Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL098-155	A. BUILDING: _____ B. WING _____	R 05/09/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GENTLE HANDS I	1615 WASHINGTON STREET EAST WILSON, NC 27893

(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	INITIAL COMMENTS An annual and follow up survey was completed on May 9, 2024. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities. This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 current clients.	V 000	RECEIVED MAY 23 2024 DHSR-MH Licensure Sect	
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug.	V 118	V118 Medications are now in stock and available for resident when needed. 5/9/24 All scripted PRN medications are reviewed by staff on a monthly basis per SOP. These medications had expired. The medications had not been needed by resident for several months & had not been reordered/or dc'd. SOP will now require staff to reorder the prn medication (1) month prior to expiration or seek d/c order from doctor. 6/1/24 PRN medications will also be reviewed every (6) months by nurse during regimen review.	

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Powell Evans		5/20/24

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V 118	Continued From page 1 (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. This Rule is not met as evidenced by: Based on record review, observation, and interviews, the facility failed to have medications available for administration as ordered by the physician for 1 of 3 audited clients (#1). The findings are: Review on 05/08/24 of client #1's record revealed: - 49 year old female. - Admission date of 11/01/21. - Diagnoses of Mild Intellectual Developmental Disability, Mood Disorder, Type II Diabetes and Obesity. Review on 05/08/24 of client #1's signed medication orders revealed: 01/22/24 - Sumatriptan (treats migraines) 50 milligrams (mg) - take as needed for onset of migraine. 12/06/23 - Tizanidine (muscle relaxer) 2mg - take one tablet as needed every 8 hours. Observation on 05/08/24 at approximately 10:12am of client #1's medications revealed no Sumatriptan or Tizanidine available for administration as needed.	V 118		

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V 118	Continued From page 2 Interview on 05/07/24 client #1 stated she received her medications as ordered. Interview on 05/08/24 the Licensee/Staff #5 stated: - Sumatriptan or Tizanidine was not available at the facility for administration. - She would have the medication ordered. - She understood as needed prescription medications should be available for administration.	V 118		
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (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. (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. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (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	V 290	- Unsupervised time is now included in the treatment plan indicating the number of hours unsupervised time is authorized and any special conditions. - This will be an on-going inclusion in all PCP/Treatment Plan updates. - All members of the Treatment Team will ensure that this is identified in the plan. - unsupervised Time was authorized on a separate document.	5/10/24

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V 290	Continued From page 3 emergency back-up procedures determined by the governing body; or (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. (d) In facilities which serve clients whose primary diagnosis is substance abuse dependency: (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 (2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure a clients' treatment or habilitation plan documented the client was capable of remaining in the community without supervision for specified periods of time and reviewed annually affecting one of three audited clients (#3). The findings are: Review on 05/07/24 of client #3's record revealed: - 28 year old female. - Admission date of 06/01/21. - Diagnoses of Mild Intellectual Developmental Disability, Mood Disorder, Schizoaffective	V 290		

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V 290	Continued From page 4 Disorder, Fetal Alcohol Syndrome, Attention Deficit Hyperactivity Disorder, Insomnia and Anxiety. - Person-Centered Profile (PCP) dated 03/16/24. - PCP long range goals for client #3 to have some unsupervised time. - Goal: #2 Utilize unsupervised time wisely. - Client #3 to have unsupervised time at the discretion of staff. - No specific time in the PCP to indicate client #3 can be unsupervised in the community and while using public transportation. Interview on 05/07/24 client #3 stated: - She had resided with provider for 5 years. - She attended a local day program. - A local transportation agency picks her up at 8:30am and brings her back to the facility. Interview on 05/07/24 and 05/08/24 the Licensee/Staff #5 stated: - Client #3's previous PCP's had unsupervised time for her. - The treatment team had discussed client #3's unsupervised time in the community. - She would address the need to have specified time frames for unsupervised time in client #3's PCP.	V 290		