

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL080-208	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/20/2023
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NAME OF PROVIDER OR SUPPLIER ERVIN WOODS VOCATIONAL CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 195 ERVIN WOODS DRIVE KANNAPOLIS, NC 28081
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on December 20, 2023. The complaint was unsubstantiated (Intake #NC00210153). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .2300 Adult Developmental Vocational Programs for Individuals with Developmental Disabilities.</p> <p>This facility has a current census of 16. The survey sample consisted of audits of 2 current clients.</p>	V 000	V 112	2/18/24
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	<p>RHA Health Services will ensure all goals and strategies are developed and implemented for client #1 as evidenced by:</p> <p>1) QP or Administrator will communicate monthly with SCS provider regarding ongoing target behaviors and complete a Case Note in Therap documenting all communication for client #1.</p> <p>2) Schedule and complete meeting with client #1's guardians and direct care team regarding ongoing target behaviors and complete a Case Note in Therap documenting result of meeting on 1/4/24.</p> <p>3) Complete in person retraining on client #1's ISP, BSP and Crisis Plan with all direct support care staff.</p> <p>4) Re-establish referral to NC START for crisis support and ongoing crisis response for client #1.</p> <p>5) Re-train all direct support staff in ProAct training.</p> <p>6) QP/Administrator will in-service all DSP staff to ensure client #1 has all required personal items each day before leaving the house (head phones).</p> <p>This will be monitored monthly through ongoing clinical supervision and oversight by the QP and Administrator. In the future the QP will ensure all DSP staff are trained on all client specific information for each person supported.</p> <p style="text-align: center;">RECEIVED JAN 8 2024 DHSR-MH Licensure Sect</p>	

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

Keisher Hampton, QP/Administrator

TITLE

(X6) DATE

1/4/2024

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to implement goals and strategies to address the needs of 1 of 2 (#1) audited clients. The findings are:</p> <p>Review on 10/19/23 of client #1's record revealed: -An admission date of 12/13/19 -Diagnoses of Mild Intellectual Disability, Impulse Disorder, Unspecified, Autistic Disorder, Attention Deficit Hyperactivity Disorder, Combined Type, Newborn Affected by Maternal Use of Cocaine, Fetal Alcohol Syndrome, Underweight, History of Febrile Seizures and History of Vitamin D Deficiency. -An assessment dated 12/13/19 noted "needs verbal prompts and monitoring to ensure hygiene is completed thoroughly, needs some coaching and oversight for cooking, needs transportation to all community outings, needs assistance with managing money, requires 1:1 staffing, has high energy and needs to channel that energy out, let him know why there is a change occurring within 24 hours." -A treatment plan dated 11/23/23 noted "will engage in appropriate conversation with his peers at the Vocational Center with 3 verbal prompts for six consecutive months, will search for local job openings with 3 or less verbal prompts for six</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>consecutive months, will apply to desired job opening with 3 or less verbal prompts for six consecutive months, will choose community outing daily with 2 or less verbal prompts for six consecutive months, will remain within eye sight of staff while in the community with 2 or less verbal prompts for six consecutive months, will engage in appropriate conversations with peers in the community with 3 or less verbal prompts for six consecutive months."</p> <p>-A Behavior Support Plan (BSP) dated 6/26/23 noted "needs assistance with controlling outbursts and aggression towards others, needs assistance with processing his anger, frustration and disappointment, needs to learn coping techniques and proper ways to channel his emotions, also displays inappropriate sexual behaviors and engages in elopement."</p> <p>Further review on 12/20/23 of client #1's BSP, dated 6/25/23 and written by a counseling and consulting group revealed:</p> <p>-Antecedent Procedures/Prevention Strategies: Requires clear and effective communications, clear expectations, positive reinforcement to encourage positive reinforcement, use verbal praise, work together to address challenges ..."</p> <p>-Reaction Strategies: Encourage open dialogue and active listening to resolve conflicts or issues that may arise ..."</p> <p>-Reactive Strategies: provide a cooling off period: When a conflict or emotional situation arises, encourage individuals involved to take a short break to calm down and collect their thoughts before addressing the issue ..."</p> <p>-Target Behaviors Interventions: Incident occur when [client #1] does not get what he wants ...establish a safe environment where individuals feel comfortable expressing their thoughts and emotions without resorting to verbal aggression</p>	V 112	V 112	

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V 112	<p>Continued From page 3</p> <p>...provide strategies to identify and manage his emotions in a healthy manner, this can include teaching relaxation techniques, deep breathing exercises or engaging in activities that promote emotional well-being ...help him recognize triggers that may lead to verbal aggression ..."</p> <p>-Facility staff failed to establish a safe environment where client #1 could express his thoughts and emotions, failed to allow client #1 to use his relaxation techniques such as deep breathing and failed to help client #1 recognize his triggers that may lead to verbal aggression.</p> <p>Review on 12/19/23 of the investigation into alleged verbal abuse by staff #1 towards client #1 revealed:</p> <p>-Was dated 11/16/23 and completed by the Administrator</p> <p>-"Facts and/or Summary of Evidence...fact #3: [Staff #3] stated that [client #1] was agitated prior to arriving at the Vocational Rehabilitation Center. [Staff #3] stated that [client #1]'s care coordinator came to visit him at the Vocational Center. He became upset and had a behavior with his care coordinator.</p> <p>-"Fact #6: [Client #1] stated he was agitated before he came to the Vocational Center due to not having his headphones and his phone was loud. He stated that the conversation (with his care coordinator) ...left the building and when he came back inside, he was still upset and went into two rooms and locked himself in those rooms ..."</p> <p>-"Recommendations: ...staff will receive additional training on conflict resolution, training on [client #1]'s behavior support plan/crisis plan, in-services on client rights, and appropriate reaction and effective coping skills during crisis event ..."</p>	V 112	V 112	

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V 112	<p>Continued From page 4</p> <p>Interview on 12/19/23 with client #1 revealed: -Had a behavior at the Vocational Center -"I probably threw a chair at [the care coordinator]." -"I came inside (the Vocational Center) and went to find somewhere to calm down. I went into a room with a lock. They (staff #1 and staff #3) figured out the code and came in. I went to another room, and they tried to come in ...I wanted some alone time. I was upset about what [the care coordinator] said which was 'you aren't ready to live on your own.'...I was screaming 'leave me alone 'and my dad was on the phone I told them to leave me alone. I tried to get away from everyone. I have the right to be alone ..." -Staff did not talk to him in a calm manner -"They were yelling at me." -Staff failed to let him have alone time -"I tried to get away from everyone. I have the right to be alone..." -Staff failed to let him practice his calming techniques -"Being alone and doing my deep breathing helps me calm down."</p> <p>Interview on 12/20/23 with client #1's Legal Guardian revealed: -Was on the telephone with client #1 when an incident occurred at the Vocational Center. "I told him to get by himself, tried to talk him down so he would not explode, to do his breathing exercises being mad you can't think things through." -Client #1 had locked himself in a room to be alone and calm down -"At some point, someone (facility staff) chose to enter the room and pushed open the door." "I was talking him through this so he would not react ...with that being said, there was a bunch of yelling going on by everyone ...you can literally</p>	V 112		
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V 112	<p>Continued From page 5</p> <p>see physical changes with him, and it will ramp up. When he starts with the physical changes, we need to intervene at that point. Charging into a room where he was is just the opposite of what should have been done. The whole point is to use his BSP. To look and identify what led to the behaviors. He will get fidgety, start shaking, pacing and gets verbally aggressive. You need to head off the behaviors. There is no sense in waiting until he gets to the cliff to jump off before you decide to talk him down ..."</p> <p>-There were a lot of tools in client #1's BSP that could have been used.</p> <p>"The whole purpose of his BSP is to protect everyone from harming him or him harming them."</p> <p>-Being told no was a trigger for client #1</p> <p>"It is all in how we talk to him. When [client #1] called me he was upset. Again, it's all in how we word things ...it is about all of us communicating and being on the same page. They can call me anytime. We should look for the signs (warning), his hands will start shaking, his speech will be fast ...it you can look for those signs, we can catch the behavior before it gets out of control ..."</p> <p>Interview on 12/20/23 with staff #1 revealed:</p> <p>-Client #1 had a behavior at the Vocational Center where he was both verbally and physically aggressive</p> <p>-Client #1 went into a locked room and was screaming and cussing</p> <p>"I did not leave him alone to calm down because he requires a 1:1 and must be supervised at all times."</p> <p>-Had been retrained on client #1's BSP, conflict resolution, client rights and effective coping skills to use with client #1 by the Administrator</p> <p>Interview on 12/20/23 with staff #3 revealed:</p>	V 112	<p>V 112</p> <p>RHA Health Services will ensure all client i as evidenced by:</p> <p>1)</p>	
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V 112	<p>Continued From page 6</p> <p>-Had been trained in client #1's BSP when she first started working with client #1 -On the day of the incident, "he was in a mood when he woke up. He was already triggered." -"He got loud and crazy like a movie. Like a nightmare. You could see the rage in his eyes. I was scared ...he elevated so quickly. I have never seen him like that ..."</p> <p>-Had not been restrained on client #1's BSP -"The parents asked me about it (being restrained)...it would be helpful if I was trained on things like when he does this (a certain behavior,) do this, or try that ...anyone can read a paper (BSP) and some people need visual learning. I learned a lot by watching him and how his parents say to look out for triggers and speaking to someone that have known him years and years and have experience. It was helpful to talk with them. His parents said we could call them ...they know what to do and what to say to calm him down. To be honest with you, it (being restrained) will definitely help with the safety of everyone ...that's the key. To keep him safe, the other clients safe and staff also. The way he is set up in his mind is he is going to harm you if he doesn't get his way ..."</p> <p>Interview on 12/20/23 with the Business Manager (BM) revealed: -Had just finished giving clients their monies at the Vocational Center -"I opened the door, and I heard it (the incident with client #1 and staff #1 and #3). I walked down the hallway and as I got closer, I could hear things, yelling by everyone. They were all saying words back and forth with each other." -"Sometimes I have a good rapport with [client #1]. I did say to [client #1] 'let her (staff #1) go and 'that's enough." -"I did not see the first half of what happened, just</p>	V 112		
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V 112	<p>Continued From page 7</p> <p>the end. Hopefully, it all ended because I said something. I have seen several outbursts by him and by talking to him calmly, he will settle down ...I did not hear anyone talking to him in a quiet manner, just the yelling by him and the staff ..."</p> <p>Interview on 12/20/23 with the Registered Nurse (RN) revealed: -Client #1 had a "meltdown" at the Vocational Center (date unknown) -Was familiar with client #1's behaviors. -"His behaviors are triggered when he can't get what he wants." -"In that situation, I feel like when [client #1] is having a behavior, just let him go and let him sit in the room and talk to his dad. The staff may have been causing his behaviors. They could have removed the staff and have someone else there with him. I specially told them (staff #1 and staff #3) to stop (trying to open the door and yelling at him). I know he's to have a 1:1 but it was not making the situation better. I saw both staff trying to get into the door ...to diffuse the situation, staff could have let him talk to his dad on the phone. That would diffuse the situation and allow him to calm down."</p> <p>Interview on 12/20/23 with client #1's care coordinator revealed: -Client #1 has a history of explosive behaviors and "his trigger is being told no or not getting his way." -Client #1 had a behavior at the Vocational Center. -"There was a lot of commotion. It (the situation) got out of control." -"Once he gets in a rage, it takes a minute to deescalate him. There has been no consistency with the staffing for him at the day program ..."</p>	V 112	<p>V 112</p> <p>RHA Health Services will ensure all client #1 as evidenced by: 1)</p>	

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V 112	<p>Continued From page 8</p> <p>Interview on 12/20/23 with the Clinical Consultant that wrote the client #1's BSP revealed: -Was not aware of the incident at the Vocational Center with client #1 -"I imagine thinking about this client, staff may have tried to follow his BSP, and he just escalated ,or it could possibly be staff did not follow his BSP. If he was trying to calm down, he is entitled to do that ...since I am hearing about this (client #1's incident at the Vocational Center), we are going to look at his targeted behaviors and we will have specific training on each target behavior."</p> <p>Interview on 12/20/23 with the Administrator revealed: -Had not retrained staff #2 on client #1's BSP -"I only retrained [staff #1]." -Was not aware two different staff had to intervene during the incident and told both staff to stop yelling. -"I will immediately retrain [staff #3]." -Had a meeting scheduled for 12/21/23 with the legal guardians, the care coordinator, and the clinical consultant to discuss changes, updates, and different strategies to try in client #1's BSP</p>	V 112	V 112	