

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL035-055</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/20/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>INDEPENDENCE HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>86 TANGLEWOOD DRIVE LOUISBURG, NC 27549</b>
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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
V 000	<p><b>INITIAL COMMENTS</b></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	<p><b>Plan of Correction:</b></p> <p>It is Central Community Services' goal that all services are provided by expert staff with consistent and emphatic support and in keeping with best practices and agency policies.</p> <p>To address the noted deficiency, we commit to:</p> <p>1) Staff of concern will participate in increased individual supervisory meetings to 2x monthly with emphasis on managing member conflict, building positive outcomes, and utilizing supervisory supports. These skills will be further highlighted in 2024 EPA.</p>	
V 110	<p><b>27G .0204 Training/Supervision Paraprofessionals</b></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> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> </ol>	V 110	<p>Effective date: 11/1/23 Responsible staff: [REDACTED]</p> <p>2) Staff of concern will participate in: "refresher" training in verbal management of incidents (minimum of 3 contact hours). Staff will also repeat training in Crisis Management (3 contact hours).</p> <p>Effective date: To be completed within 60 days. Responsible staff: [REDACTED]</p> <p>3) Ongoing all staff trainings to include crisis management, CPI, client rights, etc. annually.</p> <p>Effective date: 2015 Responsible staff: [REDACTED]</p> <p>All activities reviewed by internal Quality Management policies.</p> <p><i>Lisa Gilbert</i> 11-14-23</p>	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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