair was located on this porch with one arm of the chair missing. -Approximately 2-3 window blind slats in 2 windows in Client #2's bedroom were broken. -A reset button was missing on the electrical outlet on the kitchen wall and did not provide power when a charge cord was plugged in. <p>Interview on 7/7/23 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> -He was a new QP and was assigned to the facility 3 months ago. -This was his "first onsite facility visit" (7/7/23) as he was "onboarding" in his job "and had not had a chance to get here (to the facility) yet." -He "was not familiar" with all his assigned duties. "I am still trying to learn." <p>Interview on 7/7/23 with the Owner/Licensee revealed:</p> <ul style="list-style-type: none"> -The window blinds in the living room were old and cracked when touched; she needed to take measurements and have the blinds replaced. "[Client #3] just touched them (the blinds) and they crumbled." -"[Client #1] ripped the hole in the artwork. That artwork has been up since this was a Level 2 home. [Client #1] can be so destructive." -The piles of clothes on the screened-in porch belonged to Client #1. 	V 736		

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V 736	<p>Continued From page 8</p> <p>-"[Client #1] is a ripper. He tears up everything. He doesn't tear up his clothes out here (porch) because one of us (staff) are always out here with him."</p> <p>-"His (Client #1) clothes don't get wet (on the porch) when it rains."</p> <p>-The TV and chair on the porch were both broken, had been on the porch a week and she needed to get both the items removed.</p> <p>-Client #2 broke the blind slats in his bedroom.</p> <p>-The property landlord "was not going to be happy to have repair the electrical outlet again because he replaced the outlet the last time (Client #1) took the reset button out of it."</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		
V 774	<p>27G .0304(d)(7) Minimum Furnishings</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(d) Indoor space requirements: Facilities licensed prior to October 1, 1988 shall satisfy the minimum square footage requirements in effect at that time. Unless otherwise provided in these Rules, residential facilities licensed after October 1, 1988 shall meet the following indoor space requirements:</p> <p>(7) Minimum furnishings for client bedrooms shall include a separate bed, bedding, pillow, bedside table, and storage for personal belongings for each client.</p> <p>This Rule is not met as evidenced by:</p>	V 774		

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V 774	<p>Continued From page 9</p> <p>Based on observation and interview, the facility failed to maintain minimum furnishings for client bedrooms affecting 2 of 3 audited clients (#1 and #2). The findings are:</p> <p>Observation on 7/7/23 between 1:12 pm to 1:37 pm of the facility revealed: -No bed pillow on Client #2's bed or in his bedroom. -No bedside table in Client #1 and #2's bedrooms.</p> <p>Interviews on 7/7/23 and 7/11/23 with the Owner/Licensee revealed: -Both Client #1 and #2 did not have pillows to sleep on because they did not want pillows. -"They were destructive with the pillows and threw them in the floor so we stopped giving pillows to them." -Client #1's bedside table was being used in the living room to set the TV on. -Client #2 did not have a bedside table because he tore "everything apart" including his clothes. This was why his chest of drawers with underwear and socks was in Client #3's bedroom and his other clothing was on the porch. -Client #2 did not go into Client #3's bedroom.</p>	V 774		