

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL091-087	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 07/03/2024
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NAME OF PROVIDER OR SUPPLIER ESTHER'S PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 270 CHARLES STREET HENDERSON, NC 27536
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on July 3, 2024. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 6 and has a current census of 5. The survey sample consisted of audits of 2 current clients and 1 former client.</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> <p>(E) name or initials of person administering the drug.</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>(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 interview, the facility failed to ensure the MAR was kept current for 1 of 3 audited clients (#5). The findings are:</p> <p>Review on 7/3/24 of client #5's record revealed:</p> <ul style="list-style-type: none"> - Admitted 5/1/07 - Diagnoses of Moderate Intellectual Developmental Disability, Generalized Anxiety Disorder, Obsessive Compulsive Disorder, & Autism - A Physician's order dated 6/14/24: check blood sugar (BS) once daily (Diabetes) - June & July 2024 MARs with the following instructions: <ul style="list-style-type: none"> - "Check blood sugar once a week before breakfast..." <p>Interview on 7/3/24 client #5 reported:</p> <ul style="list-style-type: none"> - Staff checked his BS everyday <p>Interview on 7/3/24 staff #1 reported:</p> <ul style="list-style-type: none"> - Checked client #5's BS every morning before client #5 ate breakfast - The Executive Director/Nurse was responsible for updating the clients' MARs <p>Interview on 7/3/24 the Compliance Assistant (CA) reported:</p>	V 118		

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V 118	<p>Continued From page 2</p> <ul style="list-style-type: none"> - The Executive Director/Nurse was responsible for updating the clients' MARs - Staff were supposed to notify the Executive Director/Nurse of any medication changes so she could update the MARs - "Someone didn't update [Executive Director/Nurse]" of client #5's new physician order to check his BS <p>Interview on 7/3/24 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - "Management (QP, CA, & the Executive Director/Nurse)" could update the clients' MARs, but the Executive Director/Nurse had to approve the changes on the MAR - Saw client #5's MARs weren't updated last night (7/2/24) - Her not updating client #5's MARs was an "oversight" <p>Interview on 7/3/24 the Executive Director/Nurse reported:</p> <ul style="list-style-type: none"> - Was the facility nurse, but she didn't have a "routine for checking anything (client records)" - Was responsible for updating the clients' MARs once she was notified of medication changes - Hired a nurse that will be responsible for conducting routine weekly visits in the facility to check client records 	V 118		
V 291	<p>27G .5603 Supervised Living - Operations</p> <p>10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to</p>	V 291		

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V 291	<p>Continued From page 3</p> <p>provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to coordinate with other agencies to meet the needs of 1 of 3 audited clients (#5). The findings are:</p> <p>Review on 7/3/24 of client #5's record revealed:</p> <ul style="list-style-type: none"> - Admitted 5/1/07 - Diagnoses of Moderate Intellectual Developmental Disability, Generalized Anxiety Disorder, Obsessive Compulsive Disorder, & Autism 	V 291		

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V 291	<p>Continued From page 4</p> <ul style="list-style-type: none"> - A Physician's order dated 6/14/24: check blood sugar (BS) once daily (Diabetes) <p>Review on 7/3/24 of client #5's June & July 2024 MARs revealed:</p> <ul style="list-style-type: none"> - 14 missed BS checks out of 16 days from June 14, 2024-June 30, 2024 - No documented BS check for July 1, 2024 <p>Observation on 7/3/24 at 11:20am revealed:</p> <ul style="list-style-type: none"> - 1 documented BS check for client #5 dated 7/2/24 was handwritten on a 3 x 3 inch sticky note - 1 documented BS check for client #5 dated 7/3/24 was handwritten on a torn sheet of paper <p>Interview on 7/3/24 client #5 reported:</p> <ul style="list-style-type: none"> - Staff checked his BS everyday <p>Interview on 7/3/24 staff #1 reported:</p> <ul style="list-style-type: none"> - Was the manager of the facility - Checked client #5's BS every morning before client #5 ate breakfast - A new system was implemented to document client #5's BS results - Supposed to document client #5's BS check results on a form, but the "sheets (client #5's BS form) are messed up and we (staff) been writing on paper" - Didn't know he was supposed to document client #5's BS results on the MAR - Couldn't recall what happened to client #5's completed BS forms <p>Interview on 7/3/24 the Compliance Assistant reported:</p> <ul style="list-style-type: none"> - Was unaware client #5's BS check results weren't documented daily on his MAR - Staff were trained to document BS results on the client #5's MARs - Didn't know why staff were documenting 	V 291		

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V 291	<p>Continued From page 5</p> <p>results on scrap pieces of paper</p> <ul style="list-style-type: none"> - The Qualified Professional (QP) and staff #1 were responsible for ensuring the clients' MARs were completed <p>Interview on 7/3/24 the QP reported:</p> <ul style="list-style-type: none"> - Client #5's didn't have an order for daily BS checks until June 2024 - Was responsible for checking the clients' MARs to ensure it was documented correctly - BS checks were supposed to be documented on the clients' MAR - She informed the facility staff that BS results were to be documented on the clients' MARs daily 2-3 weeks ago - Saw sticky notes with client #5's documented BS results last week and she held a staff meeting to "reiterate" documenting client #5's BS results on his MAR <p>Interview on 7/3/24 the Executive Director/Nurse reported:</p> <ul style="list-style-type: none"> - Client #5's BS checks were ordered in June 2024 - The QP and managers were responsible for ensuring the clients' MARs were completed - The QP was responsible for supervisions with staff to ensure staff were accurately documenting on the clients' MARs - Was informed by management client #5's BS checks and documentation were completed - Was unaware client #5's BS results weren't documented in the MARs 	V 291		