

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL049-100</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/21/2024</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on August 21, 2024. 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 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> <li>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</li> <li>(2) strategies;</li> <li>(3) staff responsible;</li> <li>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</li> <li>(5) basis for evaluation or assessment of outcome achievement; and</li> <li>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</li> </ol>	V 112	<p>V112</p> <p>The clinical team will hold a mini team meeting with the psychologist to revise Client #1's BSP with new interventions and preventions to address inappropriate toileting. The Qualified Professional will in-service the staff on the addended BSP. The clinical team will monitor through interaction assessments 2x a week for a period of 30 days and then on a routine basis. In the future, the QP will mini team behaviors and ensure the BSP remains updated.</p>	10/20/24

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

TITLE  
IDD Regional Administrator

(X6) DATE  
8/23/24

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interviews, the facility failed to implement the strategy of independently refraining for urinating in places other than the toilet for 1 of 3 current clients (#1). The findings are:</p> <p>Observation on 8/20/24 at 4:08pm of client #1's bedroom revealed: -A strong odor of urine -A 5 drawer dresser with the 4th drawer that was missing</p> <p>Review on 8/20/24 of client #1's record revealed: -An admission date of 7/8/05 -Diagnoses of Moderate Intellectual Disabilities, Vitamin D Deficiency, Hypercholesterolemia, Unspecified, Bipolar Disorder, Unspecified, Disruptive Mood Dysregulation Disorder, Myopia, Bilateral, Unspecified Asthma Uncomplicated and Other Specified Urinary Incontinence and History of Leg Perthes -Age 45 -An assessment dated 7/8/05 noted "is short of stature, is ambulatory although he walks with a limp resulting from hip replacement surgery at age 9, is healthy and wears prescription glasses, likes to be active, uses his facial expressions, gestures and moving toward or away to communicate, he can communicate with words as well, however his speech is difficult to understand and his sentences are often two to</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>three words, likes socializing with others and enjoys going on community outings, may get agitated when staff asks him to do things that are not preferences, can escalate quickly, may leave a supervised area when upset, and is more likely during tantrum behavior and staff should help set personal boundaries between him and his peers, will go through states where his is likely to take frequent portions of food from the kitchen especially at night."</p> <p>-A treatment plan dated 12/31/23 noted " ...will independently refrain from urinating in places other than the toilet (bottles, shoes, etc.)..."</p> <p>The facility staff failed to implement client #1's strategy of refraining from urinating in places other than the toilet.</p> <p>Further review on 8/21/24 of client #1's record revealed:</p> <p>-A Behavior Support Plan dated 11/1/23 noted "Inappropriate Toileting: Intentional toileting accidents i.e. on himself, in the closet, in the shower, in clothes hamper, in the bathtub, corner of room, etc, Strategies include: routinely prompt him for reminders to use the bathroom throughout his day. With age and medical complications, at times accidents may be unintentional, remain neutral regardless of intent, daily assist Eric to clean his room, provide support to sort, discard and organize in a reasonable manner daily, remain neutral when he has accidents. Prompt him to clean the area or items with a much independence as possible, refrain from negative attention, through talking about his misbehavior to other staff in front of Eric, Assist him to launder soiled linens or clothing immediately, assist him with cleaners to limit odor as needed, provide constant supervision when using cleaning/neutralizing agents, take advantage of prompting him to go to the bathroom when up</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>and moving and limit interrupting of a preferred activity to prompt the bathroom, if able. Attempt to have flooring and furniture that are durable and easily cleaned."</p> <p>Interview on 8/20/24 with client #2 revealed: -Was unable to make any statements related to the strong odor of urine in his bedroom and why his dresser drawer was missing.</p> <p>Interview on 8/20/24 with the Group Home Manager (GHM) revealed: -Client #1's bedroom had a strong odor of urine -"It has gotten worse over the last few weeks." -"[Client #1] urinated in his dresser drawer and that is why his drawer was removed." -The facility staff assisted client #1 with mopping of his bedroom daily -"It is a behavior."</p> <p>Interview on 8/21/24 with staff #1 revealed: -"The goals and strategies were are using are not working. [Client #1] peed on his floor last week and also peed in his dresser drawers."</p> <p>Interview on 8/21/24 with staff #2 revealed: -Client #1's room smelled like urine. -Reminded client #1 to go to the restroom -"We work together to clean his room. We try to do it to keep his independence, I fill up the mop water with [a cleaner's name] and [another cleaner's name] to make sure it smells good ...we even pull out his dresser drawers to clean them and do his laundry daily ...[client #1] mops his room first and then I go behind him and mop ..."</p> <p>Further interview on 8/21/24 with the GHM revealed: -Would speak with client #1's psychiatrist again -"When we last talked, the psychiatrist suggested</p>	V 112		

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V 112	Continued From page 4  positive reinforcement. If [client #1] did not urinate in his dresser, then he would be rewarded ..."  Interview on 8/21/24 with the Qualified Professional revealed: -"[Client #1]'s treatment plan was written by the care coordinator and have our input ..." -"We are going to have a mini team meeting to address his behavior, and we plan to meet with the psychiatrist because it is a behavior and not medically related ..." -"[The GHM] said [client #1]'s urinating (in other places besides the toilet) has gotten worse ..." -"We tried a reward system and staff are to check on him every 60 minutes ...the staff are also to remove his clothes hamper ...we are trying to explore different avenues to see what will help ...we have tried rubber mattress covers in the past ...I don't think staff is documenting when they check on [client #1] ...staff is supposed to assist [client #1] with cleaning daily and practicing good hygiene ..."	V 112		
V 114	27G .0207 Emergency Plans and Supplies  10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes. (b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be	V 114		

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V 114	<p>Continued From page 5</p> <p>repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies. (d) Each facility shall have a first aid kit accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to conduct fire and disaster drills once per quarter per shift. The findings are:</p> <p>Review of the facility's fire and disaster drills from August 2023 to July 2024 revealed: -Fire Drills: 7/9/24 at 2:00pm, 5/7/24 5:45pm, 4/10/24 3:00pm, 3/6/24 2:05am, 2/7/24 7:00pm, 1/11/24 2:26pm, 12/12/23 2:02am, 11/8/23 6:25pm, 10/10/23 8:20am, 9/3/23 12:00 am, 8/10/23 6:45pm -No documentation of a fire drill conducted in June 2024. -Disaster Drills: 7/10/24 8:12am, 5/5/24 12:35pm, 4/10/24 8:16am, 3/5/24 8:15pm, 2/7/24 7:35pm, 1/9/24 8:15am, 12/10/23 1:30am, 11/8/23 6:40pm, 10/9/23 8:15am, 9/3/23 12:30am, and 8/10/23 6:03pm -No documentation of a disaster drill conducted in June 2024</p> <p>Interview on 8/21/24 with staff #1 revealed: -"...I have only done a fire drill this week and it was my first time doing one..." -Was not sure how often fire and disaster drills were to be conducted.</p>	V 114	<p>V114</p> <p>The Safety Chairperson will in-service the Direct Support Supervisor on completing disaster drills and fire drills. The Safety chairperson will ensure these are turned in monthly as they review their safety assessments. In the future, the Direct Support Supervisor will ensure all fire drills and disaster drills are completed as scheduled monthly.</p>	10/20/24

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V 114	<p>Continued From page 6</p> <p>Interview on 8/21/24 with staff #2 revealed: -When it came to conducting fire and disaster drills at the facility, staff #2 stated " I just started, so I don't know how the staff usually does it. We have gone over it four or five times. I have been told what to do and shown what to do..."</p> <p>Interview on 8/21/24 with the GHM revealed: -"Drills (fire and disaster) are done month and they alternate shifts. We run them on each shift. They are turned into the Vocational Instructor. No one monitors the drills. I will monitor the new staff. "</p> <p>-Was unable to provide documentation for a fire and disaster drill for the month of June 2024.</p> <p>Interview on 8/21/24 with the Qualified Professional (QP) revealed: -"Drills (fire and disaster) are conducted every month. That's all I know..."</p> <p>-The GHM was responsible for ensuring the drills are done once per shift per quarter.</p>	V 114		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observations, record review and interviews, the facility and its grounds were not maintained in an attractive manner and was not kept free from offensive odors. The findings are:</p> <p>Observations on 8/20/24 from 4:01pm to 4:33pm</p>	V 736		

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V 736	<p>Continued From page 7</p> <p>of the facility and its grounds revealed:</p> <ul style="list-style-type: none"> <li>-The side door to the facility had dirt build up on the lower frame.</li> <li>-The kitchen counters had deep scratches and was in need of repair</li> <li>-The refrigerator's black sealant was loose and detached from the frame.</li> <li>-The air return filter and grill had dust buildup.</li> <li>-The main den area's switch plate cover was damaged.</li> <li>-Client #1's bedroom had a strong odor of urine.</li> <li>-Client #1's 5 drawer dresser was missing the 4th drawer.</li> <li>-One of client #3's folding closet doors was missing on the left side and was propped up against the wall.</li> </ul> <p>Review on 8/20/24 of client #1's record revealed:</p> <ul style="list-style-type: none"> <li>-An admission date of 7/8/05</li> <li>-Diagnoses of Moderate Intellectual Disabilities, Vitamin D Deficiency, Hypercholesterolemia, Unspecified, Bipolar Disorder, Unspecified, Disruptive Mood Dysregulation Disorder, Myopia, Bilateral, Unspecified Asthma Uncomplicated and Other Specified Urinary Incontinence and History of Leg Perthes</li> <li>-Age 45</li> <li>-A treatment plan dated 12/31/23 "...will independently refrain from urinating in places other than the toilet (bottles, shoes, etc.)..."</li> </ul> <p>Interview on 8/21/24 with staff #1 revealed:</p> <p>"...Some times it (the facility) smells like pee, the majority of the time. [Client #1] pees on the floor, or go into his drawers and pees in there....I would say he does it every other day...For the past the 2 weeks, it seems to have gotten worse..."</p> <p>Interview on 8/21/24 with staff #2 revealed:</p> <p>"There aren't a lot of repairs needed (in the</p>	V 736	<p>V736</p> <p>The Business Manager will work with the Landlord to make all necessary repairs. The clinical team will monitor through monthly environmental assessments. In the future, the Business Manager will ensure all work orders are completed in a timely manner.</p>	10/20/24



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V 736	<p>Continued From page 8</p> <p>facility)...just the urine smell in [client #1]'s room...when I am there, I try to make the facility smell nice. "</p> <p>-I heard they were going to replace the counters. They are scratched up..."</p> <p>Interview on 8/21/24 with the Group Home Manager revealed:                      -"[Client #2] did state to me in a meeting one day, 'his room smells' referring to [client #1]'s room..."                      -"The staff go into [client #1]'s bedroom, let him mop and then they mop behind him...we have used [a name of a cleaner], [another name of a cleaner] and encourage him to go to the bathroom..."                      -"The counters (counters) have been that way (scratched) for a little bit. I have talked to the landlord about it. He said he would purchase them this year...towards the end of last year (2023) was when I noticed it...the fridge (sealant on the side of the door) just came loose recently. I will put a work order in for it and for [client #3]'s closet door."</p> <p>Interview on 8/21/24 with the Qualified Professional revealed:                      -Client #1 urinated in his dresser drawer.                      -"[Client #1] has mentioned once or twice that his room does not smell good. Staff is supposed to assist him with cleaning. [Client #2] has mentioned it (urine odor in client #1's room), a few times. I have spoken with [client #1], 1:1 about practicing good hygiene and cleaning daily."                      -"I am thinking because we don't own the house, that the landlord isn't on top of the repairs like he should be..I will get with maintenance to look at making repairs..."</p>	V 736		