

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL034-357</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>R</b><br><b>09/21/2023</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>SHARPE AND WILLIAMS #6</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>4790 LENNOX ROAD</b><br><b>WINSTON SALEM, NC 27105</b> |
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| V 000              | <p><b>INITIAL COMMENTS</b></p> <p>A follow up survey was completed on 9/21/23. 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. This facility is licensed for 6 and currently has a census of 4.</p> <p>The survey sample consisted of audits of 3 current clients.</p>  | V 000         |   |                    |
| V 536              | <p><b>27E .0107 Client Rights - Training on Alt to Rest. Int.</b></p> <p><b>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS</b></p> <p>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.</p> <p>(b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented.</p> <p>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> | V 536         |   |                    |

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

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| V 536              | <p>Continued From page 1</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> | V 536         |   |                    |

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| V 536              | <p>Continued From page 2</p> <p>(B) when and where they attended; and<br/>(C) instructor's name;<br/>(2) The Division of MH/DD/SAS may review/request this documentation at any time.<br/>(i) Instructor Qualifications and Training Requirements:<br/>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.<br/>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.<br/>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.<br/>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.<br/>(5) Acceptable instructor training programs shall include but are not limited to presentation of:<br/>(A) understanding the adult learner;<br/>(B) methods for teaching content of the course;<br/>(C) methods for evaluating trainee performance; and<br/>(D) documentation procedures.<br/>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.<br/>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once</p> | V 536         |   |                    |

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| V 536              | <p>Continued From page 3</p> <p>annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p><br/></p> <p>This Rule is not met as evidenced by:<br/>Based interview, the facility failed to ensure staff completed formal refresher training in alternatives to restrictive interventions for 1 of 2 staff (staff #1). The findings are:</p> <p><br/></p> <p>Review on 9/20/23 of staff #1's record revealed:<br/>- A hire date of 2/25/21</p> | V 536         |   |                    |

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| V 536              | <p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- Staff #1's certificate for North Carolina Interventions Plus (NCI +) training in alternatives to restrictive interventions listed the date of 10/28/23 as the date she completed the training</li> <li>- The facility's Director was listed as the trainer on the certificate</li> </ul> <p>Interview on 9/21/23 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- Staff #1 had been trained in NCI + on 3/28/23; although her training certificate listed her date of training as 10/28/23</li> <li>- The Director was the person who conducted the NCI + training for staff #1</li> <li>- She had requested a training certificate with the correct date from the Director; however, she had still not received it to replace the certificate which listed the incorrect date.</li> </ul> <p>This deficiency is a re-cited deficiency and must be corrected within 30 days.</p> | V 536         |   |                    |
| V 736              | <p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS<br/>(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:<br/>Based on observation and interview, the facility failed to maintain the facility in a safe, clean, and orderly manner. The findings are:</p> <p>Observations on 9/14/23 at 3:48 pm and on 9/18/23 at 2:30 pm revealed:<br/>Front porch:</p>  | V 736         |   |                    |

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| V 736              | <p>Continued From page 5</p> <ul style="list-style-type: none"> <li>- A green turf like flooring material on the front porch floor which was torn in areas on the right side near the railing</li> </ul> <p>Garage:</p> <ul style="list-style-type: none"> <li>- The walls and ceiling had spackling and unfinished/unpainted drywall</li> <li>- The garage floor was stained all over with some areas of discoloration darker in color than others (unsure if the areas of discoloration were due to some type of stain, (i.e., oil) or dirt</li> </ul> <p>Exterior:</p> <ul style="list-style-type: none"> <li>- The back deck had multiple loose boards throughout the decking, with the paint peeling over its entirety and one damaged floorboard which created a trip hazard</li> <li>- The paint on the stairs leading to the back deck was peeling</li> <li>- A torn window screen in one of windows facing out onto the back deck</li> <li>- A shutter with three areas of broken slats within the shutter</li> </ul> <p>Interview on 9/19/23 and on 9/21/23 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- The facility employed a maintenance man who was responsible for making repairs at the facility</li> <li>- Since the last survey completed on 4/13/23, she had provided the maintenance man with photos of the areas of concern and he had been working to make all the repairs</li> <li>- When she visited the facility, she noted any needed repairs and followed up with the maintenance man/owner of the facility regarding any issues that needed to be addressed</li> <li>- Staff were also to notify her via an internal messaging system ("Slack") if they observed anything that needed to be repaired</li> <li>- If the maintenance man could not make the repair, the owner of the facility hired someone</li> </ul> | V 736         |   |                    |

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| V 736              | Continued From page 6<br><br>who could<br>- Staff were responsible for ensuring the facility was kept clean and to assist clients when needed<br><br>This deficiency is a recited deficiency and must be corrected within 30 days. | V 736         |   |                    |