

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-755 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED R 02/08/2024 |
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| NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME AND COMMUNITY SERVICE | STREET ADDRESS, CITY, STATE, ZIP CODE 5628 MILLRACE RD RALEIGH, NC 27606 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>An annual complaint and follow up survey was completed on 2/8/24. The complaint was substantiated (Intake #NC 00212709) 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 4 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> | V 118 | | |

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

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| V 118 | <p>Continued From page 1</p> <p>(E) name or initials of person administering the drug. (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 ensure one of four audited clients (#3) had an order to self administer medication. The findings are:</p> <p>Review on 2/1/24 of client #3's record revealed: -Admission date of 3/14/23 -Diagnoses of Schizophrenia-Paranoid Type, Hyperlipidemia, Hypertension and Type II Diabetes -Physician order dated 9/26/23, "Levemir (Diabetes) Flexpen-Inject 25 units AM and 35 units at bedtime" -No order present to self administer Levemir.</p> <p>Interview on 2/1/24 staff #1 stated: -Had been working in the facility for six weeks. -Was trained to administer medications by the Licensee/Registered Nurse (RN) -Was told by the Licensee/RN that client #3 could administer his own insulin. -Client #3 self administered his insulin twice a day with no issues. -He also checked his own blood sugar daily and had been doing well. -Had not seen an order for client #3 to self</p> | V 118 | | |

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| V 118 | <p>Continued From page 2</p> <p>administer.</p> <p>Interview on 2/1/24 client #3 stated: -Had always administered his own insulin. -Staff #3 gave him the pen and he would inject himself. -His Diabetes was stable, no issues at this time.</p> <p>Interview on 2/1/24 the Qualified Professional (QP) stated: -Client #3 had always administered his insulin since his admission. -The QP #2 took clients to their doctor appointments and should have his order to self administer in his record. -Will contact the QP #2 to make sure the order is placed in the home.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p> <p>-</p> | V 118 | | |
| V 512 | <p>27D .0304 Client Rights - Harm, Abuse, Neglect</p> <p>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION (a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66. (b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter. (c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.</p> | V 512 | | |

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| V 512 | <p>Continued From page 3</p> <p>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of intervention procedures shall be compliance with Subchapter 10A NCAC 27E of this Chapter.</p> <p>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for dismissal of the employee.</p> <p>This Rule is not met as evidenced by: Based on record review and interview one of one staff (#1) subjected four of four audited clients (#3, #4, #5 & #6) to abuse. The findings are:</p> <p>Review on 2/6/24 of staff #1's record revealed: -Hire date- Unknown</p> <p>Review on 2/1/24 of client #3's record revealed: -Admission date of 3/14/23 -Diagnoses of Schizophrenia-Paranoid Type, Hyperlipidemia, Hypertension and Type II Diabetes</p> <p>Review on 2/1/24 of client #4's record revealed: -Admission date of 9/15/17 -Diagnosis of Schizophrenia</p> <p>Review on 2/1/24 of client #5's record revealed: -Admission date of 2/21/19 -Diagnoses of Paranoid Schizophrenia and Hypertension</p> | V 512 | | |

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| V 512 | <p>Continued From page 4</p> <p>Review on 2/1/24 of client #6's record revealed: -Admission date of 3/31/09 -Diagnoses of Schizophrenia, Mild Intellectual Developmental Disability (IDD), Asthma and Seizure Disorder</p> <p>Interview on 2/1/24 client #3 stated: -Had observed staff #1 and client #4 engage in verbal arguments in the last few weeks. -Last "pay day" saw staff #1 push client #5 over the table. -Client #5 was trying to sign for his money and staff #1 started yelling at him. -Staff #1 then pushed him over the table. -Client #5 did not say anything to staff #1 afterwards, he just got his money. -Staff #1 had pointed his finger in his face several times in the last few weeks. -Staff #1 would do these things that he knew would "set me off and make me angry." -"It's like he chips away at me and tries to set me off."</p> <p>Interview on 2/1/24 and 2/8/24 client #5 stated: -Staff #1 had placed his hands on him and client #4. -Staff #1 was upset with him while he was watching television. -He was sitting on the couch when staff #1 walked in the room and grabbed him by his arm, near his wrist area. -Not sure why staff #1 was upset with him, he had not said anything to him. -Staff #1 and client #4 were arguing last week and staff #1 "slapped" client #4 on his head. -Staff #1 cursed and yelled at everyone in the facility. -"Sometimes" staff #1 would slam the door in his face. -Staff #1 would "go crazy."</p> | V 512 | | |

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| V 512 | <p>Continued From page 5</p> <ul style="list-style-type: none"> -Had seen staff #1 slam the door on client #4. -Staff #1 also took his (client #5's) hat and glasses off his head once when he was upset. <p>Interview on 2/1/24 client #2 stated:</p> <ul style="list-style-type: none"> -Staff #1 raised his voice to him and yelled at everyone in the facility. -Staff #1 would go through "his phases of yelling and screaming," so he would just leave and take a walk to get away. <p>Interview on 2/1/24 client #6 stated:</p> <ul style="list-style-type: none"> -Did not like staff #1. -Staff #1 yelled at all of them. -Last week client #4 and staff #1 were standing in the hallway arguing as client #4 wanted to go outside. -Staff #1 told client #4, "you are not going anywhere." -Saw Staff #1 hit client #4 on the side of his head "really hard" with an open hand. -Then heard staff #1 say, "Don't raise your voice at me" to client #4. -Staff #1 put his finger in client #4's face while yelling at him. -This situation with client #4 and staff #1 happened the day before client #4 went to the hospital (1/27/24). -Staff #1 had yelled and pointed his finger in his face. -Staff #1's behaviors of yelling made him "upset and nervous." -Told staff at the day program what had been going on at the facility because he did not want anyone to get hurt by staff #1. <p>Interview on 2/5/24 client #4 stated:</p> <ul style="list-style-type: none"> -Staff #1 was very "loud, he doesn't take time to realize people have mental illness and can get upset." | V 512 | | |

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| V 512 | <p>Continued From page 6</p> <ul style="list-style-type: none"> -Was "attacked" by staff #1 a week ago. -Had come downstairs to get something, then he went back upstairs. -Staff #1 wanted him to come back downstairs. -When he went back downstairs, staff #1 pointed his finger in his face close to his eyes. -Staff #1 then hit him in the head with his fist. -It did not hurt, "just woke me up." -Had "words" in the past with staff #1 but this was the first time he had hit him. -Had not seen staff #1 hit anyone else, he was just "abrasive." -Had seen staff #1 pointing his finger in client #6's face getting loud in the past. -Last week he called 911 due to he was feeling "funny" and did not think his medication was working. -Did not tell staff #1 he was calling 911. -He feared staff #1 would have stopped him from calling 911 because staff #1 was already "amped up." -Staff #1 got "irate" over certain things. -Saw staff #1 swing the upstairs bedroom door and it hit client #5 on the arm, not sure if he was hurt. -Currently, still in the hospital and not sure of when he will be discharged back to the facility. <p>Interview on 2/1/24 staff #1 stated:</p> <ul style="list-style-type: none"> -Had been working in the facility for about six weeks now. -Worked for the company on and off for years at another location. -Had a very "strong" voice and people thought he was yelling at them when he spoke. -Not aware of any physical altercations with clients. -There was arguing with clients, but he had not put his hands on the clients. -There had been no physical restraints or holds | V 512 | | |

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| V 512 | <p>Continued From page 7</p> <p>with the clients. -"I try to not argue with anyone." -Would call the Qualified Professional (QP) and Licensee/Registered Nurse (RN) if he had issues with the clients behaviors.</p> <p>During interview on 2/1/24 the QP stated: -Staff #1 had been working in the facility for a few months now. -Had issues with staff #1 in the past at another facility on how he spoke to clients. -Staff #1 could be "abrasive" with clients. -Never heard of any issues with staff #1 putting his hands on a client. -None of the clients had mentioned these concerns to her when she was at the facility. -Called a new staff to come in today and relieve staff #1 to start her investigation.</p> <p>Further interview on 2/8/24 the QP stated: -Had completed her investigation and substantiated the allegations. -Staff #1 had been terminated today. -Staff #1 had denied the abuse allegations and he stated to her that he was "playing" with the clients. -Removed staff #1 on 2/1/24 and interviewed all the clients. -Client #6 told her he had observed staff #1 hit client #4 in the head. -Had contacted client #4's guardian to inform him of the abuse and he told her that staff #1 had been "rude" to him when he called the facility recently. -The Licensee/RN had used staff #1 in her other facilities and denied knowing of any abuse allegations. -Clients seemed "Happy" that staff #1 was now gone.</p> | V 512 | | |

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| V 512 | <p>Continued From page 8</p> <p>Review on 2/8/24 of the Plan of Protection completed by the QP on 2/8/24 revealed: -"What immediate action will the facility take to ensure the safety of the consumers in your care? The staff person was removed from the home on February 1, 2024, immediately after the facility became aware of the allegation. A replacement staff is currently there. Trainings/Inservices were provided to the new staff.</p> <p>-Describe your plans to make sure the above happens: The replacement staff has been inserviced on client rights, recognizing abuse as well as protection from abuse, neglect, and exploitation. The QP will continue to provide training on conflict resolution, approved intervention techniques will be reviewed, and staff will repeat the training by an approved trainer if the QP deems additional training is necessary. QP will complete all trainings with staff by 2/29/24. QP will also communicate with and interview clients at least weekly to ensure they are aware of their rights and free from abuse, neglect and exploitation for the next 30 days and then monthly."</p> <p>Clients who lived in the facility were diagnosed with Schizophrenia, Mild IDD, Hypertension, Type II Diabetes, Asthma and Seizure Disorder. Staff #1 had been working in the facility for six weeks. Clients reported multiple instances that staff #1 yelled, hit and pointed his finger in their faces. A verbal altercation between staff #1 and client #4 where staff #1 had hit client #4 on the head. Staff #1 had also slammed the door in clients face and taken their hat and glasses off their head when he was upset with them. This deficiency constitutes a Type A1 rule violation for serious</p> | V 512 | | |

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| V 512 | Continued From page 9 abuse and must be corrected within 23 days. | V 512 | | |
| V 736 | <p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility was not maintained in a safe, clean and attractive manner. The findings are:</p> <p>Observation on 2/8/24 at 9:43 AM revealed: -Carpet on the stairway had multiple two to three inch rips on several steps. -Baseboard throughout had thick dust formed on it. -Client #2 and #4's shower had a large brown spot in the base of it. -Client #2 and #4's bedroom wall had a four inch hole. -Client #6's bedroom had a three drawer dresser with all three drawers missing and another six drawer dresser with three missing drawers. -Client #3 and #5's bathroom floor was dirty with brown and yellow spots around the toilet area. -Client #3 and #5's bedroom closet door was broken off the hinge and standing upright in the closet. -Client #3 and #5's bedroom had a couch with several missing cushions.</p> <p>Interview on 2/8/24 client #2 stated: -Had been cleaning his bedroom daily. -The hole in his wall had been there since he</p> | V 736 | | |

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| V 736 | <p>Continued From page 10</p> <p>moved in last year.</p> <p>Interview on 2/8/24 the Qualified Professional stated:</p> <ul style="list-style-type: none"> -The Licensee scheduled all repairs. -Clients had been doing better at keeping their rooms and bathrooms clean. -Was not aware of the ripped carpet on the stairs, "that needed to be removed." <p>[This deficiency has been cited 13 times since 12/12/16 and must be corrected within 30 days.]</p> | V 736 | | |