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DEE & G ENRICHMENT CENTER # 3	321 AUSTIN STREET BURLINGTON, NC 27217

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V 000	INITIAL COMMENTS An annual survey was completed on September 18, 2023. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness. This facility is licensed for 3 and currently has a census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 113	27G .0206 Client Records 10A NCAC 27G .0206 CLIENT RECORDS (a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to: (1) an identification face sheet which includes: (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; (2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV; (3) documentation of the screening and assessment; (4) treatment/habilitation or service plan; (5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician; (6) a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician;	V 113		

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V 113	Continued From page 1 (7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143. This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to ensure records were complete affecting 3 of 3 current clients (#1, #2 and #3). The findings are: Review on 9/18/23 of Client #1's record revealed: -Admission date of 10/3/22. -Diagnoses of Schizoaffective Disorder; Congenital Deafness; Diabetes Mellitus; Hypothyroidism Encephalitis; Gastroesophageal reflux disease (GERD); Hyperlipidemia; Hypertension. -There was no documentation of progress toward outcomes. Review on 9/18/23 of Client #2's record revealed: -Admission date of 6/4/11. -Diagnoses of Psychosis; Diabetes Type II,	V 113		

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V 113	Continued From page 2 Hypertension, Epilepsy, Seizure Disorder, Insomnia, Renal Insufficiency. -There was no documentation of progress toward outcomes. Review on 9/18/23 of Client #3's record revealed: -Admission date of 6/14/11. -Diagnoses of Bipolar Affective Disorder; Mental Retardation; Paranoid Schizophrenia; Constipation; Insomnia; Prediabetes. -There was no documentation of progress toward outcomes Interview on 9/14/23 with the Owner revealed: -Facility had not been completing progress notes for a while. -Reported that since COVID hit, facility had stopped doing some of the things they used to do. -She confirmed there was no documentation of client's progress toward outcomes.	V 113		
V 118	27G .0209 (C) Medication Requirements 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.	V 118		

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V 118	Continued From page 3 (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. (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. This Rule is not met as evidenced by: Based on record review, observation and interview the facility failed to A) Ensure medications were administered on the written order of a physician for three of three audited clients (#1, #2 and #3), and B) Ensure MARs were kept current for three of three audited clients (#1, #2 and #3) The findings are: Review on 9/18/23 of Client #1's record revealed: -Admission date of 10/3/22. -Diagnoses of Schizoaffective Disorder; Congenital Deafness; Diabetes Mellitus; Hypothyroidism Encephalitis; Gastroesophageal reflux disease (GERD); Hyperlipidemia; Hypertension. -Physician's order dated 10/19/22: -Test Blood Sugars two times daily.	V 118		

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V 118	Continued From page 4 Observation on 9/18/23 at 1:30 pm of Client #1's medications revealed: -Glucometer was available. Review on 9/18/23 of Client #1's MAR for July 1, 2023 through September 18, 2023 revealed: -Blood sugars were marked as checked twice daily everyday for the period covered. Review on 9/18/23 of Client #1's Glucometers (2) recordings for July 11, 2023 through September 18, 2023 revealed blood sugars were not checked as ordered on the following dates: -July: -7/11 (once); 7/15-7/16 (none); 7/24 (once); 7/26 (once); 7/27 (once) 7/29-7/31 (once). -August: -8/1-8/2 (once); 8/4 (none); 8/5 (once); 8/6 (none); 8/7-8/8 (once); 8/10/-8/12 (once); 8/15 (once); 8/20 (once); 8/22-8/25 (once); 8/26-8/28 (none); 8/31 (once). -September: -9/1- (once); 9/3-9/4 (once); 9/6-9/8 (once); 9/10-9/13 (once); 9/15-9/16 (once). -Facility did not follow physician's order of checking Client #1's blood sugars twice a day. -Client #1's MAR wrongfully indicated that his sugars had been checked twice daily everyday. -Due to the failure to accurately document medication administration and not having all daily data available it could not be determined if Client #1 blood sugars had been checked twice a day. Review on 9/18/23 of Client #2's record revealed: -Admission date of 6/4/11. -Diagnoses of Psychosis; Diabetes Type II, Hypertension, Epilepsy, Seizure Disorder, Insomnia, Renal Insufficiency.	V 118		

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V 118	Continued From page 5 -Physician's orders dated 11/7/22: -Eucerin- Apply topically to feet at bedtime -There were no physician's orders for the following: -Metamucil- Take 1 packet three times daily. -Polyethylene Glycol 3350- Mix 17 gm in liquid and drink daily. Observation on 9/18/23 at about 1:45 pm of Client #2's medications revealed: -Eucerin was not available. -Metamucil was not available. -Polyethylene Glycol 3350 was available. Review on 9/18/23 of Client #2's MAR for July 1, 2023 through September 18, 2023 revealed: -All the medications mentioned were marked as given daily everyday for the period covered. -Client #2's Eucerin and Metamucil were not available at the home, but the MAR indicated that they were being administered. -Client #2's Polyethylene Glycol 3350 was available at the home, but did not have a physician's order. -Due to the failure to accurately document medication administration and not having medication available, it could not be determined if Client #2 received his medications as ordered by the physician. Review on 9/18/23 of Client #3's record revealed: -Admission date of 6/14/11. -Diagnoses of Bipolar Affective Disorder; Mental Retardation; Paranoid Schizophrenia; Constipation; Insomnia; Prediabetes. -Physician's orders dated 11/7/22: -Zolpidem 10 mg- Take 1 tablet daily before bedtime.	V 118		

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V 118	Continued From page 6 Review on 9/18/23 of Client #3's medication packages revealed: -Zolpiderm was not available. -Packages were dispensed on 9/5/23. Review on 9/18/23 of Client #3's MAR for July 1, 2023 through September 18, 2023 revealed: -Medication mentioned was marked as given daily everyday for the period covered. -Client #3's Zolpiderm was not available at the home, but staff continued to mark medication as given on his MAR. -Due to the failure to accurately document medication administration and not having Client #3's Zolpiderm available, it could not be determined if he received his medications as ordered by the physician. Interview on 9/18/23 with the Owner revealed; -Regarding the blood sugar checks- She acknowledged that Client #2's blood sugars were not being checked twice per doctor's orders. -Reported that they would consult with Client #2's doctor to either discontinue order or to have his blood sugars checked only once per day as his sugar levels had been under control for quite some time. -Regarding Client #3's Zolpidem- She thought it was in the pack because all medications came prepackage. -She was responsible for making sure client's medications were correct when they were delivered by the pharmacist. -She had gotten used to the pharmacy sending them correctly, so she stopped checking. -Latest medication package for Client #3 came in on 9/5/23. -The missing medicine was to help him sleep, but he had been sleeping well this month.	V 118		

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V 118	Continued From page 7 -It was unknown at this time how long client had been without the medication. Due to the failure to accurately document medication administration and not having a medication available it could not be determined if Client #2 received her medications as ordered by the physician.	V 118		
V 121	27G .0209 (F) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (f) Medication review: (1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated. (2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable. This Rule is not met as evidenced by: Based on records reviews and interview the facility failed to obtain drug reviews every six months for three of three clients (#1, #2 and #3) who received psychotropic drugs. The findings are: Review on 9/18/23 of Client #1's record revealed: -Admission date of 10/3/22.	V 121		

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-Diagnoses of Schizoaffective Disorder; Congenital Deafness; Diabetes Mellitus; Hypothyroidism Encephalitis; Gastroesophageal reflux disease (GERD); Hyperlipidemia; Hypertension.
-Physician's order dated 10/19/22:
-Clozapine 100 milligrams (mg)- Take 2 tablets by mouth every morning and 3 tablets at bedtime.
-Risperidone 3 mg-Take 1 tablet by mouth twice daily.
-Sertraline 100 mg- Take 1 tablet by mouth once daily at bedtime.
-Clonazepam 0.5 mg- Take 1 tablet by mouth once daily as needed.
-Haloperidol 5mg- Take 1 tablet by mouth every 6 hours as needed for severe psychosis/agitation not to exceed 4 tablets/24 hours.
-The July, August and September 2023 Medication Administration Record (MAR) revealed Client #1 was administered the above medications daily.
-There was no evidence of a psychotropic drug review for Client #1's medications in the last six months.

Review on 9/18/23 of Client #2's record revealed:
-Admission date of 6/4/11.
-Diagnoses of Psychosis; Diabetes Type II, Hypertension, Epilepsy, Seizure Disorder, Insomnia, Renal Insufficiency.
-Physician's orders dated 11/7/22:
-Aripiprazole 15 mg- Take 1 tablet by mouth daily.
-Clonazepam 1 mg- Take 1 tablet by mouth at bedtime.
-Mirtazapine 15 mg- Take 1 tablet by mouth at bedtime.
-Quetiapine 400 mg- Take 2 tablets by mouth

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at bedtime.
-Trazodone 100 mg- Take 1 tablet by mouth at bedtime.
-The July, August and September 2023 Medication Administration Record (MAR) revealed Client #2 was administered the above medications daily.
-There was no evidence of a psychotropic drug review for Client #2's medications in the last six months.

Review on 9/18/23 of Client #3's record revealed:
-Admission date of 6/14/11.
-Diagnoses of Bipolar Affective Disorder; Mental Retardation; Paranoid Schizophrenia; Constipation; Insomnia; Prediabetes.
-Physician's orders dated 11/7/22:
-Guanfacine 1 mg- Take 1 tablet by mouth three times a day.
-Lorazepam 1 mg- Take 1 tablet by mouth three times a day.
-Quetiapine 400 mg- Take 1 tablet by mouth at bedtime.
-Trazodone 150 mg- Take 1 tablet by mouth at bedtime as needed for sleep.
-The July, August and September 2023 Medication Administration Record (MAR) revealed Client #3 was administered the above medications daily.
-There was no evidence of a psychotropic drug review for Client #3's medications in the last six months.

Interview on 9/18/23 with the Owner revealed:
-She was not aware that the drug reviews needed to be completed.
-She had made arrangements for them to be completed.
-She confirmed the six months psychotropic drug review for clients #1, #2 and #3 had not been

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V 121	Continued From page 10 completed.	V 121		