

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411222	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/06/2023
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NAME OF PROVIDER OR SUPPLIER AGAPE HOME LIVING CARE, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 310 FIELDS STREET GREENSBORO, NC 27405
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on November 6, 2023. The complaint was unsubstantiated (Intake #NC00209150). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</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 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p>	V 112		

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

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility staff failed to implement strategies or goals in the treatment/habilitation plan to address the needs of 2 of 3 audited clients (#1 and #2). The findings are:</p> <p>Observations on 11/6/23 at approximately 2:05pm of the kitchen revealed: -The refrigerator and the upright freezer were located in the common area that connected the den area and the kitchen area -This space was used as the staffs' office -The refrigerator and freezer had key locks on the sides. -The Licensee kept the keys to these appliances</p> <p>Review on 11/3/23 of client #1's record revealed: -An admission date of 2/8/22 -Diagnoses of Mild to Moderate IDD, ADHD Combined Type, Autism Spectrum Disorder and Oppositional Defiant Disorder -Age 24 -An assessment dated 2/8/22 noted "completed 12th grade, is being transitions from another location under the same agency umbrella, he has continued to go AWOL (Absent Without Leave) from the facility and demanded that he be transported by EMS (Emergency Medical Services) at least one, is currently looking forward</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>to a home visit, has an extensive history of eloping from placements over the last 5 years, has had 10 + group home placements, was molested as a child, no prior work history, has a great relationship with his mother and father was well as his sister, very religious, loving listening to sermons and gospel music, has touched others inappropriately, arrest history of inappropriate sexual behaviors, has dental issues and is to be on a strict low calorie diet, needs redirection, prompting and demonstration for tasks and everyday living skills, overeats daily if allowed and needs to follow the diet of low sodium and low calorie and has hypersomnia and will sleep all day if allowed."</p> <p>-A treatment plan dated 1/1/23 noted "will learn how to complete independent living skills such as completing chores, taking medication, bathing and washing his clothes with assistance of staff and will complete this task with no more than 3 prompts, will increase his ability to engage in positive and appropriate interactions by having a decrease in the frequency of physical and verbal aggressiveness towards others by being prompted no more than 2 times, will enhance his coping skills and symptoms at least 3 times a week with no more than 2 verbal prompts."</p> <p>-An updated treatment plan, dated 10/31/23, noted "#6. Will integrate into his environment utilizing community networking services allowing member to go to places such as the gym, park, library. He likes to socialize with others. He likes to meet new people. He will integrate into his community engaging in meaningful community groups, increase his independence and develop social roles in his community. He likes to go for walks, play cards, go out to eat and be around others."</p> <p>-There were no strategies or goals in client #1's treatment plan to address why client #1 needed a</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>combination lock on the double handles of the refrigerator/freezer</p> <p>Review on 11/3/23 of client #2's record revealed: -An admission date of 6/8/22 -Diagnoses of Intellectual Disability, and Mild Schizophrenia -Age 49 -An assessment dated 6/8/22 noted "is a friendly and outgoing person, has family support, was previously at [a state psychiatric hospital], history of multiple hospitalizations, hospital records show he has had several manic episodes, intruding on others and singing loudly, struggling with adjusting to the current facility, refers to his peers as children, needs to limit the amount of cigarettes his is smoking which is currently at a pack a day, has been argumentative with staff and his peers and has requested several times to be 'released to the streets', has distressing memories and will endorse delusions, when he is upset or doesn't get his way, he has a history of property destruction and arrests and conduct problems resulting in hospitalizations, was prescribed medication to reduce cravings for cigarettes but it was unsuccessful, needs redirection, prompting and demonstration for takes and everyday living skills, constantly goes to the bathroom throughout the night, eats extremely fast and is at risk for indigestion and will make threats when he is upset and loves to perform James Brown concerts." -A treatment plan dated 8/17/23 noted "will learn to complete everyday living tasks such as completing a proper hygiene routine, completing daily chores, maintaining a clean living space with no more than 3 verbal prompts, will learn effective coping skills in order to reduce his verbal aggression, will learn to use these skills at least 3 out of 5 times when he is upset or feels</p>	V 112		

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V 112	<p>Continued From page 4</p> <p>disrespected or annoyed and will work on managing his medical conditions and learn how to take his medication appropriately with no more than 2 out of 7 days refusing to follow the physician's orders."</p> <p>-There were no strategies or goals in client #2's treatment plan to address why client #2 needed a combination lock on the double handles of the refrigerator/freezer</p> <p>Interviews on 11/3/23 with clients #1 and #2 revealed:</p> <p>-They were not sure why there were locks on both the refrigerator and the freezer</p> <p>Interview on 11/6/23 with the Qualified Professional (QP) revealed:</p> <p>-Was responsible for writing the treatment plans for client #1 and #2</p> <p>-Was aware there were locks on the refrigerator and the freezer</p> <p>-Had not added any goals or strategies to client #1 and client #2's treatment plans to address why there was a need for the locks</p> <p>Interview on 11/6/23 with the Licensee revealed:</p> <p>-Had put locks on the refrigerator and freezer due to clients taking food out of them</p> <p>-The QP was responsible for writing the clients' treatment plans</p> <p>-Was not aware the clients' treatment plans needed to address the need as to why the refrigerator and freezer were locked</p>	V 112		
V 513	<p>27E .0101 Client Rights - Least Restrictive Alternative</p> <p>10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE</p>	V 513		

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V 513	<p>Continued From page 5</p> <p>(a) Each facility shall provide services/supports that promote a safe and respectful environment. These include:</p> <p>(1) using the least restrictive and most appropriate settings and methods;</p> <p>(2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others;</p> <p>(3) providing choices of activities meaningful to the clients served/supported; and</p> <p>(4) sharing of control over decisions with the client/legally responsible person and staff.</p> <p>(b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include:</p> <p>(1) using the intervention as a last resort; and</p> <p>(2) employing the intervention by people trained in its use.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to provide services using the least restrictive and most appropriate methods affecting 2 of 3 audited clients (#1 and #2). The findings are:</p> <p>Observations on 11/6/23 at approximately 2:05pm of the kitchen revealed:</p> <ul style="list-style-type: none"> -The refrigerator and the upright freezer were located in the common area that connected the den area and the kitchen area -This space was used as the staffs' office -The refrigerator and freezer had key locks on the 	V 513		

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V 513	<p>Continued From page 6</p> <p>sides.</p> <p>-The Licensee kept the keys to these appliances</p> <p>Review on 11/3/23 of client #1's record revealed:</p> <p>-An admission date of 2/8/22</p> <p>-Diagnoses of Mild to Moderate IDD, ADHD Combined Type, Autism Spectrum Disorder and Oppositional Defiant Disorder</p> <p>-Age 24</p> <p>-No documents were signed by client #1's Legal Guardian (LG) that locks could be on the refrigerator and freezer</p> <p>Review on 11/3/23 of client #2's record revealed:</p> <p>-An admission date of 6/8/22</p> <p>-Diagnoses of Intellectual Disability, and Mild Schizophrenia</p> <p>-Age 49</p> <p>-No documents were signed by client #1's Legal Guardian (LG) that locks could be on the refrigerator and freezer</p> <p>Interview on 11/6/23 with staff #1 revealed:</p> <p>-The locks? I see they took them off. Food was getting gone too fast. She (the Licensee) spends a lot of money on groceries. They get fed good here. I mean very well. Food was going away faster and putting the locks on (the refrigerator and freezer) helped."</p> <p>Interview on 11/6/23 with House Manager revealed:</p> <p>-Regarding the locks on the refrigerator and freezer, "I guess because clients are sneaking in there to get food ...it has been excellent (no clients sneaking food) since we moved the fridge/freezer (into the common area) ..."</p> <p>Interview on 11/6/23 with the Qualified Professional revealed:</p> <p>-Was aware the refrigerator and freezer's a lock</p>	V 513		

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V 513	Continued From page 7 on them, that restricted client #1's and client #2's access to food Interview on 11/6/23 with the Licensee revealed: -The locks were placed on the refrigerator and freezer because clients were taking food out of them -Would immediately remove the locks from both the refrigerator and the freezer	V 513		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND 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 observations and interviews, the facility was not maintained in a clean and attractive manner. The findings are: Observations on 11/6/23 at 2:05pm of the facility revealed: -The ceiling fans had layers of dust -The kitchen floor needed to be regrouted and cleaned -In client #1's bedroom, there were 4 chairs stored in the middle of his room -In the clients' 1st bathroom, the light switch was dirty and had numerous toothpaste stains which covered the bathroom mirror -In the client's 1st bathroom's toilet had a flush pipe that was not securely connected to the wall -In client #2's bedroom the 5-drawer dresser was missing knobs on the first drawer and it was missing the 6th drawer	V 736		

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V 736	<p>Continued From page 8</p> <ul style="list-style-type: none"> -In client #2's bedroom, the ceiling was repaired with white tape, paint and putty -In client #3's bedroom had a strong odor of urine -Client #3's mattress was stained with urine -Client #4's bed sagged in the middle -Client #4's bedroom had a strong odor of urine -The clients' 2nd bathroom had a strong odor of urine -The fish tank (used to house a turtle for the past two years) in the hallway had a rusted cover and was dirty -The back porch area had broken chairs <p>Interview on 11/6/23 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> -"There was a leak in [client #2]'s bedroom before and I thought she (the Licensee) got that fixed. That was back in 2021." -"[Client #3]'s mattress is new and is supposed to have a vinyl covering on it that can be wiped down...he is one of the newer clients and we will address it. He uses the bathroom on himself also." -"Repairs? I know there something with the water pressure in the kitchen ..." <p>Interview on 11/6/23 with the Licensee revealed:</p> <ul style="list-style-type: none"> -"The facility could use a good cleaning. I was thinking of hiring someone to come once a week ..." -There was a water leak in client #2's ceiling -"I got that repaired." -Would ensure client #2's drawer was replaced -"I will clean up the back porch." 	V 736		