

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL067-208	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 06/13/2024
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NAME OF PROVIDER OR SUPPLIER SA CARING HEART INDEPENDENCE CENTER-	STREET ADDRESS, CITY, STATE, ZIP CODE 180 COASTAL LANE JACKSONVILLE, NC 28546
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on June 13, 2024. The complaint was unsubstantiated (intake #NC00217847). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups.</p> <p>This facility has a current census of 27. The survey sample consisted of audits of 4 current clients and 1 former client.</p>	V 000	<p style="text-align: center;">RECEIVED JUL 01 2024 DHSR-MH Licensure Sect</p>	
V 517	<p>27E .0104(c-d) Client Rights - Sec. Rest. & ITO</p> <p>10A NCAC 27E .0104 SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT AND PROTECTIVE DEVICES USED FOR BEHAVIORAL CONTROL</p> <p>(c) Restrictive interventions shall not be employed as a means of coercion, punishment or retaliation by staff or for the convenience of staff or due to inadequacy of staffing. Restrictive interventions shall not be used in a manner that causes harm or abuse.</p> <p>(d) In accordance with Rule .0101 of Subchapter 27D, the governing body shall have policy that delineates the permissible use of restrictive interventions within a facility.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews 1 of 2 audited Former Staff (FS #33) failed to use a restrictive intervention in a manner that would not cause harm for 1 of 1 audited Former Client (FC #27). The findings are:</p>	V 517		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

[Signature] RA

TITLE

Residential Administrator 26 June 2024

(X6) DATE

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V 517	<p>Continued From page 1</p> <p>Review on 06/12/24 of FC #27's record revealed: - 25 year old male. - Admission date: 10/01/23. - Diagnoses of Disruptive Mood Dysregulation Disorder, Attention Deficit Hyperactivity Disorder, Schizoaffective Disorder, Impulse Control Disorder, Conduct Disorder. Mild Intellectual Developmental Disability and Bipolar Disorder. - Discharge date 03/08/24.</p> <p>Review on 06/13/24 of FS #33's personnel record revealed: - Date of hire: 12/19/22. - Safety Care training on seclusion, physical restraints and isolation time out 12/10/23. - Date of separation: 01/12/24.</p> <p>Review on 06/12/24 of a North Carolina Incident Response Improvement System (IRIS) report for FC #27 revealed: - Date of incident: 01/04/24. - Provider Comments: "On 1.4.2024 APD (Assistant Program Director) was approached by the RA(Residential Advisor) asking was I aware of the situation going on with our consumer1 (FC #27). The first situation that started with consumer 1 (FC #27) was that he couldn't get something that he wanted so he was asked to walk up towards our kitchen area and that is when he picked up a can and threw it and it did end up hitting another consumer. Consumer 1 (FC #27) stated he wanted to take a walk with a certain staff (2) (staff #22) due to his current staff (1) (staff #1) being his trigger for the situation occurring. Consumer 1 (FS #27) and staff 2 (#22) went on a walk, but when returning after consumer 1 (FC #27) had calmed down staff 2 (#22) brought consumer 1 (FC #27) through where his staff 1 (#1) was standing which</p>	V 517		

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V 517	<p>Continued From page 2</p> <p>triggered him again. During this time consumer 1 (FC #27) went through the day program flipping tables, and walked over to the day program manager desk and grabbed a pair of scissors. consumer 1 (FC #27) pulled his arm back and stated he was going to stab someone with the scissors and there were multiple consumers and staff in arms reach of him. So, then the scissors were taken from his hand by staff 3 (FS #33). When I say taken staff 3 (FS #33) came around behind the consumer 1 (FC #27), grabbed his hand and pulled the scissors out of his hand when that happened the consumer put all his body weight into staff 3 (FS #33) and injured staff 3 (FS #33) arm. In the mix of the scissors being taken out of consumer 1 (FC #27) hand both consumer 1 (FC #27) and staff 3 (FS #33) got injuries. When consumer 1 (FC #27) thrust his weight onto staff 3 (FS #33), staff 2 (#22) came up beside him and then I heard staff 4 (FS #30) state we are not going to do that because he will try to fight, then staff 4 (FS #30) took over with consumer 1 (FC #27). consumer 1 (FC #27) was assessed by nurse and hand bandaged while I called group home owner (group home that he lives in) to come pick up consumer 1 (FC #27). Staff 4 (FS #30) was able to calm consumer 1 (FC #27) down during the time of stating "I'm going to kill that b***h" "I'm going to f*****g kill her". Once calm and not allowing his staff 1 (#1) to be in eye sight of him there were no other issues with him. Group home owner came, him and I spoke about what had transpired and that is when I was informed that consumer 1 had been having lots of issues outside of the 20 hours of day supports, we provide. He had been putting his hands on other consumers he lives with, choked his mother and little brother over Christmas break. Group home owner also said they have been having some other little issues with him but</p>	V 517		

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V 517	<p>Continued From page 3</p> <p>didn't go into detail. Overall consumer 1 (FC #27) is not a hard consumer and doesn't always act out. He is a very pleasant individual, but if you are not assertive with him from day one and then try to change, he then acts out on that staff. We are going to be looking for either a very assertive female to work with him or a male to work with him. It can not be someone that wants to baby him, do everything he wants, or give him everything he wants because he is going to take advantage of it. Group home owner expressed to APD that he would be in contact when consumer 1 (FC #1) could return to services."</p> <ul style="list-style-type: none"> - Standing restraint for one minute by staff #22 and FS #33. - Debriefing: "1/5/2024 spoke with consumer 1 (FC #27) and asked triggered him and how he thought we could handle things in the future when he got upset. Consumer 1 (FC #27) stated take deep breaths. APD has been unable to get ahold of guardian's as of now, but did debrief with Group Home owner that consumer 1 (FC #27) lives with. 1/5/2024 After consumer 1 (FC #27) was picked up, APD and nurse debriefed with Staff 4 (FS #30), Staff 3 (FS #33) , and Staff 2 (#22). We talked about what was done correctly and what needed to be done differently if ever in a situation like this or something different again. We did discuss that restraints were done and kept everyone safe and things could have been much worse than they ended up. I did thank them all for their assistance and then made calls to everyone that I needed to, that needed to be informed ie QA/QI (Quality Assurance/Quality Improvement) and PD (Program Director)." - Injury cut/laceration. - "Describe how this type of incident may have been prevented or may be prevented in the future as well as any corrective measures that have been or will be put in place as a result of the 	V 517		

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V 517	<p>Continued From page 4</p> <p>incident. 01/05/2024 discussed and removed all dangerous objects."</p> <p>Review on 06/12/24 of a care logs note signed by the facility nurse and dated 01/04/24 revealed: - "Comments: This nurse was notified that [FC #27] was bleeding and needed medical attention. Client (FC #27) was noted sitting a chair in computer room with paper towel in right hand. Blood was noted dripping from right hand. This nurse applied 2x2's to the laceration between the fourth and fifth digit, and then pressure bandage to prevent further bleeding. Client (FC #27) had no complaint of pain, had full range of motion to right hand. Client was then taken to APD's office to wait for transportation. Advised to go to urgent care to have sutures placed."</p> <p>Review on 06/12/24 of a local urgent care order sheet for FC #27 and dated 01/04/24 revealed: - Bactrim (antibiotic) - take one tablet every 12 hours for 10 days. - Bactroban (antibiotic) 2% ointment - apply twice daily for 7 days. - 10 day follow up.</p> <p>Interview on 06/12/24 FC #27 stated: - He used to go to the day program. - He was "body slammed " on the desk by FS #33. - He had gotten upset and grabbed some scissors. - He does not know why he was upset. - He was going to stab someone with the scissors. - The incident appended in the day program. - FS #33 came behind him and tried to take away the scissors. - FS #33 was behind him trying to hold his chest. - He was not able to recall specifics of the</p>	V 517		

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V 517	<p>Continued From page 5</p> <p>incident.</p> <ul style="list-style-type: none"> - He got a cut on his hand from the scissors. <p>Attempted interview with FS #33 due to no current working phone number.</p> <p>Interview on 06/12/24 stated #1:</p> <ul style="list-style-type: none"> - FC #27 had grabbed a pair of scissors and was threatening everyone with them. - She could not recall if FS #33 had approached FC #27 from the back or the side. - FS #33 grabbed FC #27's wrist and was finally able to get the scissors from him. - FC #27 and FS #33 both had injuries. - FC #27 and FS #33 were "tussling" on the counter. <p>Interview on 06/13/24 the QP/APD stated:</p> <ul style="list-style-type: none"> - FC #27 grabbed a pair of scissors and FS #33 removed them. - FS #33 grabbed FC #27 wrist and removed the scissors with his free hand. - FS #33 attempted to put FC #27 in a one person stability hold. 	V 517		

Appendix 1-B: Plan of Correction Form

Plan of Correction

<p>Please complete <u>all</u> requested information and mail completed Plan of Correction form to:</p>	<p>In lieu of mailing the form, you may e-mail the completed electronic form to:</p>
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<p>Provider Name: A Caring Heart Case Management, Inc. – SA Caring Heart Independence Center – Jacksonville #2</p>	<p>Phone: 910-455-6724</p>
<p>Provider Contact Person for follow-up: Siobhan Miranda, Residential Administrator</p>	<p>Fax: 910-346-5489</p>
<p>Address: 180 Coastal Lane, Jacksonville, NC 28546</p>	<p>Email: smiranda@acaringheartinc.com</p>
<p>Provider # 3419141 MHL-067-208</p>	

Finding	Corrective Action Steps	Responsible Party	Time Line
<p>27E .0104(c-d) Client Rights – Sec. Rest. & ITO</p> <p>10A NCAC 27E .0104 SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT AND PROTECTIVE DEVICES USED FOR BEHAVIORAL CONTROL</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews 1 of 2 audited Former Staff (FS #33) failed to use a restrictive intervention in a manner that would not cause harm for 1 of 1 audited Former Client (FC #27).</p>	<ol style="list-style-type: none"> 1. Agency will conduct additional staff training and education on restrictive interventions according to Safety Care training module at the site. This training will ensure staff receive an overview of restrictive interventions, when to use, and with an understanding that no harm, in any manner, to any consumers should result when applying physical restraints. 2. Overview of restrictive interventions will be presented during the site’s quarterly safety meetings. Submission of training curriculum will be submitted to Safety Director for review and approval prior to the safety training on restrictive interventions. 3. Submission of quarterly meeting attendance rosters will be submitted to the Safety Director who will monitor each quarterly meeting until all staff at location have received the training. 4. Presentation to all professional clinical staff on consumer rights that includes behavior support plans, use and approval of restrictive interventions and protective devices. 	<ol style="list-style-type: none"> 1. Safety Care Instructor, Program Directors 2. Safety Care Instructor, Program Director, Assistant Program Director, Safety Director 3. Office Administrator, Safety Director 4. QA Specialist 	<p>Implementation Date: 1. 06/13/2024</p> <p>Projected Completion Date: 08/12/2024 and on-going</p> <p>4. 6/20/2024</p>