

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL033-029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 09/19/2023
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NAME OF PROVIDER OR SUPPLIER BETTER DAYS AHEAD, INC #2	STREET ADDRESS, CITY, STATE, ZIP CODE 1212 HILL STREET ROCKY MOUNT, NC 27801
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(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
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 9/19/23. Deficiencies were cited.</p> <p>This facility is licensed for the following service: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 3 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(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.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(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.</p> <p>(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:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p>	V 118	<p>DHSR - Mental Health</p> <p>OCT 12 2023</p> <p>Lic. & Cert. Section</p>	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *Wayne H. Baulch* TITLE: _____ (X5) DATE: 10/04/2023

STATE FORM HOZS11 If continuation sheet 1 of 4

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V 118	<p>Continued From page 1</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to administered medication on the written order of a physician & failed to keep MARs current for 1 of 1 client (#1). The findings are:</p> <p>Review on 9/6/23 of client #1's record revealed:</p> <ul style="list-style-type: none"> - admitted - diagnoses of Autism, Intellectual Developmental Disability & Hypertension - a physician order dated: Chlorpromazine 50mg (milligram) three times a day (8am, 2pm & 8pm) (mental illness) & Quetiapine 400mg bedtime (Schizophrenia) <p>Review on 9/6/23 of client #1's July 2023, August 2023 & September 2023 MAR revealed:</p> <ul style="list-style-type: none"> - Chlorpromazine was not documented at 2pm & 8pm from 9/1/23 - 9/5/23 - Quetiapine - no staff initials documented the entire month of July 2023 & August 2023 at bedtime <p>Observation on 9/6/23 of client #1's medication bin revealed:</p> <ul style="list-style-type: none"> - 3:02pm: no Quetiapine - 3:56pm: the Office Assistant picked up Quetiapine from pharmacy 	V 118	<p>Qualified Professional held a Group Home Staff Meeting on 9-20-2023. QP stressed on the importance of correctly administering medication, following physician orders, ordering of medication and documenting medication. Any missing or discrepancies regarding medications should be reported immediately to Qualified Professional or Administrative Assistant. All Staff will be retrained in Medication Administration by the company Registered Nurse on October 6, 2023. Administrative Assistant will monitor Weekly and Qualified Professional will monitor monthly to ensure that all staff are following Company policy and procedures regarding Medication Administration.</p>	
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V 118	<p>Continued From page 2</p> <p>During interview on 9/6/23 staff #1 reported:</p> <ul style="list-style-type: none"> - worked at the facility on Wednesday and Thursday - the Quetiapine ran out sometime in August 2023 - was unsure why it was not refilled - most of the time the full time staff called the pharmacy a week prior to medications running out - July & August 2023 MAR for the Quetiapine was an oversight with staff initials <p>During interview on 9/6/23 the pharmacy technician reported:</p> <ul style="list-style-type: none"> - the Quetiapine was filled 7/31/23 & not filled again until 9/6/23 - client #1 probably missed a few pills in August 2023 - there were no notes why the Quetiapine was not filled until 9/6/23 <p>During interview on 9/6/23 the Office Assistant reported:</p> <ul style="list-style-type: none"> - client #1 did not run out of his Quetiapine - she picked up the medication today - staff #1 was part time and was not aware client #1 did not miss the dose of Quetiapine <p>During interview on 9/6/23 the Licensee reported:</p> <ul style="list-style-type: none"> - staff were supposed to contact the pharmacy 5 days prior to medication running out - the OA reviewed MARs for missing initials - the Qualified Professional will review missing initials on MARs & medications running out at the next staff meeting 	V 118	<p>Qualified Professional held a Group Home Staff Meeting on 9-20-2023. QP stressed on the importance of correctly administering medication, following physician orders, ordering of medication and documenting medication. Any missing or discrepancies regarding medications should be reported immediately to Qualified Professional or Administrative Assistant. All Staff will be retrained in Medication Administration by the company Registered Nurse on October 6, 2023. Administrative Assistant will monitor Weekly and Qualified Professional will monitor monthly to ensure that all staff are following Company policy and procedures regarding Medication Administration.</p>	
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND</p>	V 736		

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V 736 Continued From page 3

EXTERIOR REQUIREMENTS
(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.

This Rule is not met as evidenced by:
Based on observation and interview, the facility was not maintained in a safe, attractive & orderly manner. The findings are:

Observation and tour of the facility on 9/6/23 at 1:51pm revealed:

- Living room- panel near window appeared warped from water damaged
- 3 piece living room couch set fabric was cracked, peeling & faded
- the love seat cushion was sunken in the middle

During interview staff #1 reported:

- the client #1 "plopped" down when he sat in the love seat

During interview on 9/6/23 the Licensee reported:

- would have maintenance to repair the panel in the living room
- the wall had previously been repaired but she was not aware the issue still existed
- would replace the living room set

This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.

V 736

The panels were repaired on 9-6-2023, please see attached documentation. The furniture will be replaced by 10-13-2023. Qualified Professional will monitor the interior and exterior quarterly.

