

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL025-045</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>06/05/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HOKE STREET HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>313-A HOKE STREET NEW BERN, NC 28562</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on June 5, 2024. The complaint was unsubstantiated (intake #NC00217102). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 6 and has a current census of 5. The survey sample consisted of audits of 3 current clients.</p>	V 000		6/26/2024
V 290	<p><b>27G .5602 Supervised Living - Staff</b></p> <p>10A NCAC 27G .5602 STAFF</p> <p>(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.</p> <p>(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.</p> <p>(c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present:</p> <p>(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</p>	V 290	<p><b>V290</b></p> <ol style="list-style-type: none"> <li>Plans will be updated to ensure 3 out of 3 audited Persons Supported treatment plan documents if they can remain in the community without supervision.</li> <li>TL will ensure that at each annual plan meeting each persons supported capability to remain in the home or community without supervision is reviewed by the team and documented.</li> <li>Staff will be in-service on each person's Unsupervised time and requirement to document in the EHR, Therap, when the client is using their unsupervised time.</li> <li>TL will monitor data once a month in Therap.</li> </ol>	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  TITLE **Team Residential Lead** (X6) DATE **6/26/24**

**RECEIVED**

**JUL 02 2024**

**DHSR-MH Licensure Sect**

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V 290	<p>Continued From page 1</p> <p>emergency back-up procedures determined by the governing body; or</p> <p>(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.</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:</p> <p>(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</p> <p>(2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>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 affecting three of three audited clients (#1, #3 and #5). The findings are:</p> <p>Review on 6/5/24 of client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- 47 year old female.</li> <li>- Admission date of 1/1/07</li> <li>- Diagnoses of Intellectual Developmental Disability-Mild, Empty Sella Syndrome, Idiopathic Intracranial Hypertension, Hyperlipidemia,</li> </ul>	V 290		6/26/2024

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V 290	<p>Continued From page 2</p> <p>Asthma.</p> <ul style="list-style-type: none"> <li>- Person-Centered Profile (PCP) dated 12/15/23..."What's Important to...Maintaining her 8 hours of unsupervised time in the community for work and 3 hours of unsupervised time in the home."</li> <li>- An unsupervised time consent and assessment signed by client #1 on 1/30/24.</li> <li>- No goals or strategies to support client #1's unsupervised time.</li> </ul> <p>Review on 6/5/24 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- 40 year old female.</li> <li>- Admission date of 6/8/17</li> <li>- Diagnoses Anxiety, Social Anxiety Disorder, Developmental Delay and Hypothyroidism.</li> <li>- Person-Centered Profile (PCP) dated 1/4/24..."How Best To Support...[client #1] has unsupervised time in the home and in the community. She can spend up to two(2) hours per day in the home unsupervised and eight (8) hours of unsupervised time in the community for work only...ability to have unsupervised time is monitored and assessed annually."</li> <li>- An unsupervised time consent and assessment signed by client #3 on 1/30/24.</li> <li>- No goals or strategies to support client #1's unsupervised time.</li> </ul> <p>Review on 6/5/24 of client #5's record revealed:</p> <ul style="list-style-type: none"> <li>- 46 year old female.</li> <li>- Admission date of 8/17/98</li> <li>- Diagnoses of Trisomy 21, Gastroesophageal Reflux Disease, Allergic Rhinitis, Vitamin D Deficiency, Rosacea, Seborrheic Dermatitis and Right Hearing Loss.</li> <li>- Person-Centered Profile (PCP) dated 8/19/23..."How Best To Support...has been allocated up to eight (8) hours unsupervised time with her assigned guardian representative per</li> </ul>	V 290		6/26/2024

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V 290	<p>Continued From page 3</p> <p>week...has unsupervised time in the home and in the community...can spend up to two (2) hours per day in the home unsupervised and eight (8) hours in the community unsupervised...It should be noted that her unsupervised time in the community is for work only...ability to have unsupervised time is monitored and assessed annually."</p> <ul style="list-style-type: none"> <li>- Unsupervised time consent and assessment signed by client #5 on 1/30/24.</li> <li>- No goals or strategies to support client #5's unsupervised time.</li> </ul> <p>Interview on 6/5/24 client #'s 1, #3 and #5 all stated they utilized unsupervised time every now and then, they enjoyed the option of it.</p> <p>Interview on 6/5/24 the Qualified Profession stated he would implement goals and strategies in the clients treatment plans.</p>	V 290		6/26/2024
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 6/5/24 at approximately 1:15 pm revealed:</p> <ul style="list-style-type: none"> <li>- The hood above the stove was dusty.</li> <li>- Room #4 had a 6 drawer dresser and 3 had no</li> </ul>	V 736	<p><b>V736</b></p> <ol style="list-style-type: none"> <li>1. Staff and RM clean the areas. Work order will be put in place if the area has issues again. Staff completed the cleaning.</li> <li>2. Team Lead has implemented a cleaning checklist for staff to go through at the beginning and the end of their shifts. Staff was trained on keeping the upkeep of the home.</li> <li>3. Staff is doing a weekly check of cleaning checklist to make sure all things are being clean, safe and maintained.</li> <li>4. RM and TL will monitor Environmental Checklist and will check this once a week to see if the task are being completed.</li> </ol>	

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V 736	Continued From page 4  handles. - The handicap bathroom had dark colored residue in between the tiles on the walls and the tile floor of the shower.  Interview on 6/5/24 Qualified Professional stated: - He understood the facility was required to maintain a safe, clean, attractive and orderly manner .	V 736			