

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-977	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 02/26/2024
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NAME OF PROVIDER OR SUPPLIER BRENTWOOD GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 2325 BRENTWOOD STREET HIGH POINT, NC 27263
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V 000	INITIAL COMMENTS An annual survey was completed on February 26, 2024. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness. This facility is licensed for 6 and currently has a census of 5. The survey sample consisted of audits of 3 current clients.	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		

RECEIVED
MAY 31 2024
DHSR-MH Licensure Sect

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Leslie Flowers, Snr. QM Director

TITLE

(X6) DATE

5/14/24

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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 staff failed to develop and implement goals and strategies in the clients' treatment plans for 1 of 3 audited clients (client #2). The findings are:</p> <p>Review on 2/23/24 of client #2's record revealed: -An admission date of 8/22/19 -Diagnoses of Schizophrenia, Insomnia due to other Mental Disorder and Tobacco Use Disorder, Moderate -Age 33 -An assessment dated 8/22/19 noted "currently has a diagnosis of Schizophrenia, had been residing with his mother for the majority of his life, his mother is no longer able to physically or financially support him due to her personal health issues and financial circumstances, needs to be in an environment where he can become more independent and have a healthy life style, needs reminders to stay consistent with his activities of daily living, is able to engage in daily hygiene routine, but lacks in doing so himself, staff will need to verbally prompt and encourage him to keep up with his hygiene regimen and maintain a healthy living environment, is not at risk of harming himself, usually keeps to himself, spends time drawing, playing video games and listening to music, is currently on probation due to a felony charge, has to keep in contact with his probation officer." -An updated assessment dated 6/15/23 noted</p>	V 112	<p>V112</p> <p>QM will facilitate a discussion with the resident regarding goals and incorporating a goal regarding Substance Abuse. Thursday the 23rd. The goal will be incorporate in the plan by Monday the 27th.</p>	5/27/24
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V 112	Continued From page 2 "has an extensive history of mental illness and treatment, presents with previous diagnoses of Schizophrenia and some anxiety, denies any recent psychosis and symptoms are mostly controlled by Invega injections, reports no current employment and indicates no current efforts in locating employment, has a history of insomnia and problems with sleep, has a history of inpatient hospitalizations with last being in 2014, reports having no supports in place, states he talks with mom sporadically but has no contact with other family, presents with some insight into symptoms and the use of medication in his ability to manage symptoms, in March 2016 he was shot with a shotgun that damaged his hip and sciatic nerve in his left leg and was hit in the head with a gun, in February 2016 'got a gun charge' per his mother, is diagnosed with Alcohol Use Disorder, Moderate, in sustained remission." -An assessment for unsupervised time dated 5/4/23 noted "has spent unsupervised time in the home and community safely with no reported issues. Group Home staff have to remind him to sign out when leaving and reporting to staff when he's returned to the home. He should continue to increase and maintain knowledge on what activities or jobs in the community so he can increase his unsupervised time outside the home." -A treatment plan dated 7/6/23 noted "will increase his independence by maintaining his personal hygiene by showering, brushing his teeth and putting on clean clothing 7 days per week, washing and grooming his hair and beard at least one a week, will increase his independent living skills by participating in shared group home sanitation responsibilities daily as well as establish and maintain routing for his bedroom, will increase his independent living skills by participating in at least two (20 minutes) physical	V 112		

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V 112	<p>Continued From page 3</p> <p>activities per week including but not limited to walking, playing basketball, going to the local park with staff or other natural supports and will work to decrease the amount of cigarettes he smokes to 7 or less per day limiting the purchase of cigarettes to discourage increased smoking." -No goals or strategies to address client #2's diagnosis of Alcohol Use Disorder and recent consumption of alcohol.</p> <p>Review on 2/23/24 of the facility's internal incident report, dated 12/15/23 revealed: -"Description of Involvement: [Client #2] Med (medication) not given due to resident intoxication. Level I: med error-missed dose. Incident Time: 1pm to 8pm." -"Resident (client #2) went out to the store 'a few times' that day, which was unusual. When he returned, staff (#1) noticed he seemed intoxicated and brought him into the Manager's office. The Group Home Manager also observed him stumbling, slurring his words, being tangential and rambling in speech, glassy eyes and difficulty staying standing. As a result, he did not receive Trazadone 50mg nighttime dose and was told this was due to alcohol consumption and told about the dangers of mixing the two." -"Strategies Developed/Corrective Action Taken: Manager contacted program supervisor and regional nurse. PS advised to have a conversation with resident when he was sober. RN advised to call pharmacy and doctors office. The doctor's office is closed on Friday and when the voicemail option for on-call doctor was selected, it was listed invalid. Group Home Manager called pharmacy and asked to be connected to pharmacist for advice on whether Trazadone should be administered. They said they did not know, checked the manufacturer's instructions, and said it should be fine. The Group</p>	V 112		

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V 112	<p>Continued From page 4</p> <p>Home Manager did not feel that was correct and called RN (Registered Nurse) who agreed. The RN contacted [Pharmacy's name] and spoke to a separate pharmacist who agreed it should not be given for 24 hours after alcohol consumption. They advised contacting the PCP (Primary Care Physician) so a standing order can be made for future instances."</p> <p>Review on 2/26/24 of the Group Home Manager/Qualified Professional (GHM/QP)'s job description revealed: -"A Position Description, dated 11/14/22 and signed by the GHM/QP "Group Home Manager: Essential Job Functions: ...Maintains awareness of successes, problems and general attitudes of the individuals, their employers and the community and develops/implements goals to assist in improvement as needed in these areas ..."</p> <p>Further review of the GHM/QP's record revealed: -"Individual Specific Competency for [client #2] dated 1/11/24 ...has a history of drinking and will do it every couple of months. It seems he will typically go to the corner store or to [a restaurant]. He also has a history of not signing out when he does this, so keep an eye and ear out for if he leaves the home without letting staff know. Remind [client #2] that while he does have the right to drink, alcohol isn't allowed on premises or to be consumed in public. Also remind him of the dangers of mixing alcohol with his medications and if he had anything, to let us know so we can take the appropriate steps. Do not be judgmental, demean or restrict his choice to consume alcohol ..."</p> <p>Interview on 2/23/24 with client #2 revealed: -Used to drink alcohol.</p>	V 112		

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V 112	<p>Continued From page 5</p> <p>-"Well, I did drink alcohol while I have been here, but not on the premises. The amount I drink depends on how much money I have. The last time I drank was, let me think, a month ago. I went 4 months without it (alcohol). I just drink every once and a while ..."</p> <p>-" ... When I drink I will find a spot in the woods...what I would like to do is to go to [a restaurant's name] and I went there once to drink ...I usually drink a couple of beers at [a restaurant's name] I get small beers ... I will tell myself I do not need a big beer, just a small, regular sized one ...I also drank at the gas station one time and [staff #1] told me not to ...I apologized to her ..."</p> <p>-First started drinking alcohol in high school -Had previously attended AA (Alcoholics Anonymous) meetings</p> <p>-"The December (2023) incident. I was at the store. [Staff #1] told me not to go to the store anymore to drink ...it was embarrassing when I got home. I was dancing and she saw me ..."</p> <p>-" ... I am buying my own alcohol, and I am trying to limit my alcohol. I see nothing wrong with drinking one or two beers. No one else drinks here ..."</p> <p>-" ... I congratulated myself yesterday because I wanted to drink alcohol, but instead I bought a coke ...I was proud of myself ..."</p> <p>Interview on 2/23/24 with staff #1 revealed: -" ...I was working the day of the incident with [client #2] ...I worked 6am to 10pm and it was a Friday...he left out (of the facility) late afternoon. Maybe about 5 something if that. He signed out and said he was going to the store (right down the street at the light). He was gone for a while. When he came back. He was staggering, his speech was slurred, he was talking out of his head, and I could not understand him. He tried to</p>	V 112		

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V 112	<p>Continued From page 6</p> <p>act like he was okay. I smelled alcohol on his breath. [GHM/QP] was working that day also ...so then I asked him if he has been drinking. He told me he saw some of his friends at the store and took a couple of sips and that was it. I knew it was more than a sip. He was all over the place..."</p> <p>-Staff #1 and the GHM/QP spoke with client #2 about his drinking</p> <p>-"We told him he could not have his medication that night."</p> <p>-"This was the only time I am aware that he drank. I know he used to be a drinker ...he apologized the next day ..."</p> <p>-There were people that stood around at the store drinking alcohol.</p> <p>-" ...It would be easy for [client #2] to get alcohol to drink while at the store ..."</p> <p>Interviews on 2/23/24 and 2/26/24 with the GHM/QP revealed:</p> <p>-A responsible for writing the clients' treatment plans</p> <p>-Updated the treatment plans annually and as needed</p> <p>-"I saw [client #2]'s diagnosis of Alcohol Use but that was several years ago ..."</p> <p>-Would get with the treatment team and discuss adding a goal for client #2's alcohol use</p>	V 112		
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</p>	V 290		

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V 290	<p>Continued From page 7</p> <p>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 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>	V 290		

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V 290	<p>Continued From page 8</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to document, in the treatment plans, the clients' capability of remaining in the home or community without supervision for specified periods of time affecting 3 of 3 clients (#1, #2 and #3). The findings are:</p> <p>Observations on 2/23/24 from 8:55am to 9:17am of the facility revealed: -No answer at the front or side doors</p> <p>Observations on 2/23/24 from 9:18am to 9:22am of the facility revealed: -Staff #1 arrived at the facility in the agency's van. -The Group Home Manager/Qualified Professional (GHM/QP) arrived at the facility</p> <p>Interview on 2/23/24 with the GHM/QP revealed: -Client #1, #2 and #3 were inside the facility as they had unsupervised time.</p> <p>Review on 2/23/24 of client #1's record revealed: -An admission date of 6/21/96 -Diagnoses of Attention Deficit Hyperactivity Disorder (ADHD), Combined, Unspecified Schizophrenia Spectrum and Other Psychotic Disorder, and Tobacco Use, Mild -Age 39 -An updated assessment, dated 10/10/23 noted "would like to be more responsible, has difficulties with completing his daily chores at the group home, reports being fidgety at times, as a child he was angry at times and got into fights, annoyed others and was easily annoyed, appears shameful to admit these behaviors and denies them now, sometimes has difficulties falling asleep, reports overeating at times, his home</p>	V 290		

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V 290	<p>Continued From page 9</p> <p>burned down when he was a child, reports hearing voices from the attic, currently controlled by medications, reports the voices sounded friendly or neutral In tone, last heard voices 12 years ago, his family, a job and getting his life back on track is important to him, multiple inpatient hospitalizations, has been in group home placements since 2009, no crisis in the last 12 months, sustained a head injury at the age of 30 years hitting his head on a tree and received staples, continues to lack direction in what he would like to do in his life and continues to have difficulties maintaining hygiene and independent living skills, has increased his socialization skills but lacks strong social supports."</p> <p>-A treatment plan dated 6/16/23 noted "will increase his independence and improve his appearance by maintaining a daily hygiene routine by showering, brushing his teeth and putting on clean clothes daily as well as washing and combing his hair regularly, will increase his awareness of his emotional state and mental health symptomology by appropriately expressing how he is feeling to staff member or other case providers and advocating for appropriate levels of care, will increase his independent living skills by participating in shared group home sanitation responsibilities daily as well as establish and maintain a sanitation routine for his bedroom,"</p> <p>-No documentation of client #1's ability to remain in the home or community for specified periods of time in the treatment plan</p> <p>Review on 2/23/24 of client #2's record revealed: -An admission date of 8/22/19 -Diagnoses of Schizophrenia, Insomnia due to other Mental Disorder and Tobacco Use Disorder, Moderate -Age 33 -An assessment dated 8/22/19 noted "currently</p>	V 290		

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V 290	Continued From page 10 has a diagnosis of Schizophrenia, had been residing with his mother for the majority of his life, his mother is not longer able to physically or financially support him due to her personal health issues and financial circumstances, needs to be in an environment where he can become more independent and have a healthy life style, needs reminders to stay consistent with his activities of daily living, is able to engage in daily hygiene routine, but lacks in doing so himself, staff will need to verbally prompt and encourage him to keep up with his hygiene regimen and maintain a healthy living environment, is not at risk of harming himself, usually keeps to himself, spends time drawing, playing video games and listening to music, is currently on probation due to a felony charge, has to keep in contact with his probation officer." -An updated assessment dated 6/15/23 noted "has an extensive history of mental illness and treatment, presents with previous diagnoses of Schizophrenia and some anxiety, denies any recent psychosis and symptoms are mostly controlled by Invega injections, reports no current employment and indicates no current efforts in locating employment, has a history of insomnia and problems with sleep, has a history of inpatient hospitalizations with last being in 2014, reports having no supports in place, states he talks with mom sporadically but has no contact with other family, presents with some insight into symptoms and the use of medication in his ability to manage symptoms, in March 2016 he was shot with a shotgun that damaged his hip and sciatic nerve in his left leg and was hit in the head with a gun, in February 2016 'got a gun charge' per his mother, is diagnosed with Alcohol Use Disorder, Moderate, in sustained remission." -An assessment for unsupervised time dated 5/4/23 noted "has spent unsupervised time in the	V 290		

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V 290	<p>Continued From page 11</p> <p>home and community safely with no reported issues. Group Home staff have to remind him to sign out when leaving and reporting to staff when he's returned to the home. He should continue to increase and maintain knowledge on what activities or jobs in the community so he can increase his unsupervised time outside the home."</p> <p>-A treatment plan dated 7/6/23 noted "will increase his independence by maintaining his personal hygiene by showering, brushing his teeth and putting on clean clothing 7 days per week, washing and grooming his hair and beard at least one a week, will increase his independent living skills by participating in shared group home sanitation responsibilities daily as well as establish and maintain routing for his bedroom, will increase his independent living skills by participating in at least two (20 minutes) physical activities per week including but not limited to walking, playing basketball, going to the local park with staff or other natural supports and will work to decrease the amount of cigarettes he smokes to 7 or less per day limiting the purchase of cigarettes to discourage increased smoking."</p> <p>-No documentation of client #2's ability to remain in the home or community for specified periods of time in the treatment plan</p> <p>Review on 2/23/24 of client #3's record revealed: -An admission date of 6/21/96 -Diagnoses of Bipolar Disorder, Schizophrenia, Hyperlipidemia and Hypertension -Age 51 -An updated assessment dated 12/20/22 noted "has been living in a group home for 25 years, went to the hospital on 12/12/22 'because I got tired of feeling weak. I cut my forearm near the vein, and it made a big mess. When I cut my arm, I was hoping to kill myself.' Medications have</p>	V 290		

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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 290	Continued From page 12 assisted him with concentrating, continues to have problems falling asleep, depressive symptoms occurred when he lost his job to COVID, was carjacked in 2003 and had a gun held to his head, presented as paranoid during the assessment but cooperative, reports his muscles are deteriorating and that he cannot move, limited judgement and insight, needs medication management, individual and group therapy, therapy could increase social supports, teach coping skills through cognitive behavioral therapy and motivational interviewing, assist with decreasing depressive symptoms, assist in verbalizing life stressors and help manage delusions." -A treatment plan dated 1/8/24 noted "over the next 12 months, will improve his community independence and exercise his unsupervised time by picking out and participating in at least one community activity/event per month, such as (not limited to) church services, sponsored events, movie/music related events or exercise classes and returning without incident, will use the group home laptop to research community events and utilize the group home social events calendar. Staff will encourage him to utilize his opportunity for unsupervised time in the home and/or community, will discuss his outing to ensure there were no incidents or concerns, manager will annually update the unsupervised time assessment, making adjustments and reviewing as needed, over the next 12 months, will improve his community independence and exercise his unsupervised time by picking out and participating in at least one community activity/event per month, will improve his physical health and wellness by choosing healthy meal operations for self-prepared meals as well as participating in physical activity at least three days per week, will increase his independent living	V 290		

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V 290	<p>Continued From page 13</p> <p>skills by completing his home shared responsibility and maintaining a daily hygiene routine by showering, changing clean clothes and brushing his -1/11/24 departed 10:40am and no return time listed</p> <p>-No documentation of client #3's ability to remain in the home or community for specified periods of time in the treatment plan</p> <p>Review on 2/26/24 of the facility's sign in/out log, from 12/1/23 to 2/26/24, revealed:</p> <p>-Client #1 signed in and out on the following dates and times for unsupervised time in the community:</p> <p>-2/19/24 departed 1:45pm and returned 2:30pm -2/20/24 departed 10:30pm and returned 2/20/24 12pm -2/18/24 departed 1:40pm and returned 2:40pm -2/15/24 departed 10:30am returned 2/15/24 2:30pm -2/14/24 departed at 11a and returned 1pm -2/9/24 departed 10:56am and returned 2pm -2/8/24 departed 2:47pm and returned 3:47pm -2/6/24 departed 750am and returned 8:30am -2/6/24 departed 6:15pm and returned 7pm -1/31/24 departed 10:20am and returned 1pm -1/21/24 departed 3:15pm and returned 3:50pm -1/13/24 departed 10:06am and returned 11:00am -1/10/24 departed 2pm and returned 3pm -1/5/24 departed 8:52am and returned 9:30am -1/4/24 departed 10:10am and returned 11:30am -1/1/24 departed 1:30pm and returned 6pm -12/24/23 departed 1:10pm and returned 7pm -12/21/23 departed 10:10am and returned 11:30am -12/16/23 departed 10:01am and returned 2pm -12/12/23 departed 10:15am and returned 11:15am -12/11/23 departed 4:10pm and returned 4:30pm</p>	V 290		

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V 290	<p>Continued From page 14</p> <p>-12/9/23 departed 9:45am and returned 10:45am -12/7/23 departed 10:15am and returned 11:30am -12/5/23 departed 8:10am and returned 9am -12/2/23 departed 10:03am and returned 2pm</p> <p>Review on 2/26/24 of the facility's sign in/out log, from 12/1/23 to 2/26/24, revealed: -Client #2 signed in and out on the following dates and times for unsupervised time in the community: -2/21/24 departed 3:15pm and returned 4pm -2/18/24 departed 5:25pm and returned 6:25pm -2/17/24 departed 9:55am and returned 11:20am -2/10/24 departed 3;36 and returned 4pm -2/3/24 departed 8:20am and returned 9am -1/30/24 departed 8:50am and returned 9:15am -1/11/24 departed 7:49pm and returned 8:30pm -1/13/24 departed 8:40am and returned 9:30am -1/5/24 departed 8:09am and returned 9am -12/29/23 departed 10:27am and returned 11:30am -12/23/23 departed 2:10pm and returned 3:15pm -12/15/23 departed 8:45am and returned 9:30am -12/15/23 departed 11:36am and returned 12:36pm -12/13/23 departed 3:35pm and returned 4pm -12/7/23 departed 7:29am and returned 8am -12/9/23 departed 8:30am and returned 9:50 -12/5/23 departed 7:51 am and returned 8:30am -12/1/23 departed 10:30am and returned 11:15am -12/1/23 departed 6:05am and returned 7:15am -12/1/23 departed 8:09am and returned 9:09am -12/1/23 departed 10:30am and returned 11:15am</p> <p>Interviews on 2/23/24 with clients #1, #2 and #3 revealed: -They all had unsupervised time in the facility and</p>	V 290		

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V 290	Continued From page 15 the community -Were not sure how many hours of unsupervised time they had in the facility or the community Interview on 2/23/24 with staff #1 revealed: -Clients #1, #2 and #3 had unsupervised time in both the facility and the community -Was not sure how many hours of unsupervised time the clients had both in the facility and in the community -Client #3 did not access his unsupervised time in the community "only in the house." Further interview on 2/26/24 with the GHM/QP revealed: -"...I thought all the time frames were in there (the treatment plans) unless I missed them. I thought it was up to 3 hours for each one (of the clients)..."	V 290	V290 Unsupervised Time Assessments will be revised to include "Community" and "Home" as well as indicating the number of approved unsupervised hours by the GH Manager. QM will communicate at the next GH Managers meeting for all to review the residents Unsupervised Time Assessments and ensure the requirements are met specifically, Community and home and separated out and the hours approved is documented.	6/1/24 6/1/24