

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL065-130	(X2) MULTIPLE CONSTRUCTION A BUILDING: _____ B WING	(X3) DATE SURVEY COMPLETED R 07/19/2023	
NAME OF PROVIDER OR SUPPLIER EL OGDEN		STREET ADDRESS, CITY, STATE, ZIP CODE 129 EL OGDEN DRIVE WILMINGTON, NC 28405		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on July 19, 2023. The complaints were unsubstantiated (intakes #NC00203862, #NC00203865). The complaints were substantiated (intakes #NC00203993, #NC00204032, #NC00204035, #NC00204213, #NC00204060). A deficiency was 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>The facility is licensed for 3 and currently has a census of 3. The survey sample consisted of an audit of 3 current clients.</p>	V 000		
V 540	<p>27F .0103 Client Rights - Health, Hygiene And Grooming</p> <p>10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING</p> <p>(a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:</p> <ol style="list-style-type: none"> (1) opportunity for a shower or tub bath daily, or more often as needed; (2) opportunity to shave at least daily; (3) opportunity to obtain the services of a barber or a beautician; and (4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil. <p>(b) Bathtubs or showers and toilets which ensure</p>	V 540	<p>V540</p> <p>Mandatory staff training to include the requirement for residents to receive a bath/shower daily.</p> <p>Program Leadership [REDACTED] informed the resident if at any time he would not want a bath/shower, to please confirm this with her via text. It is his right to decline, but only if this is what he wishes to occur.</p>	7/20/23

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Leslie Flowers, Sr. QM Director

7/28/23

Division of Health Service Regulation

STATE FORM

6899

93Y311

If continuation sheet 1 of 4

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V 540	<p>Continued From page 1</p> <p>individual privacy shall be available. (c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure each client's right to a shower or tub bath daily, or more often as needed, affecting 1 of 3 clients audited (client #3). The findings are:</p> <p>Review on 7/14/23 of client #3's record revealed: -27 year old male admitted 11/1/21. -Diagnoses included choreathetotic cerebral palsy.</p> <p>Interviews on 7/14/23 and 7/18/23 client #3 stated: -It was important to him to get a tub bath daily. -He never preferred a bed bath. -At the first of the year additional staff hired to work from 6pm -12am, would help him get a daily tub bath. -Since the staff who worked 6pm-12am left employment near the end of May, 2023, he did not get a bath in the tub daily. -He felt like staff tried to manipulate him to accept bed baths and not a tub bath nightly. -All of the staff knew he preferred a tub bath. -He understood there were times staff may not be able to give him a tub bath, but he would rather they tell him that rather than ask him if he wanted a bed bath. -He had sent in complaints about this issue. -He did not get a tub bath over the week end, 7/15/23 or 7/16/23.</p>	V 540		
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V 540	<p>Continued From page 2</p> <p>Interview on 7/19/23 Staff #5 stated: -She was hired 3/13/23. -She had worked Sunday, 7/16/23, reported for work in the afternoon, relieving Staff #3. -After she came on duty 7/16/23, she gave client #3 a bed bath. -The routine was for client #3 to get a tub bath every other day, alternating with bed baths.</p> <p>Interview on 7/18/23 the Lead Direct Support Professional (DSP) stated: -She had been working at the facility for 4 years. -She was the team lead on an interim basis until a manager was hired. -Client #3 had complained about his bath schedule. -There had been issues with tub baths since he had been admitted. -When he was first admitted a schedule was made for him to alternate days to have a bed bath one day and a tub bath the next day. -Staff #2 was hired to give client #3 a bath and dinner daily Monday through Friday. -When Staff #2 resigned, they went back to the every-other-day schedule for tub baths alternating with bed baths. -Some days client #3 was "ok" with this schedule and sometimes not. -Each time it was brought to the her attention, she tried to calm client #3 and reminded him that he agreed to this schedule. -She had told him they would go back to daily tub baths when additional staff were hired. -Staff #2 had been rehired but would not start until the next week.</p> <p>Interview on 7/19/23 the Director of Quality Management and the Interim Director/Qualified Professional stated:</p>	V 540	
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V 540	Continued From page 3 -All staff received computer based client rights training annually. -Neither of them realized the client rights rules and regulations specified the right to a tub or shower daily.	V 540		
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