

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>092-516</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>05/10/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MARY'S MANOR II</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>501 BUNN STREET ZEBULON, NC 27597</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual &amp; follow up survey was completed on 5/10/24. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness and 10A NCAC 27G .5100 Community Respite Services for Individuals of All Disability Groups.</p> <p>This facility is licensed for 6 and currently has a census of 6. The 5600A has a current census of 6 and the 5100 has a current census of 0. The survey sample consisted of audits of 3 current clients in the 5600A.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and</p>	V 108		

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

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V 108	<p>Continued From page 1</p> <p>trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 of 2 audited staff (the Qualified Professional (QP)) had training to meet the mh/dd/sa needs of the clients. The findings are:</p> <p>Review on 5/10/24 of the QP's record revealed:</p> <ul style="list-style-type: none"> <li>- Hired: 12/16/23</li> <li>- no documentation of training in bloodborne pathogens, infectious diseases, clients rights, confidentiality or any client specific training</li> </ul> <p>Interview on 5/6/24 the QP reported:</p> <ul style="list-style-type: none"> <li>- been employed since December 2023</li> <li>- he had completed trainings and the owner should have had them</li> </ul> <p>Interview on 5/6/24 &amp; 5/10/24 the Owner reported:</p> <ul style="list-style-type: none"> <li>- the QP didn't work directly with the clients and did not receive trainings but she would fax what she had from his personnel file</li> <li>- she sent the QP to a trainer that did all of their trainings but the trainer didn't keep copies of the trainings</li> </ul>	V 108		

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V 108	Continued From page 2  - she stated that the QP's trainings could have been boxed away because he was the QP for her other facility before she sold it - confirmed that she could not locate any trainings for the QP	V 108		
V 113	27G .0206 Client Records  10A NCAC 27G .0206 CLIENT RECORDS (a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to: (1) an identification face sheet which includes: (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; (2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV; (3) documentation of the screening and assessment; (4) treatment/habilitation or service plan; (5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician; (6) a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician; (7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification	V 113		

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V 113	<p>Continued From page 3</p> <p>of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to complete admission assessments for 3 of 3 audited clients (#2, #3, #6). The findings are:</p> <p>Review on 5/2/24 client #2's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted: 12/6/23</li> <li>- diagnoses: Major Depression, Seizures, and Traumatic Brain Injury</li> <li>- no documentation of an admission assessment being completed</li> </ul> <p>Review on 5/2/24 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted: 12/16/23</li> <li>- diagnoses: Disorganized Schizophrenia, Borderline Intellectual Disability &amp; Cocaine Use Disorder</li> <li>- no documentation of an admission assessment being completed</li> </ul> <p>Review on 5/2/24 of client #6's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted: 12/16/23</li> <li>- diagnoses: Bipolar Disorder, Insomnia, Type 2 Diabetes, Asthma, Hypertension,</li> </ul>	V 113		

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V 113	<p>Continued From page 4</p> <p>Gastroesophageal Reflux Disorder, Anemia and Hyperlipidemia</p> <ul style="list-style-type: none"> <li>- no documentation of an admission assessment being completed</li> </ul> <p>Interview on 5/6/24 the Qualified Professional reported:</p> <ul style="list-style-type: none"> <li>- he had not done any admission assessments</li> <li>- he was not sure if that was one of his job duties</li> <li>- he was just told by the Owner that the QP was responsible for admission assessments but "I didn't know"</li> </ul> <p>Interview on 5/2/24 &amp; 5/10/24 the Owner reported:</p> <ul style="list-style-type: none"> <li>- she did not remember doing admission assessments when the clients' relocated to this facility</li> <li>- she would do them although they would be late so she could have them in the clients' record</li> <li>- she was able to get an admission assessment template from another provider and was in the process of completing them for all the client's records</li> </ul>	V 113		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY</p> <p>(d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p>	V 131		

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V 131	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to access the Health Care Personnel Registry (HCPR) prior to hiring affecting 1 of 2 audited staff (Qualified Professional (QP)). The findings are:</p> <p>Review on 5/10/24 the QP's record revealed:</p> <ul style="list-style-type: none"> <li>- Hired: 12/16/23</li> <li>- no documentation of an HCPR being accessed</li> </ul> <p>Interview on 5/10/24 the Owner reported:</p> <ul style="list-style-type: none"> <li>- she was responsible for requesting the HCPR for staff</li> <li>- the QP was also the QP at the other facility before they moved, and "the state saw his record before and everything was there but I cannot find his chart with his background and HCPR"</li> <li>- confirmed that she could not locate the HCPR</li> </ul>	V 131		
V 133	<p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.</p> <p>(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter.</p> <p>(b) Requirement. - An offer of employment by a provider licensed under this Chapter to an</p>	V 133		

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V 133	Continued From page 6  applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available	V 133		

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V 133	<p>Continued From page 7</p> <p>upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> <li>(1) The level and seriousness of the crime.</li> <li>(2) The date of the crime.</li> <li>(3) The age of the person at the time of the conviction.</li> <li>(4) The circumstances surrounding the commission of the crime, if known.</li> <li>(5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.</li> <li>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.</li> <li>(7) The subsequent commission by the person of</li> </ol>	V 133		



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V 133	<p>Continued From page 8</p> <p>a relevant offense.</p> <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or</p>	V 133		

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V 133	<p>Continued From page 9</p> <p>Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for</p>	V 133		

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V 133	<p>Continued From page 10</p> <p>criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to request a criminal history record check within five business days of making the conditional offer of employment affecting 1 of 2 audited staff (#1). The findings are:</p> <p>Review on 5/2/24 &amp; 5/10/24 staff #1's record revealed:</p> <ul style="list-style-type: none"> <li>- hired: 12/16/23</li> <li>- title: Habilitation Technician I</li> <li>- no documentation of a criminal history record check being requested</li> </ul> <p>Interview on 5/6/24 the Owner reported:</p> <ul style="list-style-type: none"> <li>- she was responsible for requesting background checks</li> <li>- she could not find staff #1's background check but she knew she did one when she was hired</li> <li>- "I honestly don't know what happened to it"</li> <li>- confirmed that she could not locate staff #1's background check</li> </ul>	V 133		

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V 290	Continued From page 11	V 290		
V 290	<p>27G .5602 Supervised Living - Staff</p> <p>10A NCAC 27G .5602 STAFF</p> <p>(a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs.</p> <p>(b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time.</p> <p>(c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present:</p> <p>(1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or</p> <p>(2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(1) at least one staff member who is on</p>	V 290		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>092-516</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>05/10/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MARY'S MANOR II</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>501 BUNN STREET</b> <b>ZEBULON, NC 27597</b>
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V 290	<p>Continued From page 12</p> <p>duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure a minimum of one staff member was present at all times except when the client's treatment plan documented the client was capable of remaining in the community for 3 of 6 clients (#4, #5, #6). The findings are:</p> <p>Review on 5/2/24 client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 12/16/23</li> <li>- diagnoses of Mood Disorder, Borderline Personality Disorder, &amp; Bipolar Mood disorder</li> <li>- no documentation of an unsupervised time assessment being completed</li> </ul> <p>Interview on 5/2/24 client #4 reported:</p> <ul style="list-style-type: none"> <li>- she drove herself to and from work</li> <li>- she had her own car</li> </ul> <p>Review on 5/2/24 client #5's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 12/16/23</li> <li>- diagnoses of Schizophrenia, Insomnia, &amp; Bipolar Disorder</li> <li>- no documentation of an unsupervised time assessment being completed</li> </ul> <p>Review on 5/2/24 client #6's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 12/16/23</li> </ul>	V 290		

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V 290	<p>Continued From page 13</p> <ul style="list-style-type: none"> <li>- diagnoses of Bipolar Disorder, Insomnia, Type 2 Diabetes, Asthma, Hypertension, Gastroesophageal Reflux Disorder, Anemia, and Hyperlipidemia</li> <li>- no documentation of an unsupervised time assessment being completed</li> </ul> <p>Interview on 5/2/24 client #6 reported:</p> <ul style="list-style-type: none"> <li>- she attended a day program</li> <li>- the bus took her to the day program and bought her back to the facility</li> <li>- there was no staff on the bus but there was staff at the day program</li> </ul> <p>Interview on 5/2/24 staff #1 reported:</p> <ul style="list-style-type: none"> <li>- client #4 worked at a local gas station and drove herself to and from work</li> </ul> <p>Interview on 5/6/24 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> <li>- unsupervised time assessments was not one of his responsibilities and had never done them</li> <li>- the Owner never mentioned anything about unsupervised time</li> </ul> <p>Interview on 5/2/24 &amp; 5/10/24 the Owner reported:</p> <ul style="list-style-type: none"> <li>- she hadn't done unsupervised time assessments because no one really used unsupervised time</li> <li>- client #4 had her own car and was driving to and from work</li> <li>- client #5 &amp; client #6 caught public transportation to and from their day program</li> <li>- stated that she understands now that riding public transportation is unsupervised time because there was no staff on the bus and that client #4 was unsupervised when she was driving herself to work</li> <li>- she spoke with the QP and he would be</li> </ul>	V 290		

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V 290	Continued From page 14  coming to the facility to revise the clients' care plan and put the unsupervised time in them  This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 290		
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 temperature of the water between 100-116 degrees Fahrenheit. The findings are:  Observation on 5/2/24 at approximately 10:45am revealed: - upstairs bathroom water temperature was 94 degrees in the sink and the bath tub - half bathroom sink downstairs by the laundry room was 92 degrees - kitchen sink was 94 degrees  Interview on 5/2/24 staff #1 reported: - the maintenance man came out last week to adjust it - the maintenance man had been out 3 times because the water was either too hot or not hot	V 752		

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V 752	Continued From page 15  enough  Interview on 5/2/24 the Owner reported: - the maintenance man came out last week because she got a water reading of 124 degrees so he must have adjusted the water temp too low - she would call him to come back out and adjust it again	V 752		