

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL049-145	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/11/2024
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NAME OF PROVIDER OR SUPPLIER THE GROVE	STREET ADDRESS, CITY, STATE, ZIP CODE 247 CHESTNUT GROVE ROAD STATESVILLE, NC 28625
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on March 11, 2024. The complaint was substantiated (Intake # NC00212730). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disability.</p> <p>This facility is licensed for 4 and currently has a census of 4. 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 interviews, the facility failed to ensure that medications were administered on the written order of a physician and the MARs were not current affecting 3 of 4 clients (#1, #2, and #4). The findings are:</p> <p>Review on 2/27/24 client #1's record revealed: -Date of Admission: 3/18/21; -Diagnoses: Autism, Intermittent Explosive Disorder; Intellectual Developmental Disability, Moderate, and Spastic Diplegic Cerebral Palsy, and Pica; -Physician order dated 7/27/23 Guanfacine (impulsivity) 2 milligrams (mg), take 1 tablet by mouth three times daily; -Physician order dated 12/5/23 Lorazepam (mood) 0.5 mg, take 1 tablet by mouth every evening; -No order for Ursodiol (liver) 300 mg.</p> <p>Review on 2/29/24 and 3/1/24 of client #1's MARs for December 2023 and February 2024 revealed: -Guanfacine was not documented as having been administered in the afternoon on 2/21/24; -Lorazepam was not documented as having been administered on 12/13/23.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Attempted interview with client #1 on 2/28/24 revealed: -Client refused to be interviewed.</p> <p>Interview on 3/4/24 with client #1's legal guardian revealed: -She received a text message from the Qualified Professional on 2/23/24 that staff did not administer, "[client #1] his 4pm medication on 2/21/24." The name of the medication was not provided; -This was the only notification she had received from the facility about medication concerns within the last six months.</p> <p>Review on 2/27/24 of client #2's record revealed: -Date of Admission: 4/1/20; -Diagnoses: Autism; Intellectual Developmental Disability, Mild; Cerebral Palsy; Strabismus with Right Esotropia; Right Esotropia, Severe; Cerebellar Atrophy; Gastrostomy tube; Extreme Immaturity; -Physician order dated 7/27/23 as follows; -Fluvoxamine (Mood & Obsessive-Compulsive Disorder) 50mg, take 1 tablet twice daily; -Baclofen (cerebral palsy) 20 mg, take 1 tablet by mouth three times daily; -Physician order dated 12/4/23 Propranolol (anxiety) 20 mg, take by mouth twice daily for seven days.</p> <p>Review on 2/29/24 and 3/1/24 of client #2's MARs for December 2023 and February 2024 revealed: -Fluvoxamine was not documented as having been administered on 2/21/24; -Baclofen was not documented as having been administered on the evening of 2/29/24; -Propranolol was not documented as having been administered on the night of 12/13/23.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Attempted interview on 2/28/24 with client #2 revealed: -Client refused to be interviewed.</p> <p>Review on 2/27/24 of client #4's record revealed: -Date of Admission: 8/21/23; -Diagnoses: Intellectual Developmental Disability, Severe; Autistic Spectrum Disorder; Attention Deficit Hyperactivity Disorder; -Physician orders dated 10/26/23 as follows: -Multivitamin (supplement), chew and swallow 1 tablet by mouth once every day; -Omeprazole 40 mg (stomach), take 1 capsule by mouth every morning; -PEG3350 Powder 510 grams (g) (laxative), mix 17 grams (1 capful) in 4 to 8 ounces (oz) of liquid of choice and take by mouth twice daily; -Ursodiol 300 mg (liver), take 1 capsule by mouth twice daily; -Vitamin D3 25 micrograms (mcg) (supplement), take 1 tablet by mouth twice daily.</p> <p>Interview on 3/4/24 with client #4's legal guardian revealed: -"I was informed on 2/23/24 that [client #4] did not receive his 4pm medication on 2/21/24." She was unsure of who contacted her, and the name of the medication was not provided.</p> <p>Review on 2/29/24 of client #4's MARs for December 2023 revealed: -Multivitamin and Omeprazole was not documented as having been administered on 12/8/23; -PEG3350 Powder, Ursodiol, and Vitamin D3 were not documented as having been administered on 12/8/23, 12/13/23, and 12/23/23.</p> <p>Interview on 2/28/24 and 3/4/24 with the Direct</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>Support Supervisor (DSS) revealed: -Staff had some issues with medications but staff were getting better; -The medications were not being administered, and medication was being administered to the wrong client. She was unsure of which client and the specific medication because she was outside of the facility.</p> <p>Interview on 3/1/24 with the Program Manager revealed: -The facility had a lot of new staff due to the issues and concerns with medication; -The Care Manager from the Local Management Entity (LME)/Managed Care Organization (MCO) came to the facility in October or November 2023 and requested to review the MARs. "She did in fact find medication error for [client #3] to the best of his knowledge and another client (client #1) was administered the wrong medication. The liver medication was prescribed for [client #4] and he thinks [client #1] was the client the medication was administered to;" -Client #1 was administered Ursodiol (liver) 300 mg, and this medication was not prescribed. The date administered was unknown; -Client # 1 was monitored and did not result in any ill side effects.</p> <p>Interview on 3/4/24 with the LME/MCO revealed: -" ... The immediate concerns is the escalation of aggression, and concerns of him (client #1) not getting his medication;" -No specific information was provided of client #1 having been administered the wrong medication.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		

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V 289	Continued From page 5	V 289		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE</p> <p>(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.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p>	V 289		

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V 289	<p>Continued From page 6</p> <p>(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 (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 record review and interviews, the facility failed to ensure that services were only provided to minors affecting 1 of 4 clients (#2). The findings are:</p> <p>Review on 2/27/24 of client #2 record revealed: -Date of Admission: 4/1/20; -Diagnoses: Autism; Intellectual Developmental Disability, Mild; Cerebral Palsy; Strabismus with Right Esotropia; Right Esotropia, Severe; Cerebellar Atrophy; Gastrostomy tube; Extreme Immaturity;</p>	V 289		
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V 289	<p>Continued From page 7</p> <p>-Age: 21; -No evidence of an approved waiver.</p> <p>Review on 3/1/24 of an email dated 10/19/23 from the Division of Health Service Regulation (DHSR) to the licensee revealed: -"We just received a waiver request dated February 2023, which is over 6 months old. You will need to submit a more current request, which also includes a new letter of support from Local Management Entity (LME)/Managed Care Organization (MCO). Please make sure the waiver request and letter of support list all rules to be waived. On the revised request you need to follow the steps below for resubmitting."</p> <p>Interview on 3/1/24 with the Qualified Professional revealed: -He submitted a waiver request to DHSR dated 2/16/23; -He received an email from DHSR dated 10/19/23. The waiver request was "done wrong." He did not complete the waiver process.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 289		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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 observations and interviews, the facility failed to maintain the facility in a clean, attractive,</p>	V 736		

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V 736	<p>Continued From page 8</p> <p>and orderly manner. The findings are:</p> <p>Observation on 2/27/24 at approximately 3:01 pm of the facility revealed:</p> <ul style="list-style-type: none"> -The bottom kitchen cabinet door was broken approximately 12 inches; -No front panel on the middle drawer of the bottom cabinet; -Client #3's bottom left panel of the closet door was cracked approximately two inches; -Peeling plaster over the toilet in the main bathroom approximately 12 inches; -There were 2 large areas of peeling paint approximately 6 X 6 inches and several small areas in client #1's bedroom; -Client #1's bedroom wall to the right had two areas approximately 8 inches of peeling paint and several small areas; -The facility siding in the back had a green colored moss growing on it; -The back porch ramp had missing railing on the left and right sides. <p>Interview on 2/28/24 with the Direct Support Supervisor revealed:</p> <ul style="list-style-type: none"> -Staff would write up the repair order and then maintenance would come to the facility depending on what is needed with the other facilities. There was only one maintenance man for all the facilities. <p>Interview on 2/28/24 with staff #1 revealed:</p> <ul style="list-style-type: none"> -"I thought the railing was repaired and a work order was submitted. Usually when things need to be repaired, they (staff) put in a work order;" -The broken kitchen cabinet has been that way for approximately a year; -The facing of the kitchen cabinet was done approximately seven to eight months ago. 	V 736		

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V 736	<p>Continued From page 9</p> <p>Interview on 3/1/24 with the Program Manager revealed: -The maintenance man was hired within the last 30 days. The old maintenance man was terminated and he was unsure of when.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		