

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl092-607	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 08/31/2023
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NAME OF PROVIDER OR SUPPLIER BLESSED HOME, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 7005 BRECKEN RIDGE AVENUE RALEIGH, NC 27615
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on August 31, 2023. The complaint was unsubstantiated (Intake #NC00205011). 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 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based</p>	V 109		

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

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V 109	<p>Continued From page 1</p> <p>employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure 1 of 1 former Qualified Professionals (QP) demonstrated the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 8/24/23 of the Former QP's record revealed:</p> <ul style="list-style-type: none"> - Hired on 3/18/23 and resigned on 7/31/23 - Job description dated 3/1/18: - Ensure all Service Plans reflect consumers' current state, interventions and goals. - Coordinate and oversight of initial and ongoing assessment activities. - Initial development and ongoing revisions to Service Plan. - Provide opportunities for training to staff as needed. - Provide the appropriate documentation for service delivery, including service plan and service notes. 	V 109		

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V 109	<p>Continued From page 2</p> <p>Attempted interviews on 8/24/23 with the Former QP were unsuccessful and voicemails were left.</p> <p>During interview and observation on 8/24/23 at 10:30am the House Manager revealed:</p> <ul style="list-style-type: none"> - The House Manager reviewed client #3's record to find his treatment plan but could not locate it - He had not seen any of the clients' treatment plans - He could not recall any of the clients' goals - The Former QP did not train him on any of the clients' treatment plans or behaviors - He was made aware of the clients' behaviors when the behaviors happened - The Former QP resigned, and the Licensee hired a new QP <p>During interview on 8/24/23 the Licensee reported:</p> <ul style="list-style-type: none"> - The Former QP resigned on 7/31/23 and the new QP started on 8/15/23. - The Former QP was responsible for training the House Manager on the clients' treatment plans and behaviors - She was unaware that the House Manager did not know the clients' goals - The Former QP was not going to the facility to train the House Manager like she was supposed to - She planned to have the new QP train the House Manager on the clients' goals 	V 109		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained. <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to develop and implement goals and strategies to address the needs of 1 of 3 audited clients (#3). The findings are:</p> <p>Review on 8/24/23 of client #3's record revealed:</p> <ul style="list-style-type: none"> - Admitted 8/1/13 - Diagnoses of Bipolar Disorder, Seizure 	V 112		

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V 112	<p>Continued From page 4</p> <p>Disorder, Hypertension, Schizoaffective Disorder, and Type II Diabetes</p> <ul style="list-style-type: none"> - A treatment plan dated 3/19/23: No goals or strategies to address hoarding, noncompliant, and disruptive behaviors - Progress note dated 7/10/23: "[client #3] always disturb the house walk up in the middle of the night between 12am to 2 am open doors and light on. He disrespect me (House Manager) and used abuse words to me" - Progress note dated 7/18/23: "...if am trying to advice him (client #3) get annoyed with me (House Manager) caused and abused according to him his is his body doesn't concerning me I should leave him alone. He poop or peed he hid it under his bed during my clean up he will not allow me to wash it instead he will call state..." <p>During interview on 8/24/23 client #3 reported:</p> <ul style="list-style-type: none"> - His goals were to sweep, mop, and take out the trash <p>During interview on 8/24/23 client #4 reported:</p> <ul style="list-style-type: none"> - Client #3 "acts up" - "Staff (House Manager) tell him to do one thing and he (client #3) does the opposite" <p>During interview on 8/24/23 the House Manager reported:</p> <ul style="list-style-type: none"> - Client #3 gave him a "hard time" - Client #3 would not allow him to assist with anything - Client #3 refused to change his soiled clothes, and would take the clothes off and hide them from staff - He could only "monitor" client #3 during blood sugar checks because client #3 refused to allow the House Manager to check it - Client #3's room was "messy" because he liked to "hoard" items in his room 	V 112		

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V 112	<p>Continued From page 5</p> <ul style="list-style-type: none"> - "His (client #3) family said he used to do all that all of the time at home" - Client #3 would get up in the middle of the night, turn on all the lights in the facility, and open the entrance doors - He wrote progress notes and told the Licensee about client #3's behaviors - Sometimes the Licensee talked to client #3 about his behaviors <p>During interview on 8/24/23 and 8/25/23 the Licensee reported:</p> <ul style="list-style-type: none"> - She was aware of client #3's behaviors - Client #3 would "hoard" various items in his room, "fabricate stories" about things in the facility, refuse assistance from any staff, and hide or refused to change out of soiled clothing when asked - The House Manager informed her of client #3's behaviors when they occurred, and she would "talk" with client #3 about his behaviors - Client #3 "always" told stories that were "untrue" - "[Client #3] will not want people to do for him but he needs help doing things...when staff help, he said they are abusing him" - Other clients complained to her about client #3's disruptive behaviors - The clients told her that they witnessed client #3 telling the House Manager that he was "hurting him (client #3)", but the House Manager wasn't doing anything to client #3 - The Former Qualified Professional (QP) was responsible for developing clients' treatment plans - She thought the Former QP developed goals and strategies to address client #3's behaviors - She hired a new QP that started on 8/15/23 - She planned to have her new QP develop goals and strategies for client #3 	V 112		

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