

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411124	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 07/24/2023
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NAME OF PROVIDER OR SUPPLIER CHANGING LIVES GROUP HOME II, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 5788 BETHEL CHURCH ROAD MC LEANSVILLE, NC 27301
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on July 24, 2023. 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 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 style="text-align: center;">DHSR - Mental Health</p> <p style="text-align: center;">NOV 7 2023</p> <p style="text-align: center;">Lic. & Cert. Section</p>	

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

[Handwritten Signature]

TITLE
Owner

(X6) DATE
11/1/2023

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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 reviews and interviews, the facility failed to ensure that the MARs was kept current, and administration of medications was documented immediately following administration affecting 3 of 3 clients (#1, #2 and #3). The findings are:</p> <p>Review on 7/20/23 of client #1's record revealed: -An admission date of 6/16/23 -Diagnoses of Schizophrenia and Cannabis Use Disorder</p> <p>Review on 7/20/23 of client #1's physician's orders, dated 7/6/23, revealed: -Invega Sustenna Injection (to treat mental/mood disorders), 155 milligrams (mgs), inject every 28 days -Trazodone HCL (to treat depression or anxiety) 50 mgs, 1 to 2 by mouth every evening (1 po qhs) as needed (PRN) -Benztropine Mesylate (to improve muscle control and to reduce stiffness), 1 mg, 1.5 po (by mouth) bid (twice daily)</p> <p>Review on 7/20/23 of client #1's MAR for July 2023 revealed: -Blanks for the 8:00am doses of Benztropine Mesylate on 7/5, 7/6, 7/12, 7/13, 7/14, 7/19 and</p>	V 118	<p>New staff has been hired and shifts have been changed in order to make sure that all records are maintained appropriately. Staff is fully trained and receives medication training upon hire and then annually or as needed when reviewing medication information. MAR's are reviewed bi-monthly at this time and medications are compared to make sure they are correct. If a member is going to be absent from the home, a form has been devised that allows the members or their guardians to sign upon leaving and returning to the home that provides the number of medication leaving and returning with the member.</p>	8.1.2023

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V 118	<p>Continued From page 2</p> <p>7/20 -Blanks for the 8:00pm doses of Benzotropine Mesylate on 7/3, 7/4, 7/5, 7/6, 7/11, 7/12, 7/13, 7/18 and 7/19</p> <p>Review on 7/21/23 of client #2's record revealed: -An admission date of 6/28/21 -Diagnoses of Schizophrenia, Cannabis Use Disorder, Moderate, Chronic Hepatitis, Hypertension, Hepatic Steatosis (Fatty Liver Disease), Vitamin D Deficiency, and Mild Splenomegaly (Enlargement of the Spleen)</p> <p>Review on 7/20/23 of client #2's physician's orders, dated 7/6/23, revealed: -Docusate Sodium (stool softener) 100 mgs, 2 po qhs -L-Methylfolate (to treat anemia or depression) 15 mgs, 1 po qd (every day) -Olanzapine (to treat schizophrenia and bipolar disorder) 15 mgs, 2 po qhs -Propranolol (to treat high blood pressure) 10 mgs, 1 po bid -B Complex (to help increase energy levels), 1 po qd -Senna (to treat constipation) 8.6 mgs, 1 po qam (every morning) -Senna 8.6 mgs, 2 po qhs</p> <p>Review on 7/20/23 of client #2's MAR for July 2023 revealed: -Blanks for the 8:00am doses of B-Complex on 7/12, 7/13, 7/19 and 7/20 -Blanks for the 8:00am doses of Senna 8.6 mgs on 7/12, 7/13, 7/19 and 7/20 -Blanks for the 8:00am doses of Propranolol 10 mgs on 7/12, 7/13, 7/19 and 7/20 -Blanks for the 8:00pm doses of Propranolol 10 mgs on /11, 7/12, 7/13, 7/18, 7/19 -Blanks for the 8:00pm doses of Senna 8.6 mgs</p>	V 118		
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V 118	<p>Continued From page 3</p> <p>on 7/11, 7/12, 7/13, 7/18 and 7/19</p> <ul style="list-style-type: none"> -Blanks for the 8:00pm doses of Docusate Sodium 100 mgs on 7/11, 7/12, 7/13, 7/18 and 7/19 -Blanks for the 8:00pm doses of Olanzapine 15 mgs on 7/11, 7/12, 7/3, 7/18 and 7/19 <p>Review on 7/21/23 of client #3's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 12/1/22 -Diagnoses of Schizoaffective Disorder, Bipolar Type, Alcohol Use Disorder, Moderate, Tobacco Use Disorder, GERD (Gastroesophageal Reflux Disease), Hypertension, COPD (Chronic Obstructive Pulmonary Disease), Hyperlipidemia, Esophageal Obstruction and Hepatomegaly (Enlargement of the Liver) <p>Review on 7/20/23 of client #3's physician's orders, dated 1/3/23, revealed:</p> <ul style="list-style-type: none"> -Clozapine (to treat Schizophrenia) 100 mgs, 1 po qam -Rizatriptan (to treat symptoms of migraine headaches) 5 mgs, 1 po qd -Fluvoxamine (to treat obsessive-compulsive disorder and depression) 50 mgs, 1 po qd -Amantadine (to treat sudden uncontrolled movements) 100 mgs, 1 po qd -Lisinopril (to relax blood vessels) 10 mgs, 1 po qd -Aspirin 81 mgs, 1 po qd -Metoprolol (to treat high blood pressure) 25 mgs, 1 po qd -Metformin (to treat high blood sugar levels caused by a type of diabetes mellitus) 100 mgs, 1 po bid -Clozapine 100 mgs, 2 po qhs -Famotidine (to treat stomach ulcers) 40 mgs, 1 po qhs -Prazosin (to treat high blood pressure) HCL 5 mgs, 2 po qhs 	V 118		
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V 118	<p>Continued From page 4</p> <p>Review on 7/20/23 of client #3's July 2023 MAR revealed:</p> <ul style="list-style-type: none"> -Blanks for the 8:00am doses of Rizatriptan 5 mgs on 7/12, 7/13, 7/14, 7/19, and 7/20 -Blanks for the 8:00am doses of Lisinopril 10 mgs on 7/12, 7/13, 7/14, 7/19, and 7/20 -Blanks for the 8:00am doses of Aspirin 81 mgs on 7/12, 7/13, 7/14, 7/19, and 7/20 -Blanks for the 8:00am doses of Metoprolol 25 mgs on 7/12, 7/13, 7/14, 7/15, 7/19 and 7/20 -Blanks for the 8:00am doses of Amantadine 100 mgs on 7/13, 7/14, 7/15, 7/19 and 7/20 -Blanks for the 8:00am doses of Fluvoxamine 50 mgs on 7/13, 7/14, 7/15, 7/19 and 7/20 -Blanks for the 8:00am doses of Meloxicam 15 mgs on 7/13, 7/14, 7/15, 7/16, 7/19 and 7/20 -Blanks for the 8:00am doses of Pantoprazole 40 mgs on 7/12, 7/13, 7/14, 7/19 and 7/20 -Blanks for the 8:00am doses of Metformin 1000 mgs on 7/12, 7/13, 7/14, 7/19 and 7/20 -Blanks for the 8:00pm doses of Famotidine 40 mgs on 7/12, 7/13, 7/14 and 7/19 -Blanks for the 8:00pm doses of Melatonin 5 mgs on 7/12, 7/13, 7/14 and 7/19 -Blanks for the 8:00pm doses of Prazosin HCL 5 mgs on 7/12, 7/13, 7/14 and 7/19 <p>Interviews on 7/20/23 with clients #1, #2 and #3 revealed:</p> <ul style="list-style-type: none"> -Staff administered their medications -Had not refused their medications -Medications were administered both in the mornings and the evenings <p>Interview on 7/20/23 with staff #1 revealed:</p> <ul style="list-style-type: none"> -Administered both morning and evening medications to the clients -Blanks on the MARs? "I had 2 of my clients go out for the holiday (July 4th, 2023). [Client #2] left for 2 weeks to the beach with his parents. He left 	V 118		

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V 118	<p>Continued From page 5</p> <p>July 1st (2023) to the 11th (2023) and maybe got home on the 12th (2023). He just got back last week I think. His medications go with him. The MAR stays here. (at the facility) He goes and comes back and his parents give him the meds. You are supposed to write an 'X 'or something on the back (of the MAR) when they are not here. I thought we wrote it down. I usually fill them (the MAR) in, but it could be a mistake. It is important to not have blanks. Giving meds is mandatory. I try to write it down as soon as I give the meds."</p> <p>Interview on 7/20/23 with the Qualified Professional revealed:</p> <p>-Regarding the MARs "I was not aware of the blanks. I do know [client #2] was gone (in July 2023). He went on a vacation with his mother and his medications went with him."</p> <p>"I don't have any documentation showing the medications were signed out and back in by either a staff member or the Legal Guardian. He was gone from the 4th of July (2023) to either the 12th or 13th of July. I guess that is why there are blanks on his MAR. I guess staff forgot to sign on the back of the MAR that he was out of the facility on those days."</p> <p>"[Client #3] left the home and went to stay with a friend. He left the afternoon of the 30th of June (2023), so his evening med would have gone with him. He returned on the afternoon of the 10th of July (2023), so his am (morning) meds would not have been written on the MAR as given."</p> <p>"No one ever told us there needed to be documentation on the MAR when the clients were out of the facility ...I will have to go to the facility and look at the back of an MAR to see what the codes are so we can start documenting on the back when a client is on a home visit."</p> <p>-Was not sure why client #1's MAR had blanks on them</p>	V 118		
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V 118	Continued From page 6 Interview on 7/24/23 with the Licensee revealed: -"[The QP] told me there was some concerns (with the MARs). I go up there (to the facility) myself. I check these books ...I will send him (staff #1) back through training ..."	V 118		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to access the HCPR prior to hire affecting 1 of 3 staff (#1). The findings are: Review on 7/24/21 of staff #1's record revealed: -A hire date of 8/10/13 -A job description of Paraprofessional -The HCPR was accessed on 7/24/23 Interview on 7/24/23 with the Licensee revealed: -Was responsible for accessing the HCPR checks on all staff -"I will tell you I know the process. The HCPR should be done before the hire date. [Staff #1]'s	V 131	HCPR and background checks are completed upon date of application completion or interview. Changing Lives is potentially going to electronic records so information is easily obtained and saved instead of just obtaining paper copies.	ongoing and looking at EHR

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V 131	Continued From page 7 check is missing. I am not sure what happened, but I know better ..."	V 131		
V 133	G.S. 122C-80 Criminal History Record Check G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private	V 133		

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V 133	<p>Continued From page 8</p> <p>entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of</p>	V 133		
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V 133	<p>Continued From page 9</p> <p>a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <ol style="list-style-type: none"> (1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual. (2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section. <p>(e) Relevant Offense. - As used in this section,</p>	V 133		
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V 133	<p>Continued From page 10</p> <p>"relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in</p>	V 133		
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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411124	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/24/2023
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NAME OF PROVIDER OR SUPPLIER CHANGING LIVES GROUP HOME II, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 5788 BETHEL CHURCH ROAD MC LEANSVILLE, NC 27301
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V 133	<p>Continued From page 11</p> <p>violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to check the criminal history for 1 of 3 staff (#1) within 5 days of making the conditional offer of hire. The findings are:</p> <p>Review on 7/24/21 of staff #1's record revealed: -A hire date of 8/10/13 -A job description of Paraprofessional</p>	V 133		
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V 133	Continued From page 12 -The background check was completed on 7/24/23 Interview on 7/24/23 with the Licensee revealed: -"I am responsible for the background checks. For some reason, [staff #1]'s check is missing. I am not sure what happened, but I know better ..."	V 133		
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or (2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients	V 290		

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V 290	<p>Continued From page 13</p> <p>present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to ensure a minimum of one staff was present at all times when a client was on the premises, except when the client's treatment or habilitation plan documented that the client was capable of remaining in the home or community without supervision affecting 3 of 3 clients (#1, #2, and #3). The findings are:</p> <p>Observations of the facility on 7/20/23 from 8:53am to 10:36am revealed:</p> <ul style="list-style-type: none"> -All 6 clients were present -There was no staff at the facility -At 9:05am, the van from the day program arrived to pick up clients #2, #3, #4, #5 and #6 -Client #1 remained at the facility with no staff present -At 10:36am, a staff from the sister facility arrived -At 10:40am, staff #1 arrived at the facility 	V 290	<p>New staffing which is monitored in regards to staff remaining on premises when members/residents are also present in the home. Members/residents are only permitted to be left alone with unsupervised forms that are completed by the QP and provided in the client records.</p>	August 2023
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V 290	<p>Continued From page 14</p> <p>Review on 7/20/23 of client #1's record revealed: -An admission date of 6/16/23 -Diagnoses of Schizophrenia and Cannabis Use Disorder -An admission assessment dated 6/16/23 noted "has no children and was residing with his mother, previous residential placements, his mother and extended family have always been supportive of him, desires to be more independent, has a history of audio hallucinations, has not always been compliant with psychotropic medications and this has led to hospitalizations, history of psychiatric hospitalizations, history of substance use and cognitive impairment, denies suicidal or homicidal ideation, reported his psychosis started after he accidentally smoked K2 (a synthetic cannabinoid that can alter a person's mental state) when he was in college in 2018, engages in smoking cigarettes and occasionally uses marijuana, needs Psychosocial Rehabilitation Services to develop and enhance his independent living skills, managing medication, social skills, vocational training and activities of daily living, needs individual therapy to explore his experiences, challenges and goals in a safe and confidential environment, peer support would be beneficial to provide him with the opportunity to connect with individuals who have shared experiences, reduce feelings of isolation and promote a sense of belonging, and needs residential treatment to transition him back into a group home that can provide him with a structured environment that supports his mental health needs." -A treatment plan dated 6/20/23 noted "will demonstrate the ability to maintain compliance with treatment recommendations by maintaining a consistent schedule of attending the Psycho</p>	V 290		
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V 290	<p>Continued From page 15</p> <p>Social Rehabilitation Program, use learned recovery skills daily, attend psychiatric medication management sessions, take medications as prescribed and attend therapy, will learn self-care strategies in order to be able to maintain his mental health symptoms and sobriety by developing a set daily schedule for himself to include medication regimen, healthy bedtime routines and self-reporting daily compliance with his schedule for 3 consecutive months, will increase his ability to follow rules and expectations by attended scheduled workshops with no more than 1 verbal prompt, will learn more about himself and his mental health diagnosis by engaging in research and workshops related to his mental health diagnosis and developing a log too of self-reported symptoms, barriers and potential coping strategies on a weekly basis for the next 6 months."</p> <p>-No documentation of the client's ability to have unsupervised time in the home or community</p> <p>Review on 7/21/23 of client #2's record revealed: -An admission date of 6/28/21 -Diagnoses of Schizophrenia, Cannabis Use Disorder, Moderate, Chronic Hep C, Hypertension, Hepatic Steatosis, Vitamin D Deficiency, and Mild Splenomegaly (Enlargement of the Spleen) -An assessment dated 6/28/21 noted "was recently discharged from [a state psychiatric hospital], was being treated for Schizophrenia, has a guardian, was doing drugs over a period of time, was homeless and went to [a local city] for mental health, a legal history of possession of a scheduled VI and possession of drug paraphernalia charges, last date of marijuana use was 11/13/19, no suicidal or homicidal ideation and his father is supportive."</p>	V 290		
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V 290	<p>Continued From page 16</p> <p>-A treatment plan dated 7/7/23 noted "will improve independent living skills in order to be able to take care of himself one day by saving at least \$5 per month when provided with his monthly stipend for at least 3 consecutive months, will learn recovery skills daily, attend psychiatric medication management sessions, take medications as prescribed, attend therapy, will prepare himself for independent living and increase his basic knowledge about himself by learning and verbalizing his mental health symptoms as well as his medications, will learn the name, dosage, regimen, known reasoning for his medication and possible side effects, will increase his ability to improve his socialization skills by actively engaging in workshops daily and providing feedback during workshops daily with no more than 1 verbal prompt, will increase the frequency that he engages with others to avoid isolation and build natural supports by actively engaging in a leisure activity other than pacing around the program with his peers for at least 10 minutes daily."</p> <p>-No documentation of the client's ability to have unsupervised time in the home or community</p> <p>Review on 7/21/23 of client #3's record revealed: -An admission date of 12/1/22 -Diagnoses of Schizoaffective Disorder, Bipolar Type, Alcohol Use Disorder, Moderate, Tobacco Use Disorder, GERD, Hypertension, COPD, Hyperlipidemia, Esophageal Obstruction and Hepatomegaly (Fatty Liver) -An assessment dated 12/1/22 noted "previously lived at a group home, was in need of mental health services, currently attends a day program and would like to continue, needs medication management for his mental health symptoms, has a history of Schizoaffective Disorder-Bipolar Type, has a history of alcohol abuse but has been</p>	V 290		
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V 290	<p>Continued From page 17</p> <p>sober for 6 years without relapse, has difficulty concentrating, irritability and poor self-esteem, has auditory hallucinations, poor judgement, needs outpatient therapy, medication management and monitoring, continue to develop interpersonal and vocational skills and meet his daily living needs outside of the group home and peer support services."</p> <p>-A treatment plan dated 6/9/23 noted "will learn more coping strategies and be able to control his anger better by identifying triggers and behavioral responses, learning or reviewing and utilizing at least one new coping skill per week and discussing the effectiveness of those skills, will increase his pre-vocational skills by completing two mock applications per week, one mock interview every month, discussing personal strengths, abilities and job skills to decide on good job possibilities, problem solve barriers to employment and come up with solutions, will use learned recovery skills, attend psychiatric medication management sessions, take medications as prescribed, attend therapy, will manage symptoms of depression by improving self-talk, identifying negative things he says and believe about himself, challenging those thoughts and replacing them with truth, engaging in positive affirmations, improving self-esteem and decreasing feelings of guilt and hopelessness and will work on these things 15 minutes every day, will increase his independent skills by discussing and setting a structured schedule for himself that includes morning and bedtime schedule, medication schedule, chores or routine house cleaning, will report his ability to maintain this schedule during the following 6 months and make revisions as needed."</p> <p>-No documentation of the client's ability to have unsupervised time in the home or community</p>	V 290		
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V 290	<p>Continued From page 18</p> <p>Interview on 7/20/23 with client #1 revealed: -"[Staff #1] just left. He went to put air in his tire." -"Usually, we have a staff with us until we go to the Day Program." -"I have a doctor's appointment today (7/20/23) at 11am. [Staff #1] will be back before then to take me." -Client #1 called the Qualified Professional (QP) to let her know the surveyor was on site -"She (the QP) said she is trying to call [staff #1] to see where he is."</p> <p>Interview on 7/20/23 with the QP revealed: -Was not sure where staff #1 went when he left the facility -All the clients had unsupervised time in the home and the community -The clients' treatment plans had documentation of specified hours the clients could be left alone in the home and the community</p> <p>Interview on 7/24/23 with the Licensee revealed: -"Normally we wait the first 30 days before we allow it (unsupervised time). I tell the clients we have to get to know them. We talk to the parents and the guardians. We discuss it. Several have long term goals of independence."</p>	V 290		



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

July 25, 2023

Jaquay Wade, Director
Changing Lives Group Home II, LLC
5788 Bethel Church Road
McLeansville, North Carolina 27301

Re: Annual and Follow Up Survey completed on July 24, 2023
Changing Lives Group Home II, LLC, 5788 Bethel Church Road, McLeansville, NC 27301
MHL# 041-1124
Email: Jaquay_Wade@yahoo.com

Dear Mr. Wade:

Thank you for the cooperation and courtesy extended during the annual and follow up survey completed July 24, 2023.

As a result of the follow up survey, it was determined that all of the deficiencies are now in compliance, which is reflected on the enclosed Revisit Report. Additional deficiencies were cited during the survey.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

Type of Deficiencies Found

- All tags cited are standard level deficiencies.

Time Frames for Compliance

- Standard level deficiencies must be *corrected* within 60 days from the exit of the survey, which is September 22, 2023.

What to include in the Plan of Correction

- Indicate what measures will be put in place to *correct* the deficient area of practice (i.e., changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to *prevent* the problem from occurring again.
- Indicate *who will monitor* the situation to ensure it will not occur again.
- Indicate *how often* the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

MENTAL HEALTH LICENSURE & CERTIFICATION SECTION

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603

MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718

www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

July 25, 2023
Changing Lives Group Home II, LLC
Mr. Jaquay Wade, Director

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records.
Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Maria Smith at (828) 747-9913.

Sincerely,



Laura Rodriguez, CI/I
Facility Compliance Consultant I
Mental Health Licensure & Certification Section

Cc: QM@partnersbhm.org
_DHSR_Letters@sandhillscenter.org
Sharon Barlow, Director, Home Guilford County DSS
Pam Pridgen, Administrative Supervisor