

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601336</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>05/31/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LIFESPAN/FARMPOND LANE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4806 FARMPOND LANE CHARLOTTE, NC 28212</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed 5-31-24. The complaint was substantiated (intake #NC00215319). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living For Individuals With A Developmental Disability.</p> <p>This facility is licensed for 3 and currently has a census of 1. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 105	<p><b>27G .0201 (A) (1-7) Governing Body Policies</b></p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(1) delegation of management authority for the operation of the facility and services;</p> <p>(2) criteria for admission;</p> <p>(3) criteria for discharge;</p> <p>(4) admission assessments, including:</p> <p>(A) who will perform the assessment; and</p> <p>(B) time frames for completing assessment.</p> <p>(5) client record management, including:</p> <p>(A) persons authorized to document;</p> <p>(B) transporting records;</p> <p>(C) safeguard of records against loss, tampering, defacement or use by unauthorized persons;</p> <p>(D) assurance of record accessibility to authorized users at all times; and</p> <p>(E) assurance of confidentiality of records.</p> <p>(6) screenings, which shall include:</p> <p>(A) an assessment of the individual's presenting problem or need;</p> <p>(B) an assessment of whether or not the facility</p>	V 105		

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

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V 105	<p>Continued From page 1</p> <p>can provide services to address the individual's needs; and</p> <p>(C) the disposition, including referrals and recommendations;</p> <p>(7) quality assurance and quality improvement activities, including:</p> <p>(A) composition and activities of a quality assurance and quality improvement committee;</p> <p>(B) written quality assurance and quality improvement plan;</p> <p>(C) methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services;</p> <p>(D) professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service;</p> <p>(E) strategies for improving client care;</p> <p>(F) review of staff qualifications and a determination made to grant treatment/habilitation privileges:</p> <p>(G) review of all fatalities of active clients who were being served in area-operated or contracted residential programs at the time of death;</p> <p>(H) adoption of standards that assure operational and programmatic performance meeting applicable standards of practice. For this purpose, "applicable standards of practice" means a level of competence established with reference to the prevailing and accepted methods, and the degree of knowledge, skill and care exercised by other practitioners in the field;</p>	V 105		

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V 105	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews, and observation, the facility failed to develop and implement adoption of standards that ensured operational and programmatic performance meeting applicable standards of practice for the use of a Glucometer instrument including the CLIA (Clinical Laboratory Improvement Amendments) waiver. The findings are:</p> <p>Review on 5-22-24, 5-23-24 and 5-29-24 of client #1's record revealed: -Date of admission: 1-1-17. -Diagnoses: Autism; Psychotic Disorder; Mild Intellectual Developmental Disorder. -Medication Administration Record for March 2024 through May 22, 2024 documented daily administration of blood sugar checks using the following: -Accu-Chek Test Strips (used to test blood sugar) (Test blood sugar everyday). -Easy Touch Lancets: (Use one lancet each time the blood sugar is checked). -Physician's order dated 5-29-24 for the following: -Accu-Chek Test Strips (used to test blood sugar) (Test blood sugar everyday). - Easy Touch Lancets: (Use one lancet each time the blood sugar is checked).</p> <p>Review on 5-22-24 of the facility records revealed no CLIA waiver.</p> <p>Review on 5-23-24 of the Department of Health Service Regulations (DHSR) files revealed no CLIA wavier.</p>	V 105		

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V 105	<p>Continued From page 3</p> <p>Observation of client #1's medication bin on 5-22-24 at approximately 4:45pm revealed client #1's blood glucose monitor.</p> <p>Interview on 5-22-24 with staff #1 revealed: -"We test (staff used a blood sugar monitor) his blood sugar every day." -"What's that (CLIA waiver)? Never heard of that. No, I've never seen anything like that here."</p> <p>Interview on 5-28-24 with the Home Manager revealed: -"He (client #1) can't do it (test his blood sugar) by himself so the staff has to check it for him. Yes, he gets it checked everyday." -"I don't know anything about that (CLIA waiver). You need to talk to [Qualified Professional/QP]."</p> <p>Interview on 5-23-24 with the QP revealed: -"The facility did not have a CLIA wavier."</p> <p>-Interview on 5-28-24 with the Compliance Specialist revealed: -"Unfortunately we (facility) do not have a current CLIA Waiver. "</p>	V 105		
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>	V 112		

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V 112	<p>Continued From page 4</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> <p>This Rule is not met as evidenced by: Based on record review, observation and interviews, the facility failed to develop and implement strategies to meet the client needs affecting 1 of 1 clients (client #1). The findings are:</p> <p>Review on 5-21-24 and 5-22-24 of client #1's record revealed: -Date of admission: 1-1-17. -Diagnoses: Autism; Psychotic Disorder; Mild Intellectual Developmental Disorder. -Individual Support Plan (ISP) dated 11-1-2023: No specific strategies or interventions to address client #1's room cleaning.</p>	V 112		

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V 112	<p>Continued From page 5</p> <p>Observation of client #1's bedroom on 5-22-24 at approximately 4:50pm revealed:</p> <ul style="list-style-type: none"> <li>-Approximately 8 feet by 12 feet room.</li> <li>-A strong foul smell.</li> <li>-The bed was unmade and clothing, papers, electronic devices and other debris covered 3/4 of the bed leaving just enough room for client #1 to lie down in the bed.</li> <li>- The bed was pushed against a small nightstand. On top of the nightstand was clothing, crumpled papers, empty water bottles and snack bags.</li> <li>-Clothing, crumpled papers and pieces of torn paper, video game equipment and other debris was piled on the floor and stacked up to the top of the mattress starting at the nightstand and continued the length of the room to the dresser on the opposite wall in front of the bed.</li> <li>-Access to the bottom drawers of the dresser appeared to be obstructed by clothing and debris.</li> <li>-The top of the dresser could not be seen and was covered with eight empty water bottles, various items of clothing (jeans, pants, socks, tee-shirts, shirts) books, papers, and other personal items.</li> <li>-On the floor under the bedroom window, clothing, shoes and trash were scattered on the floor from the window to the bedroom door.</li> </ul> <p>Interview on 5-22-24 and 5-29-24 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>-He likes his room and all of his "stuff" (personal items).</li> <li>-"Because it's my room, it's my stuff. I don't want anybody in my room."</li> <li>-"I can clean my own room. I don't know (how often his room is cleaned), I clean it when I need to."</li> <li>-Did not know when the last time his room was cleaned.</li> <li>-"I don't need them (staff) to help me clean my</li> </ul>	V 112		

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V 112	<p>Continued From page 6</p> <p>room." -"Yes," staff offered to help him clean his room.</p> <p>Interview on 5-22-24 with staff #1 revealed: -Duties included "administering medications, cook, and clean the house, except his (client #1) room because he does not allow us (staff) in there, and that's his right ." - "The last time we (staff) went in to clean his (client #1) room, he reported to his mother that things (personal items) were missing and we found them (client #1's personal items) in his trash can." -Client #1 will throw his personal items away and accuse the staff of stealing his items. -"That's his way of keeping us (staff) out of his room." -"He (client #1) says he doesn't smell it (odor from client #1's room)." -"If we (staff) go in his room he (client #1) will have a behavior (yell, scream, throw things)." -"I've been working with [Client #1] since he was 17 years old, he has always been that way (refuse to clean his room)." -"We've (staff) tried everything (incentives) to address him cleaning his room. Different rewards, special outings, money. His dad offered to pay him \$150.00 a month if he would let us help him clean his room. He said ok but then he wouldn't let us in the room." -Not aware of any written plan or protocol to address client #1's room cleaning.</p> <p>Interview on 5-28-24 with staff #2 revealed: -"As long as I've been there (worked at the facility) I was told (by management) we (staff) are not to go in his (client #1) room because we have to give him his privacy. We can't physically go in his room without his permission." -"I've been working with [Client #1] with his</p>	V 112		

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V 112	<p>Continued From page 7</p> <p>cleaning behaviors, bathroom behaviors, [Client #1] can be a little bit not neat." -Not aware of any written plan or protocol to address client #1's room cleaning.</p> <p>Interview on 5-28-24 with staff #3 revealed: -"It's terrible (client #1's room)." -"When I got there (started working at the facility) I asked the question (to staff and managers) 'how do we help him.' -"I was told it was his right (to not clean his room)." -"There's no written plan or protocol to address his room that I'm aware of." -"Sometimes men (male staff) can get him (client #1) to do stuff (chores, activities) that the females can't. Most of the time if I ask him to do something (clean his room) he will do what I ask him to do."</p> <p>Interview on 5-28-24 with the Home Manager revealed: -"Its been a ongoing thing as far as him (client #1) not keeping his room clean." -"He (client #1) does not typically respond well (to staff cleaning his room)." -"Several times where staff went in (client #1's room) and cleaned it caused him to have behaviors (screaming, yelling breaking his personal items)." -Thinks client #1 has goals to address his room cleaning and maintenance but not sure if he does. -"That's (goals) more clinical. I don't do anything clinical that would be the QP (Qualified Professional)." -"I have not put any protocol in place (to address client #1's room cleaning)." -Did not recall any meetings with the LME/MCO (Local Management Entity/Managed Care</p>	V 112		



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V 112	<p>Continued From page 8</p> <p>Organization) discussing or addressing client #1's room.</p> <p>- "The only meeting with [LME/MCO] has been concerning his (client #1) transition."</p> <p>- The guardian is aware of the issues with client #1's room.</p> <p>- "We've spoken to the guardian, several times since he has been here (unknown dates). She has not been receptive because he (client #1) has threatened her and she does not want to go against the grain cause she is afraid of him."</p> <p>Interview on 5-22-24 and 5-28-24 with the QP revealed:</p> <p>- Been the QP for the facility since March 2024.</p> <p>- "The previous QP wrote [Client #1's] current goals. They (current goals) were already in place when I took over as QP."</p> <p>- "I have not changed or added any new goals (that addressed client #1's room cleaning)."</p> <p>- "[Client #1's] room has been an ongoing issue."</p> <p>- "When we (staff) push him on cleaning his room that leads to behaviors, aggression towards staff and AWOL's (absent without leave)."</p> <p>- "He will shut down and we can't get him to do anything."</p> <p>- Client #1's room cleaning is addressed with his daily ADL's (activities of daily living).</p> <p>- There are no specific written goals or strategies to address client #1 cleaning his room.</p> <p>Interview on 5-28-24 with client #1's guardian revealed:</p> <p>- "He (client #1) doesn't like to clean his room. It (room cleaning) has been a problem for a long time."</p> <p>- "Yes, I've talked to staff (unknown staff) about it, several times. They (staff) told me that it was against his rights if they went in his room to clean it."</p>	V 112		

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V 112	Continued From page 9  -"I use to go up there (to the facility) and try to help him keep up with cleaning and keeping his things in order but I can't do that anymore. I'm having my own health problems."	V 112		
V 736	27G .0303(c) Facility and Grounds Maintenance  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.  This Rule is not met as evidenced by: Based on observation and interviews the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:  Observation of client #1's bedroom on 5-22-24 at approximately 4:50pm revealed: -Approximately 8 feet by 12 feet room. -A strong foul smell. -The bed was unmade and clothing, papers, electronic devices and other debris covered 3/4 of the bed leaving just enough room for client #1 to lie down in the bed. - The bed was pushed against a small nightstand and from the bed to the top of the nightstand, there was clothing, crumpled papers, empty water bottles and snack bags. -Clothing, crumpled papers and pieces of torn paper, video game equipment and other debris was piled on the floor and stacked up to the top of the mattress starting at the nightstand and continued the length of the room to the dresser on the opposite wall in front of the bed. -Access to the bottom drawers of the dresser appeared to be obstructed by clothing and debris.	V 736		

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V 736	<p>Continued From page 10</p> <p>-The top of the dresser could not be seen and was covered with eight empty water bottles, various items of clothing (jeans, pants, socks, tee-shirts, shirts) books, papers, and other personal items.</p> <p>-On the floor under the bedroom window, clothing, shoes and trash were scattered on the floor from the window to the bedroom door.</p> <p>Interview on 5-22-24 and 5-29-24 with client #1 revealed: -He likes his room and all of his "stuff" (personal items). -"I don't need them (stuff) to help me clean my room." -"I can clean my own room. I don't know (how often his room is cleaned), I clean it when I need to." -"Because it's my room, it's my stuff. I don't want anybody in my room." -"No," he has never tripped or fallen in his room due to the clutter. -"I get around in here (room) fine."</p> <p>Interview on 5-22-24 with staff #1 revealed: -"He (client #1) says he doesn't smell it (odor from client #1's room)." -"If we (staff) go in his room he will have a behavior (yell, scream, throw things)." -"I've been working with [Client #1] since he was 17 years old, he has always been that way (refuse to clean his room)."</p> <p>Interview on 5-28-24 with staff #2 revealed: -"I've been working with [Client #1] with his cleaning behaviors..., [Client #1] can be a little bit not neat."</p> <p>Interview on 5-28-24 with staff #3 revealed: -"It's terrible (client #1's room)."</p>	V 736		

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V 736	<p>Continued From page 11</p> <p>- "When I got there (9-11-24) I asked the question (to staff and managers) 'how do we help him.'"</p> <p>- "I was told it was his right (to not clean his room)."</p> <p>Interview on 5-28-24 with the Home Manager revealed:</p> <p>- "Its been a ongoing thing as far as him (client #1) not keeping his room clean."</p> <p>- "He (client #1) does not typically respond well (to staff cleaning his room)."</p> <p>- "Several times when staff went in (client #1's room) and cleaned, it caused him to have behaviors (screaming, yelling breaking his personal items)."</p> <p>- The guardian is aware of the issues with client #1's room.</p> <p>- "We've spoken to the guardian, several times since he has been here (unknown dates). She has not been receptive because he (client #1) has threatened her and she does not want to go against the grain cause she is afraid of him."</p> <p>Interview on 5-22-24 and 5-28-24 with the QP revealed</p> <p>- "[Client #1's] room has been an ongoing issue."</p> <p>- "When we (staff) push him on cleaning his room that leads to behaviors, aggression towards staff and AWOL's (absent without leave)."</p> <p>- "He will shut down and we can't get him to do anything."</p>	V 736		