

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 06/14/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G064	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/12/2024
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NAME OF PROVIDER OR SUPPLIER TWINBROOKS	STREET ADDRESS, CITY, STATE, ZIP CODE 189 FAIRMONT DRIVE MOCKSVILLE, NC 27028
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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) COMPLETION DATE
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E 039	<p>EP Testing Requirements CFR(s): 483.475(d)(2)</p> <p>§416.54(d)(2), §418.113(d)(2), §441.184(d)(2), §460.84(d)(2), §482.15(d)(2), §483.73(d)(2), §483.475(d)(2), §484.102(d)(2), §485.68(d)(2), §485.542(d)(2), §485.625(d)(2), §485.727(d)(2), §485.920(d)(2), §491.12(d)(2), §494.62(d)(2).</p> <p>*[For ASCs at §416.54, CORFs at §485.68, REHs at §485.542, OPO, "Organizations" under §485.727, CMHCs at §485.920, RHCs/FQHCs at §491.12, and ESRD Facilities at §494.62];</p> <p>(2) Testing. The [facility] must conduct exercises to test the emergency plan annually. The [facility] must do all of the following:</p> <p>(i) Participate in a full-scale exercise that is community-based every 2 years; or (A) When a community-based exercise is not accessible, conduct a facility-based functional exercise every 2 years; or (B) If the [facility] experiences an actual natural or man-made emergency that requires activation of the emergency plan, the [facility] is exempt from engaging in its next required community-based or individual, facility-based functional exercise following the onset of the actual event.</p> <p>(ii) Conduct an additional exercise at least every 2 years, opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted, that may include, but is not limited to the following: (A) A second full-scale exercise that is community-based or individual, facility-based functional exercise; or (B) A mock disaster drill; or (C) A tabletop exercise or workshop that is led by</p>	E 039	<p>E 039</p> <p>The Regional Administrator will in-service the Qualified Professional's on completing Table top and Mock drills for Emergency Preparedness. The Qualified Professional will complete a full scale drill with the home and document it accordingly. In the future, all table top and mock drills will be monitored through quarterly safety meetings.</p>	8/11/24
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE **6/17/24**

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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E 039	Continued From page 1 a facilitator and includes a group discussion using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan. (iii) Analyze the [facility's] response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the [facility's] emergency plan, as needed. *[For Hospices at 418.113(d):] (2) Testing for hospices that provide care in the patient's home. The hospice must conduct exercises to test the emergency plan at least annually. The hospice must do the following: (i) Participate in a full-scale exercise that is community based every 2 years; or (A) When a community based exercise is not accessible, conduct an individual facility based functional exercise every 2 years; or (B) If the hospice experiences a natural or man-made emergency that requires activation of the emergency plan, the hospital is exempt from engaging in its next required full scale community-based exercise or individual facility-based functional exercise following the onset of the emergency event. (ii) Conduct an additional exercise every 2 years, opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted, that may include, but is not limited to the following: (A) A second full-scale exercise that is community-based or a facility based functional exercise; or (B) A mock disaster drill; or (C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion using	E 039		

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E 039	<p>Continued From page 2</p> <p>a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(3) Testing for hospices that provide inpatient care directly. The hospice must conduct exercises to test the emergency plan twice per year. The hospice must do the following:</p> <p>(i) Participate in an annual full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual facility-based functional exercise; or</p> <p>(B) If the hospice experiences a natural or man-made emergency that requires activation of the emergency plan, the hospice is exempt from engaging in its next required full-scale community based or facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional annual exercise that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or a facility based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop led by a facilitator that includes a group discussion using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the hospice's response to and maintain documentation of all drills, tabletop exercises, and emergency events and revise the hospice's emergency plan, as needed.</p>	E 039		
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E 039	Continued From page 3 *[For PRFTs at §441.184(d), Hospitals at §482.15(d), CAHs at §485.625(d):] (2) Testing. The [PRTF, Hospital, CAH] must conduct exercises to test the emergency plan twice per year. The [PRTF, Hospital, CAH] must do the following: (i) Participate in an annual full-scale exercise that is community-based; or (A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise; or (B) If the [PRTF, Hospital, CAH] experiences an actual natural or man-made emergency that requires activation of the emergency plan, the [facility] is exempt from engaging in its next required full-scale community based or individual, facility-based functional exercise following the onset of the emergency event. (ii) Conduct an [additional] annual exercise or and that may include, but is not limited to the following: (A) A second full-scale exercise that is community-based or individual, a facility-based functional exercise; or (B) A mock disaster drill; or (C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan. (iii) Analyze the [facility's] response to and maintain documentation of all drills, tabletop exercises, and emergency events and revise the [facility's] emergency plan, as needed. *[For PACE at §460.84(d):]	E 039			

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E 039	<p>Continued From page 4</p> <p>(2) Testing. The PACE organization must conduct exercises to test the emergency plan at least annually. The PACE organization must do the following:</p> <p>(i) Participate in an annual full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise; or</p> <p>(B) If the PACE experiences an actual natural or man-made emergency that requires activation of the emergency plan, the PACE is exempt from engaging in its next required full-scale community based or individual, facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional exercise every 2 years opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or individual, a facility based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the PACE's response to and maintain documentation of all drills, tabletop exercises, and emergency events and revise the PACE's emergency plan, as needed.</p> <p>*[For LTC Facilities at §483.73(d):] (2) The [LTC facility] must conduct exercises to</p>	E 039			

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E 039	Continued From page 5 test the emergency plan at least twice per year, including unannounced staff drills using the emergency procedures. The [LTC facility, ICF/IID] must do the following: (i) Participate in an annual full-scale exercise that is community-based; or (A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise. (B) If the [LTC facility] facility experiences an actual natural or man-made emergency that requires activation of the emergency plan, the LTC facility is exempt from engaging its next required a full-scale community-based or individual, facility-based functional exercise following the onset of the emergency event. (ii) Conduct an additional annual exercise that may include, but is not limited to the following: (A) A second full-scale exercise that is community-based or an individual, facility based functional exercise; or (B) A mock disaster drill; or (C) A tabletop exercise or workshop that is led by a facilitator includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan. (iii) Analyze the [LTC facility] facility's response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the [LTC facility] facility's emergency plan, as needed. *[For ICF/IIDs at §483.475(d)]: (2) Testing. The ICF/IID must conduct exercises to test the emergency plan at least twice per year. The ICF/IID must do the following: (i) Participate in an annual full-scale exercise that	E 039			

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E 039	<p>Continued From page 6</p> <p>is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise; or.</p> <p>(B) If the ICF/IID experiences an actual natural or man-made emergency that requires activation of the emergency plan, the ICF/IID is exempt from engaging in its next required full-scale community-based or individual, facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional annual exercise that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or an individual, facility-based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the ICF/IID's response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the ICF/IID's emergency plan, as needed.</p> <p>*[For HHAs at §484.102]</p> <p>(d)(2) Testing. The HHA must conduct exercises to test the emergency plan at least annually. The HHA must do the following:</p> <p>(i) Participate in a full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise every 2 years; or.</p>	E 039			

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E 039	<p>Continued From page 7</p> <p>(B) If the HHA experiences an actual natural or man-made emergency that requires activation of the emergency plan, the HHA is exempt from engaging in its next required full-scale community-based or individual, facility based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional exercise every 2 years, opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted, that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or an individual, facility-based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the HHA's response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the HHA's emergency plan, as needed.</p> <p>*[For OPOs at §486.360]</p> <p>(d)(2) Testing. The OPO must conduct exercises to test the emergency plan. The OPO must do the following:</p> <p>(i) Conduct a paper-based, tabletop exercise or workshop at least annually. A tabletop exercise is led by a facilitator and includes a group discussion, using a narrated, clinically relevant emergency scenario, and a set of problem statements, directed messages, or prepared</p>	E 039			

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E 039	<p>Continued From page 8</p> <p>questions designed to challenge an emergency plan. If the OPO experiences an actual natural or man-made emergency that requires activation of the emergency plan, the OPO is exempt from engaging in its next required testing exercise following the onset of the emergency event.</p> <p>(ii) Analyze the OPO's response to and maintain documentation of all tabletop exercises, and emergency events, and revise the [RNHCI's and OPO's] emergency plan, as needed.</p> <p>*[RNCHIs at §403.748]: (d)(2) Testing. The RNHCI must conduct exercises to test the emergency plan. The RNHCI must do the following: (i) Conduct a paper-based, tabletop exercise at least annually. A tabletop exercise is a group discussion led by a facilitator, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan. (ii) Analyze the RNHCI's response to and maintain documentation of all tabletop exercises, and emergency events, and revise the RNHCI's emergency plan, as needed.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interviews, the facility failed to conduct exercises to test the emergency preparedness plan (EPP) annually which effects all clients in the facility (#1, #2, #3, #4, #5 and #6). The finding is:</p> <p>Review of facility documentation on 6/12/24 revealed an EPP dated 3/28/24. Continued review of the facility's EPP did not reveal evidence of a full-scale, facility-based or a tabletop exercise to test the facility's EPP.</p>	E 039			

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E 039	Continued From page 9 Interview with the qualified intellectual disabilities professional (QIDP) on 6/12/24 revealed a tabletop exercise was completed on 3/5/24; however, evidence of a full-scale community, facility-based exercise, or tabletop exercise was not completed. Interview with the program manager (PM) and QIDP on 6/12/24 verified that a copy of the facility tabletop, mock drill, and/or full-scale exercise should be stored in the emergency operations plan manual.	E 039		
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan. This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure that a continuous active treatment program consisting of needed interventions were implemented as identified in the person-centered plan (PCP) for 1 of 3 sampled clients (#1). The finding is: Observations on 6/11/24 at 5:15 PM revealed staff to prompt client #1 to wash his hands and prepare for dinner. Continued observations revealed client #1 to sit at the dining room table and serve his plate and participate in the dinner meal. At no point during the observation did staff	W 249	W 249 The Qualified Professional will Inservice all staff on Client #1's programs. The clinical team will monitor through interaction assessments 2x a week for a period of one month and then on a routine basis. In the future, the Qualified Professional will ensure all staff are trained on the programs and needs of People Supported.	8/11/24

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W 249	Continued From page 10 allow client #1 to prepare a beverage for the dinner meal. Review of the record for client #1 revealed a PCP dated 4/6/23 which indicated that the client has the following program goals: exercise, wash his hands, initiate an assigned task and prepare a beverage for dinner. Interview with the qualified intellectual disabilities professional (QIDP) on 6/12/24 revealed that all of client #1's goals were current. Continued interview with the QIDP and program manager (PM) revealed that staff have been trained to follow client #1's program goals to increase his level of independence. Further interview with the PM and QIDP revealed staff should implement client #1's dinner goal as prescribed.	W 249		
W 262	PROGRAM MONITORING & CHANGE CFR(s): 483.440(f)(3)(i) The committee should review, approve, and monitor individual programs designed to manage inappropriate behavior and other programs that, in the opinion of the committee, involve risks to client protection and rights. This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure that restrictive techniques were monitored and reviewed annually by the human rights committee (HRC) for 6 of 6 clients (#1, #2, #3, #4 #5 and #6). The findings are: Observations throughout the recertification survey period from 6/11/24 - 6/12/24 revealed a fence surrounding the group with a carabineer at the side gate entrance. Continued observations	W 262	W262 A-F The Qualified Professional will obtain necessary consents for all 6 clients from GRC. The Qualified Professional will monitor through Quarterly Chart Reviews and scheduled HRC meetings top ensure all consents are in place for restrictive interventions. In the future, the Qualified Professional will ensure consents are obtained from HRC for restrictive interventions.	8/11/24

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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) COMPLETION DATE	
W 262	<p>Continued From page 11</p> <p>revealed exterior door alarms to chime as staff, clients and surveyors entered and exited the group home.</p> <p>A. Review of client 1's records on 6/12/24 revealed a signed consent dated 2/16/24 by the legal guardian for the fence, carabineer and exit door alarms. Continued review did not reveal consents were reviewed or approved by the HRC.</p> <p>B. Review of client 2's records on 6/12/24 revealed a signed consent dated 6/28/22 by the legal guardian for the fence, carabineer and exit door alarms. Continued review did not reveal consents were reviewed or approved by the HRC.</p> <p>C. Review of client 3's records on 6/12/24 did not reveal a consent signed by the legal guardian for the fence, carabineer and exit door alarms. Continued review did not reveal consents were reviewed or approved by HRC.</p> <p>D. Review of client 4's records on 6/12/24 revealed a signed consent dated 10/6/23 by the legal guardian for the fence, carabineer and exit door alarms. Continued review did not reveal consents were reviewed or approved by the HRC.</p> <p>E. Review of client 5's records on 6/12/24 revealed a signed consent dated 5/3/24 by the legal guardian for the fence, carabineer and exit door alarms. Continued review did not reveal consents were reviewed or approved by the HRC.</p> <p>F. Review of client 6's records on 6/12/24 revealed a signed consent dated 11/23/23 by the legal guardian for the fence, carabineer and exit door alarms. Continued review did not reveal consents were reviewed or approved by the HRC.</p>	W 262			

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W 262	Continued From page 12	W 262			
W 263	<p>Interview with the qualified intellectual developmental professional (QIDP) on 6/12/24 confirmed that updated signed consent forms were not reviewed or signed by the HRC. Continued interview revealed HRC limitation consent forms for all clients will be updated and signed by the HRC annually.</p> <p>PROGRAM MONITORING & CHANGE CFR(s): 483.440(f)(3)(ii)</p> <p>The committee should insure that these programs are conducted only with the written informed consent of the client, parents (if the client is a minor) or legal guardian. This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure that restrictive techniques were monitored and reviewed annually by the legal guardian for 1 of 6 clients (#3). The finding is:</p> <p>Observations throughout the recertification survey period from 6/11/24 - 6/12/24 revealed a fence surrounding the group with a carabineer at the side gate entrance. Continued observations revealed exterior door alarms to chime as staff, clients and surveyors entered and exited the group home.</p> <p>Review of client 3's records on 6/12/24 did not reveal a consent signed by the legal guardian for the fence, carabineer and exit door alarms.</p> <p>Interview with the qualified intellectual developmental professional (QIDP) on 6/12/24 confirmed that updated signed consent form for client #3 could not be located during the survey.</p>	W 263	W 263 Cross Reference W 263	8/11/24	

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W 263	Continued From page 13 Continued interview revealed limitation consent forms for all clients will be updated and signed by the legal guardian annually.	W 263		
W 474	<p>MEAL SERVICES CFR(s): 483.480(b)(2)(iii)</p> <p>Food must be served in a form consistent with the developmental level of the client. This STANDARD is not met as evidenced by: Based on observation, record review and interview, the facility failed to assure food consistency was served in a form according to the developmental level of 1 of 6 clients (#4). The finding is:</p> <p>Observations on 6/12/24 at 7:20 AM revealed client #4 to wash his hands and transition to the table to prepare for the breakfast meal. The breakfast meal consisted of a toasted bagel cut in half, cream cheese, orange juice, milk, blueberries and strawberries. Continued observations revealed staff to place two half pieces of bagel onto client #4's plate. Further observations revealed client #4 to consume the bagel in its entirety. At no point during the observation did staff cut client #4's bagel into ½" - 1" pieces as prescribed.</p> <p>Review of the record for client #4 on 6/12/24 revealed a PCP dated 12/21/23 which indicated that the client must have ½" - 1" diet consistency due to a history of seizures. Continued review of the record for client #4 revealed a physician's order dated 6/3/24 which indicated that the client must have a regular diet, with ½" - 1" consistency.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) and program manager (PM)</p>	W 474	<p>W474</p> <p>The Qualified Professional will in-service all staff on Client #4's diet order and consistency. The clinical team will monitor through meal assessments 2x a week for a period of one month and then on a routine basis. In the future, the Qualified Professional will ensure all staff are trained on diet orders and consistencies.</p>	8/11/24

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W 474	Continued From page 14 on 6/12/24 revealed that staff have been trained to follow client #4's diet consistency as ordered. Continued interview with the PM and QIDP verified that client #4's prescribed diet is current. Further interview with the PM revealed that all staff must follow the clients' diet consistency as prescribed.	W 474			