

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL047-175	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/16/2023
NAME OF PROVIDER OR SUPPLIER GRACE AND MERCY'S		STREET ADDRESS, CITY, STATE, ZIP CODE 1443 STUBBY OAKS ROAD ABERDEEN, NC 28315		
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 11/16/23. The complaints were substantiated (intake #NC00209615 and #NC00209631). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for 2 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS (a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to: (1) an identification face sheet which includes: (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; (2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV; (3) documentation of the screening and assessment; (4) treatment/habilitation or service plan; (5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician; (6) a signed statement from the client or legally</p>	V 113		

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

TITLE

(X6) DATE

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V 113	<p>Continued From page 1</p> <p>responsible person granting permission to seek emergency care from a hospital or physician; (7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to maintain client records affecting one of two clients (client #2). The findings are:</p> <p>Review on 11/15/23 revealed there was no record for client #2: -No documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to the Diagnostic and Statistical Manual of Mental Disorders, -No identification face sheet which includes: (a) name (last, first, middle, maiden); (b) client record number; (c) date of birth; (d) race, gender and marital status; (e) admission date;</p>	V 113		

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V 113	Continued From page 2 (f) discharge date; -No documentation of a signed statement from the client granting permission to seek emergency care. -No emergency information for client #2 which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician. Interview on 11/15/23 with the Alternative Family Living (AFL) Provider revealed: -Client #2 moved into her facility on 10/23/23. -She had no client record for client #2. -Client #2 was not receiving any services and she didn't think a client record was required for him. -She confirmed the facility failed to maintain a record for client #2.	V 113		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept	V 118		

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V 118	<p>Continued From page 3</p> <p>current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug.</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 observation, record review and interview, the facility failed to ensure medications were administered on the written order of a physician and failed to maintain a MAR were administered medications affecting one of two clients (#2). The finding are:</p> <p>Review on 11/15/23 revealed there was no record for client #2: -No documented date of admission. -No documented diagnosis. -No physician's order for Valproic Acid 250 milligrams (mg) (Seizure Disorder). -No MAR for October and November 2023.</p> <p>Observation on 11/15/23 at approximately 1:14 pm of client #2's medication revealed: -A bottle of Valproic Acid 250 mg for client #2. -The instructions on the label was one capsule</p>	V 118		

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V 118	Continued From page 4 twice a day. Interview on 11/15/23 with the Alternative Family Living (AFL) Provider revealed: -Client #2 moved into her facility on 10/23/23. -Client #2 only take one medication. -He took Valproic Acid 2 times a day for Seizures. -They administered his medication for October and November 2023. -He had no physician's order for that medication. -He came from his mothers house with that medication. -They had not been documenting the medication was administered for client #2. -She did not know she was supposed to have a physician's order to administer that medication to client #2. -She also didn't know she was supposed to be documenting that medication was given on an MAR for client #2.	V 118		
V 289	27G .5601 Supervised Living - Scope 10A NCAC 27G .5601 SCOPE (a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence. (b) A supervised living facility shall be licensed if the facility serves either: (1) one or more minor clients; or (2) two or more adult clients. Minor and adult clients shall not reside in the same facility. (c) Each supervised living facility shall be	V 289		

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V 289	Continued From page 5 licensed to serve a specific population as designated below: (1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses; (2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses; (3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses; (4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses; (5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or (6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E),(f);(g); and 10A NCAC 27G .0304	V 289		

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V 289	<p>Continued From page 6</p> <p>(b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to ensure minor and adult clients did not reside in the same facility affecting two of two clients (#1 and #2). The findings are:</p> <p>Review on 11/15/23 of client #1's record revealed: -Date of Admission was 10/6/21. -Diagnoses of Attention- Deficit Hyperactivity Disorder, Disruptive Mood Dysregulation Disorder and Oppositional Defiant Disorder. -He was 17 years old.</p> <p>Review on 11/15/23 revealed there was no record for client #2: -No documented date of admission. -No documented diagnosis. -No documented date of birth.</p> <p>Review on 11/15/23 of the facility's license revealed: -The facility was licensed as a 5600F-Supervised Living for Alternative Family Living (AFL) with a capacity of 2 clients effective 1/1/23.</p> <p>Observation on 11/15/23 at approximately 4:30 pm of the facility revealed: -Clients #1 and #2 were sitting in the den area of the facility. -Clients #1 and #2 both had separate bedrooms</p>	V 289		

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V 289	<p>Continued From page 7</p> <p>with their own personal belongings. -Client #1 was a minor client residing with client #2 an adult client.</p> <p>Interview on 11/15/23 with the Qualified Professional revealed: -She was aware the AFL Provider had a minor and adult living in her facility. -Client #2 moved into the AFL Provider's facility on 10/23/23. -It came to her attention on 10/27/23 through someone from another agency. -The AFL Provider was told she could not have a minor and adult in the same facility.</p> <p>Interview on 11/15/23 with the Chief Operating Officer revealed: -She found out on 11/6/23 that an adult male client #2 was living in the AFL Provider's facility with an adolescent client #2. -She thought client #2 moved into the AFL Provider's facility on 11/3/23. -The AFL Provider was told she was not supposed to have an adolescent and adult in the same facility.</p> <p>Interview on 11/15/23 with the AFL Provider revealed: -Client #1 was 17 years old and was still in high school. -"[Client #2] is basically living with me as a family friend right now." -Client #2 was admitted to her facility on 10/23/23 and he was 47 years old. -Client #2 was just approved for a long term care, however she was not currently getting any funding for him. -She received no money for him, "I was not going to leave a Intellectual Disability person out on the streets."</p>	V 289		

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V 289	Continued From page 8 -Client #2 was not receiving any services. -They are trying to "expedite for him to get services" through the Local Management Entity/Managed Care Organization. -Client #2 needed services, he needed speech and physical therapy. -Client #2 "really can't do anything for himself." -She thought it was ok for client #2 to be at her facility because he was not receiving any services. -She confirmed the facility failed to ensure minor and adult clients did not reside in the same facility.	V 289		
V 539	27F .0102 Client Rights - Living Environment 10A NCAC 27F .0102 LIVING ENVIRONMENT (a) Each client shall be provided: (1) an atmosphere conducive to uninterrupted sleep during scheduled sleeping hours, consistent with the types of services being provided and the type of clients being served; and (2) accessible areas for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment or habilitation team. (b) Each client shall be free to suitably decorate his room, or his portion of a multi-resident room, with respect to choice, normalization principles, and with respect for the physical structure. Any restrictions on this freedom shall be carried out in accordance with governing body policy. This Rule is not met as evidenced by: Based on observation, record review and	V 539		

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V 539	<p>Continued From page 9</p> <p>interviews, the facility failed to provide accessible areas for personal privacy, affecting one of two clients (#1). The findings are:</p> <p>Review on 11/15/23 of client #1's record revealed:</p> <ul style="list-style-type: none"> -Date of Admission was 10/6/21. -Diagnoses of Attention- Deficit Hyperactivity Disorder, Disruptive Mood Dysregulation Disorder and Oppositional Defiant Disorder. -He was 17 years old. <p>Observation on 11/15/23 at approximately 12:45 pm of client #1's bedroom revealed:</p> <ul style="list-style-type: none"> -There was a camera on the wall over the bedroom door. -The camera was pointed towards client #1's bed. <p>Interview on 11/15/23 with client #1 revealed:</p> <ul style="list-style-type: none"> -He got dressed and undressed in his bedroom. -He never really paid any attention to the camera in the bedroom. -He was not sure how long the camera was in his bedroom. <p>Interview on 11/15/23 with the Alternative Family Living (AFL) Provider revealed:</p> <ul style="list-style-type: none"> -The camera had been in client #1's bedroom for about 6 months. -The reason there was a camera in client #1's bedroom was due to his issues with self injurious behavior (SIB). -He bites and scratches himself. -He took a spiral notebook and scratched himself with the metal part. -He will also hit himself. -He had those behaviors twice in the last 6 months. -She thought client #1 started with the behaviors when he was told his parents were sent to prison. -He had no documented history of SIB. 	V 539		

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V 539	Continued From page 10 -Client #1 didn't require ant medical attention from the SIB episodes. -The camera in client #1's bedroom was always on. -She can see the footage from the bedroom camera on her cell phone. -No one else had access to the camera footage, "not even [the AFL Provider Support]." -Client #1 got dressed and undressed in his bedroom. -She put the camera in client #1's bedroom to keep him safe. -She didn't want client #1 to continue to harm himself.	V 539			