

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL035-055	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/20/2023
NAME OF PROVIDER OR SUPPLIER INDEPENDENCE HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 86 TANGLEWOOD DRIVE LOUISBURG, NC 27549		
(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 survey was completed on September 20, 2023. The complaint was substantiated (Intake #NC00206010). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness.</p> <p>This facility has a current census of 29. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p> <p>(3) analytical skills;</p> <p>(4) decision-making;</p> <p>(5) interpersonal skills;</p> <p>(6) communication skills; and</p>	V 110		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 110	<p>Continued From page 1</p> <p>(7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 of 2 audited paraprofessional staff (#2) demonstrated the knowledge, skills, and abilities required by the population served. The findings are:</p> <p>Review on 9/19/23 of staff #2's record revealed:</p> <ul style="list-style-type: none"> - Hired 7/8/19 - Signed job description dated 1/24/23: "Promote supportive counseling for consumers as needed to promote personal growth in areas of emotional and social development" <p>Review on 9/19/23 of client #3's record revealed:</p> <ul style="list-style-type: none"> - Admitted 1/12/23 - Diagnoses of Conduct Disorder, unspecified, Generalized Anxiety Disorder, Major Depressive Disorder, single episode, Mild Intellectual Developmental Disability, Seizure Disorder, Lack of coping skills and has anger management - Treatment plan dated 1/12/23: - "Client is easily irritated with others and is quick to anger." - "[Client #3] will engage and increase understanding of symptoms in his mental health recovery as evidenced by...A. learn to manage or eliminate active symptoms using coping skills 	V 110		

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V 110	<p>Continued From page 2</p> <p>learned to increase daily functioning..."</p> <p>During interview on 9/20/23 client #3 reported:</p> <ul style="list-style-type: none"> - She was in staff #2's group - Her relationship with staff #2 was "pretty bad" and "not good at all" - "Sometimes [staff #2] won't hardly talk to me" - Staff #2 began yelling at client #3 "a couple of months ago" and the yelling "started out of nowhere" - Staff #2 "told me (client #3) to shut up" - Staff #2 yelled at her about "different stuff" and she "keep getting in trouble" - She overheard staff #2 telling another staff that "she don't know how to act in public", but she could not recall who that staff was - Staff #2 "took away" her outings because of her behaviors towards staff - She had not been on an outing since May 2023 and staff #2 told her that she could not go on any outings "for the rest of this year" - Staff #2 told client #3 "every time you do something I'll take away your outing" - She felt "terrible" about not being able to go on outings with her peers <p>During interview on 9/19/23 client #4 reported:</p> <ul style="list-style-type: none"> - Staff #2 yelled at client #3 but she could not recall what staff #2 yelled about - Staff #2 didn't yell at client #3 "all the time" - Client #3 "can't go on outings" <p>During interview on 9/19/23 client #10 reported:</p> <ul style="list-style-type: none"> - Client #3 "acts up" and "misbehaves" - Staff #2 would say "something" to client #3 when "she (client #3) was in the wrong" - "[Staff #2] don't fuss at her (client #3) a lot" - Staff #2 "fussed" at client #3 "because she (client #3) sleeps in school (day program)" 	V 110		

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V 110	<p>Continued From page 3</p> <p>During interview on 9/19/23 client #23 reported:</p> <ul style="list-style-type: none"> - Client #3 "always argues with staff" - Staff #2 "yells at her (client #3)" - Staff #2 said "Don't get yourself in trouble" - Client #3 was not allowed to go on any outings and that made client #3 "mad" <p>During interview on 9/19/23 client #3's sister reported:</p> <ul style="list-style-type: none"> - There were "several occasions" when client #3 told her that staff #2 was not "treating her right" and client #3 returned to the group home (GH) from the day program upset - She spoke with the GH staff, and she confirmed that client #3 returned from the day program upset because of staff #2. - Client #3 complained of "verbal attacks and them (staff) picking on her all day" <p>During interview on 9/20/23 the GH staff reported:</p> <ul style="list-style-type: none"> - Client #3 came "home (GH)" with issues and "the one person [client #3] keeps referring to is [staff #2]" - Client #3 told her that staff #2 "fusses at her about anything" - Client #3 "sometimes" came "home (GH) crying" - Client #3 did not have "behavior issues" in the GH except for she "will lie about things" - Client #3 did not argue with staff or peers in the GH <p>During interviews on 9/19/23 and 9/20/23 the GH Manager reported:</p> <ul style="list-style-type: none"> - Client #3 resided at the GH - Client #3 attended the day program every day unless she had an appointment or if the day program planned an outing - Client #3 wasn't going to the day program tomorrow (9/21/23) because the clients at the day 	V 110		

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V 110	<p>Continued From page 4</p> <p>program were going on an outing</p> <ul style="list-style-type: none"> - Client #3 "did something at the day program and now she can't go on the outing" - Client #3 had not been on an outing "in a few months" - Client #3 stated that she didn't like not being able to go on outings with her peers at the day program <p>During interviews on 9/19/23 on 9/20/23 staff #2 reported:</p> <ul style="list-style-type: none"> - Client #3 was in her "group" - Client #3 would get "in an uproar (yelling at peers and staff)" - Client #3 was "argumentative" and "disrespectful" towards her peers and staff - Client #3 would "butt in" her peers' conversations and she told client #3 "no one is speaking with her (client #3). If they (peers) were ready to speak with you (client #3) then they will address you (client #3)" - Sometimes client #3 was receptive to redirection and sometimes client #3 was "argumentative" - She did not go "back and forth" with client #3 when she became "argumentative" because client #3 liked for staff to go "back and forth" with her - Client #3 had not been on an outing since staff #2 began working in the facility in April 2023 - "I have taken away outings because she was disrespectful" - "If you can't follow rules in here that means you can't follow the rules on the outside. How are you going to follow the rules out in the community" - "You can't have them in the community if they can't follow the rules" - She could not recall who made "the rules" - She did not tell client #3, nor did she witness 	V 110		

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V 110	<p>Continued From page 5</p> <p>another staff tell client #3 that she could not go on an outing for the rest of the year</p> <p>During interview on 9/19/23 and 9/20/23 the Program Director reported:</p> <ul style="list-style-type: none"> - Client #3 was in staff #2's group - Client #3 was "disruptive" and "argumentative" with staff - She was unaware of "them (client #3 and staff #2) having problems" - She was not aware of staff #2 yelling at client #3 because the class was held in another room and she never witnessed staff #2 yell at client #3 - Client #3 complained that staff #2 "didn't like her" - She believed client #3 complained because "when they (client #3 and staff #2) go back and forth, [staff #2] didn't say anything back, and [client #3] would think that she (staff #2) didn't like her" - Staff #2 did not have a "loud tone" and would tell client #3 to "calm down" - She never heard staff #2 say client #3 "don't know how to act" - The day program took clients on an outing to a restaurant once a month - Clients could lose an outing for every negative behavior that occurred as a "consequence", and sometimes those "consequences" accumulated - Staff #2 came to her and asked what she could do about client #3's behaviors and staff #2 felt that imposing the "consequence" of losing an outing would work with client #3 - Staff #1 and #2 "took away" outings from clients - Client #3's last outing was in June 2023 and client #3 "did good...she can follow rules in the community" - There was no tracking system or 	V 110			

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V 110	Continued From page 6 documentation to keep track of when a client lost an outing or of which staff imposed the "consequence" - Client #3 could resume her outings in November 2023	V 110		