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	MHL034-156	A. BUILDING: _____ B. WING _____	03/25/2024

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HINKLE HOUSE AT BETHABARA	2030 CLYDE HAYES DRIVE WINSTON SALEM, NC 27106

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V 000	INITIAL COMMENTS An annual survey was completed on March 25, 2024. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability. The facility is licensed for 6 and currently has a census of 4. The survey sample consisted of audits of 3 current clients, and 1 deceased client.	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (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. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (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.	V 112		

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V 112	Continued From page 1 This Rule is not met as evidenced by: Based on record review and interview, the facility failed to a current treatment strategies to address the needs of the clients affecting 1 of 3 audited clients (client #2). The findings are: Review on 3/20/24 of Client #2's record revealed: - Admitted to the facility on 6/1/2021. - Diagnoses of Autism Spectrum, Attention Deficit Hyperactivity Disorder, Oppositional Defiant Disorder, Bipolar Disorder. - She was 26 years old - The last documented treatment plan was completed on January 1, 2023 and target date of December 31, 2023. Interview on 3/22/24 with Client #2 revealed: - "I work on goals sometime" .....is not sure what her goals are. Interviews on 3/20/24 and 3/21/24 with the Qualified Professional (QP) revealed: -She (QP) was aware that the plan had expired. -Unable to get in contact with guardian to update plan. -On 3/21/24 the QP reported that she was able to get in contact with guardian but unable to secure a date to meet about the treatment plan.	V 112		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int.	V 536		

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V 536	Continued From page 2 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually). (f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule. (g) Staff shall demonstrate competence in the following core areas: (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior;	V 536		

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V 536	Continued From page 3 (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). (h) Service providers shall maintain documentation of initial and refresher training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name; (2) The Division of MH/DD/SAS may review/request this documentation at any time. (i) Instructor Qualifications and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.	V 536		

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V 536	Continued From page 4 (3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule. (5) Acceptable instructor training programs shall include but are not limited to presentation of: (A) understanding the adult learner; (B) methods for teaching content of the course; (C) methods for evaluating trainee performance; and (D) documentation procedures. (6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach. (7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually. (8) Trainers shall complete a refresher instructor training at least every two years. (j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may request and review this documentation any time.	V 536		

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V 536	Continued From page 5 (k) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (l) Documentation shall be the same preparation as for trainers. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 2 of 3 audited staff (Qualified Professional) (QP), (Staff #1) completed training on alternatives to restrictive interventions prior to providing services. The findings are: Reviews on 3/21/24, 3/22/24 and 3/25/24 of the QP's record revealed: - Date of hire: 8/21/17. - Training in NCI+ Prevention was completed on 9/6/22 with an expiration date of 9/7/23. -No documentation of annual refresher training in NCI+ Prevention. Reviews on 3/21/24, 3/22/24 and 3/25/24 of staff #1's record revealed: - Date of hire: 3/2/23. - Training in NCI+ Prevention was completed on 3/12/23 with an expiration date of 3/13/24.	V 536		

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V 536	Continued From page 6 -No documentation of annual refresher training in NCI+ Prevention. Interview on 3/22/24 with Staff #1 revealed: - She verbally stated all training courses in the past year and NCI was not listed. - She believed that all her training was up to date. -Her supervisor is the QP. - ".....it's always been my supervisor to set up the training." Interviews on 3/20/24 and 3/21/24 with the QP revealed: -The facility staff completed NCI+ training with a certified trainer. - "I (QP) schedule the staff trainings." -Was unable to locate her (QP) copy of NCI + certification for 2023. -Staff #1's NCI + was for scheduled 3/26/24.	V 536		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit. This Rule is not met as evidenced by: Based on observation and interview the facility failed to maintain the hot water temperature between 100-116 degrees Fahrenheit. The findings are:	V 752		

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V 752	Continued From page 7 Observation of the facility on 3/5/24 at approximately 8:05am to 8:37am revealed: -Client #2's bedroom sink water temperature was 117 degrees Fahrenheit. -Bathroom #1's tub/shower water temperature was 121 degrees Fahrenheit. -Bathroom #1 sink water temperature was 120 degrees Fahrenheit. -Client #1's bedroom sink water temperature was 117 degrees Fahrenheit. -Bathroom #2's sink #1 water temperature was 123 degrees Fahrenheit. -Bathroom #2's tub/shower water temperature was 123 degrees Fahrenheit. -Client #4's bedroom sink water temperature was 122 degrees Fahrenheit. -Bathroom #3's walk-in shower water temperature was 121 degrees Fahrenheit. -Client #3's bedroom sink water temperature was 120 degrees Fahrenheit. Interview on 3/22/24 with client #1 revealed: -"Water gets hot." Interview on 3/22/24 with client #2 revealed: - "Gets too hot sometimes" the water. - "I turn on the cold so its cools down." Interview on 3/22/24 with client #3 revealed: -"Water does not get too hot." Interview on 3/22/24 with Staff #1 revealed: -No one (clients) had gotten burned from the water temperature. -Has helped clients set the water to their liking. Interview on 3/25/24 with the Program Coordinator revealed: -He was made aware of the water temperature at	V 752		

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V 752	Continued From page 8 the facility but did not have a comment regarding it.	V 752		