

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL081-139	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/01/2024
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NAME OF PROVIDER OR SUPPLIER HEALY HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 121 GLENDALE DRIVE FOREST CITY, NC 28043
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 3/1/24. The complaints were substantiated (#NC00212182, NC00212233). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Individuals of all Disability Groups/Alternative Family Living.</p> <p>The facility is licensed for 3 and has a current census of 2. The survey sample consisted of an audit of 2 current clients and 1 former client.</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</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>obtained.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to update treatment plan and assessment with current strategies to address the needs of 1 of 1 audited client. The findings are:</p> <p>Record review on for Client #1 revealed: -Date of admission: 4/19/22 -Diagnoses: severe intellectual development disability, attention deficit hyperactivity disorder. -There was no new assessment to indicate client behaviors or desire to move from group home. -Treatment plan dated 5/1/23 did not indicate a transition to new living situation in an AFL (alternative family living) managed by the same licensee as her group home. -There was no evidence that an admission assessment had been completed for Client #1 since her arrival at the Healy Home.</p> <p>Interview on 2/29/24 with Staff #1 revealed: -Client #1 moved into her home 5/1/23. -Behaviors have much improved from behaviors exhibited at the group home.</p> <p>Interview on 2/28/24 with the Qualified Professional revealed: -Client #1 lived in a group home with 3 other women. "[Client #1] had too many behaviors with</p>	V 112		

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V 112	Continued From page 2 3 other female residents." -She was not the QP at that time and did not know who was involved in making the decision for Client #1 to move. -She did not know when Client #1 actually moved. -Confirmation of the date of admission to the AFL would have to be researched under the billing codes. -She would make sure the assessment, treatment plan and face sheet were updated.	V 112		
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 current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (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.	V 118		

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V 118	<p>Continued From page 3</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 medications were administered on the written order of a physician and that MARs were kept current affecting 1 of 2 audited clients (#1) and 1 of 1 audited former client (FC #3).</p> <p>Record review on 2/28/24 for Client #1 revealed: -Date of admission: 4/19/22 -Diagnoses: severe intellectual development disability, attention deficit hyperactivity disorder. -Physician ordered medications on 11/14/23 included: -Benzotropine 1mg (milligram) (tremors) 1 tablet twice daily. -Cetirizine 10mg (allergies) 1 tablet at bedtime. -Denta 5000 plus (cavities) brush on teeth at night. -Divalproex ER 500mg (behaviors) 2 tablets twice daily. -Fish Oil 1000mg (supplement) 1 capsule twice daily. -Fluoxetine 20mg (mood) 1 tablet in morning. -Fluticasone 50mcg (microgram) (allergies) 1 spray each nostril twice daily. -Levocarnitine 1gr(gram)/10ml (milliliters) (low carnitine) take 3ml twice daily.</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Multivitamin (supplement) 1 tablet daily. -Quetiapine 200mg (behaviors) 1 tablet twice daily. -Trazodone 50mg (sleep) 1 tablet at bedtime. <p>Review on 2/28/24 of MARs 12/1/23-2/28/24 revealed:</p> <ul style="list-style-type: none"> -Benztropine was not initialed as administered on 12/31/23 pm dose and 2/2/24 am dose. -Cetirizine was not initialed as administered on 12/31/23. -Denta 5000 was not initialed as administered on 12/31/23. -Divalproex was not initialed as administered on 12/31/23 pm dose and 2/2/24 am dose. -Fish Oil was not initialed as administered on 12/31/23 pm dose and 2/2/24 am dose. -Fluoxetine was not initialed as administered on 2/2/24. -Fluticasone was not initialed as administered on 12/31/23 pm dose and 2/2/24 am dose. -Levocarnitine was not initialed as administered on 12/31/23 pm dose and 2/2/24 am dose. -Multivitamin was not initialed as administered on 2/2/24. -Quetiapine was not initialed as administered on 12/31/23 pm dose and 2/2/24 am dose. -Trazodone was not initialed as administered on 12/31/23. <p>Record review on 2/28/24 for FC #3 revealed:</p> <ul style="list-style-type: none"> -Date of admission: 12/29/23 -Date of discharge: 1/8/24 -Diagnoses: moderate intellectual development disability, autism, hearing loss, cecostomy. -Physician ordered medications on 12/28/23 included: -Levocetirizine 5mg (allergies) 1 tablet once 	V 118		

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V 118	<p>Continued From page 5</p> <p>daily.</p> <ul style="list-style-type: none"> -Omega 3 1000iu (international units) (supplement) 1 capsule daily. -Lorazepam 1mg (agitation) give ½ tablet 3 times daily PRN (as needed). -Triamcinolone 0.1% cream (corticosteroid) rub on elbows twice daily on Monday, Wednesday and Fridays. -Melatonin 10mg (sleep) 1 tablet at bedtime. -Zolpidem 5mg (sleep) 1 tablet at bedtime PRN. -Bisacodyl 5mg (laxative) crush 2 tablets and add to cecostomy flush mix -Polyethylene Glycol 17gr (laxative) mix 34gr into cecostomy flush mix -Cecostomy Flush daily- mix 600ml warm water, 1 teaspoon salt, polyethylene glycol and bisacodyl, dissolve and flush. <p>Review on 2/28/24 of MARs for FC #3 revealed: -There were no MARs to review.</p> <p>Interview on 1/29/24 with Staff #1 revealed: -Completed MARs when she administered medications. Her internet might have been out on 12/31/23 or 2/2/24 or she may have just forgotten to document the administration for Client #1. -Administered medications to FC #3 and recorded on the MARs. She had returned FC #3's personal property to the day program along with her medications and MARs in a box. She gave day program staff instruction to give to the Qualified Professional but did not know what might have happened to the MARs.</p> <p>Interview on 2/28/24 with the QP revealed: -Had handwritten the MARs for FC #3 rather than creating an electronic MAR because FC #3 was only "trying out" the AFL (alternative family living)</p>	V 118		

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V 118	Continued From page 6 placement. -Did not recall seeing the MARs for FC #3. -Assumed FC #3's mom took the MARs with FC #3's other possessions.	V 118		
V 541	27F .0104 Client Rights - Stor. & Protect of Cloth/Poss 10A NCAC 27F .0104 STORAGE AND PROTECTION OF CLOTHING AND POSSESSIONS Facility employees shall make every effort to protect each client's personal clothing and possessions from theft, damage, destruction, loss, and misplacement. This includes, but is not limited to, assisting the client in developing and maintaining an inventory of clothing and personal possessions if the client or legally responsible person desires. This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to protect client's personal items from damage, loss, and misplacement. The findings are: Record review on for Former Client (FC #3) revealed: -Date of admission: 12/29/23 -Date of discharge: 1/8/24 -Diagnoses: moderate intellectual development disability, autism, hearing loss, cecostomy. Interview on 2/29/24 with Staff #1 revealed: -"[FC #3] did well but mom was difficult. Mom called multiple times a day and expected us to respond immediately. We've got 2 other clients	V 541		

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V 541	<p>Continued From page 7</p> <p>to take care of." -"It just got to be too much. [FC #3]'s mom wanted to come pick up her things from here. It would have disrupted [Client #2]." -"Packed and loaded FC #3's things onto a trailer and transported everything to the day program so that her mom could pick it up there. -"I did not want to be confronted so things were moved (by the day program staff) and I left."</p> <p>Interview on 2/29/24 with FC #3's mom/guardian revealed: -"They (licensee) sent me a check for \$264.54 I guess for the things they threw out." -"I'm her legal court appointed guardian; only I can say what is thrown out."</p> <p>Interview on 2/28/24 with the Qualified Professional revealed: -"Yes some things were damaged (during the transportation to the day program)." -"A mattress protector was torn and a scratch on her nightstand." -"NCOGH (licensee) sent mom a certified check to reimburse for missing/damaged items for two hundred something and some change."</p>	V 541		