

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-336	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/24/2024
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NAME OF PROVIDER OR SUPPLIER HOME CARE SOLUTIONS AT INLAND DRIVE	STREET ADDRESS, CITY, STATE, ZIP CODE 719 INLAND DRIVE KERNERSVILLE, NC 27284
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on May 24, 2024. The complaint was substantiated (Intake # NC00217165). 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 3 and has a current census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000	<p style="text-align: center;">RECEIVED AUG 12 2024 DHSR-MH Licensure Sect</p> <p>The QP of the Day Program is not responsible for transportation arrangements or pick before 8:30 am or after 2:30 pm</p>	
V 291	<p>27G .5603 Supervised Living - Operations</p> <p>10A NCAC 27G .5603 OPERATIONS</p> <p>(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 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</p>	V 291	<p>We have set up arrangements for transportation for any individual that needs pick up from the hospital.</p> <p>Arrangements for transport may take a couple of hours based on availability of staff and a vehicle.</p> <p>We will not transport an individual if they pose a threat to staff, themselves or others.</p> <p>In situations where the home may not be able to provide timely transport, we will indicate that to the hospital. Uber and other transportation services have been used in the past.</p> <p>We will maintain coordination between facilities, the facility operator and qualified professional.</p> <p>This is effective immediately and is ongoing. Coordination of transport will be monitored by the facility operator and qualified professional.</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

[Signature]
STATE FORM 6899

Director

05/24/24

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V 291	<p>Continued From page 1</p> <p>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, interviews, and observation, the facility failed to coordinate with the local hospital affecting 1 of 2 clients (#1). The findings are:</p> <p>Review on 5/24/24 of client #1's record revealed: -Date of Admission: 9/12/23; -Diagnoses: Intellectual Developmental Disabilities, Moderate; Hyperlipidemia, unspecified; and Paraphilia, unspecified; -Hospitalization dated 5/16/24; -Client #1 was ready to be discharged from the hospital on 5/17/24. He was not picked up by the licensee until 5/20/24.</p> <p>Review on 5/21/24 of a text message sent from the Qualified Professional (QP) of the Day Program to the Executive team revealed: -He sent a text message dated 5/19/24 to the QP, Residential Manager (RM), the Owner/licensee, and Co-Owner.</p> <p>Interview on 5/24/24 with client #1 revealed: -"I went to the hospital on Friday until Monday."</p> <p>Interview on 5/24/24 with client #1's legal guardian revealed: -Client #1 ran away from the group home on 5/15/24 and he was located on 5/16/24. "The</p>	V 291		

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V 291	<p>Continued From page 2</p> <p>group home did not pick him (client #1) up until 5/20/24; -I did not understand why [client #1] was left at the hospital that long."</p> <p>Interview on 5/21/24 with the QP of the Day Program revealed: -"I received a call from [nurse] at the hospital at 3:25 pm on 5/19/24." -He told the nurse unfortunately, he was off the clock, and he did not provide or arrange transportation. He would relay the message; -He was unaware the RM was on vacation; -He received a call from law enforcement on 5/16/24 at 9:01pm that client #1 was located and being taken to the hospital.</p> <p>Interview on 5/23/24 with the Qualified Professional (QP) for Inland Drive revealed: -"They (licensee) would not leave a member at the hospital especially when they are ready for discharge." -"I never received a call when [client #1] was ready for discharge from the hospital or throughout his hospitalization; -The hospital would call the individual whose number is provided to them. The licensee will schedule a time to pick the member up.</p> <p>Interview on 5/24/24 with the Co-Owner of the facility revealed: -"The facility was short staffed and I asked the nurse to hold him (client #1) until the next day. The nurse stated, "they are not a babysitting service; -I had [client #1] picked up the next day;" -I would probably be the point of contact with the RM being on vacation;" -He was notified that client #1 eloped from the facility, and "about [client #1] was in the hospital</p>	V 291		

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V 291	Continued From page 3 two days later; -The hospital contacted me after [client #1] was in the hospital for two days and they (hospital) attempted to contact me sooner. He was unsure of the date;" -"The legal guardian (client #1's) texted me to pick [client #1] up and I had already made arrangements."	V 291		
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 failed to ensure the facility and its grounds shall be maintained in a clean, attractive, and orderly manner affecting clients (#1 and #2). The findings are: Observation on 5/23/24 at approximately 5:10pm of the facility revealed: -The oven had burnt food particles in the bottom; -The shower surround and tub was discolored with black stains; -A mattress and box spring was in the back yard. Interview on 5/24/24 with staff #1 revealed: -"I don't go in the back yard;" -He was unaware of the mattress and box spring in the back yard. Interview on 5/24/24 with staff #2 revealed: -She notified the QP of the Day Program or the	V 736	The items were addressed. The oven was cleaned, the shower curtain was replaced and the mattress and box spring were removed from the back yard. The staff have a weekly chore list that they are responsible for upkeep of simple items around the home. Anything not listed on the chore sheets should be reported to the RM and the RM notified the facility manager.	

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V 736	<p>Continued From page 4</p> <p>RM about maintenance needs at the facility.</p> <p>Interview on 5/24/24 with the Co-Owner revealed: - "I am responsible for maintenance needs at Inland;" - He and the RM are responsible to make sure staff appropriately clean the facility; - He had big items at the facility picked up by city sanitation. If not then he would haul the items away on his truck.</p>	V 736	<p>The facility manager is responsible for grounds upkeep and other repairs.</p> <p>The manager is responsible for monthly monitoring of the locations and making needed repairs. If any repairs are needed in between, the RM is to be notified.</p> <p>Maintenance checks will be completed monthly and will be ongoing by the facility manager.</p>	