

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL047-164 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED R 08/15/2024 |
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| NAME OF PROVIDER OR SUPPLIER AMAT GROUP HOMES 2 | STREET ADDRESS, CITY, STATE, ZIP CODE 103 CASPIA COURT RAEFORD, NC 28376 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>An annual, follow-up and complaint survey was completed on August 15, 2024. The complaint (intake #NC00219194) was unsubstantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 5600A Supervised Living for Adults with Mental Illness</p> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 current clients.</p> | V 000 | | |
| V 110 | <p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; | V 110 | | |

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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| V 110 | <p>Continued From page 1</p> <p>(6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, one of two audited staff (#1) failed to demonstrate communication skills required for the population served. The findings are:</p> <p>Review on 8/15/24 of Staff #1's personnel files revealed: -Hired date of 8/19/23 as the Paraprofessional.</p> <p>Interview on 8/15/24 with Client #1 revealed: -Staff #1 stayed at the facility. -"It is frustrating talking to her; you have to repeat everything." -"It is hard to understand her but she's nice and she watches everything they do." -"I don't think she understands English; it's very frustrating. Sometimes I don't understand her and I have to repeat myself."</p> <p>Interview on 8/15/24 with Client #2 revealed: -"We have problems communicating with [staff #1]." -Client's always had to repeat and ask the same questions. -She had difficulties understanding staff #1.</p> | V 110 | | |

Division of Health Service Regulation

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| V 110 | <p>Continued From page 2</p> <p>Interview on 8/15/24 with Client #3 revealed: -She lived at the facility for one year. -"I like it here." -She understands staff #1 but when you talk to her you have to repeat yourself several times. -"You have to repeat stuff."</p> <p>Interview on 8/15/24 with Client #4 revealed: -She did not say much to staff #1 or ask her anything. -"You have to repeat everything." -"It is also hard understanding [staff #1]."</p> <p>Interview on 8/15/24 with Client #5 revealed: -She liked it the group home. -She had to always repeat questions to staff #1. -"It is hard to understand her."</p> <p>No interview with client #6 as she was in the hospital.</p> <p>Observation and interview at 9:20 a.m. on 8/15/24 with Staff #1 revealed: -Division of Health Regulation (DHSR) surveyor repeatedly asked for client #2's record and medication. -DHSR surveyor did not get an appropriate response and repeated the request two times. -She would stare at surveyor without providing the requested information. -She was unable to tell the surveyor how many bedrooms were in the house. -Client #2 provided the information requested by surveyor.</p> <p>Interview on 8/15/24 with the House Manager revealed: -She worked various hours 7 days a week. -"I had no issues communicating with staff #1." -"I learned how to communicate with staff #1."</p> | V 110 | | |

Division of Health Service Regulation

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| V 110 | Continued From page 3 -"If staff #1 did not understand she would send her a text and then call her to ask if she understands." Interview on 8/15/24 with the Owner/Qualified Professional revealed: -She would not hire someone who did not speak English. -Clients never complained about problems communicating with staff #1. -She reported it could be the accent based on the country staff #1 was from. -She would schedule staff #1 for training on communication skills. | V 110 | | |
| 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 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. | V 114 | | |

Division of Health Service Regulation

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| V 114 | <p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure fire and disaster drills were completed on each shift at least quarterly. The findings are:</p> <p>Review on 8/15/24 of the facility's fire drills book revealed: -There were no fire and disaster drills conducted on 2nd shift for the 2nd quarter. -There were no fire and disaster drills conducted on 2nd shift since 3/5/24. -There were no fire and disaster drills conducted on 3rd shift for the 2nd and 3rd quarter. -There were no fire and disaster drills conducted on 3rd shift since 1/4/24.</p> <p>Interview on 8/15/24 with the Owner/Qualified Professional revealed: -She was aware the fire and disaster drills were to be conducted at least quarterly on each shift. -She reported staff were supposed to conduct fire and disaster drills monthly. -She would make sure staff conducted fire and disaster drills on each shift at least quarterly.</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> | V 736 | | |

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| V 736 | <p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe, clean, and attractive manner. The findings are:</p> <p>Observation on 8/15/24 at 9:45 a.m. of the facility revealed: -Client #1's and client #3's bedroom door was replaced with a curtain. -The curtain rod was bent and unable to hold the weight of the curtain. -There was a dent in the middle of client #5's mattress.</p> <p>Interview on 8/15/24 with Client #1 revealed: -She shared rooms with client #3. -They had dividers in their room. -The curtain was "okay" but preferred the door.</p> <p>Interview on 8/15/24 with Client #3 revealed: -She lived at the facility for one year. -"I like it here." -She shared her room with client #1. -She lived at the facility when the bedroom door broke. -The owner replaced the door with the curtain. -She felt the curtain did not provide enough privacy since the bedroom was near the kitchen. -"It's been a while since the door was removed."</p> <p>Interview on 8/15/24 with Client #5 revealed: -She needed a dresser or night stand. -There was a dent in the middle of her bed. -"The box spring was collapsing in the middle of the bed." -She did not inform staff about the issues with her bed.</p> <p>Interview on 8/15/24 with the Owner/Qualified Professional revealed:</p> | V 736 | | |

Division of Health Service Regulation

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| V 736 | Continued From page 6 -Client #1's and client #3's bedroom door was removed. -The door was a double door. -The door broke from clients opening and closing it. -She would put the door back up. -She did know there was a problem with client #5's bed. -She reported client #5 had a new mattress. -She would look for a solid mattress. | V 736 | | |
| V 738 | 27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on record review and interviews, the governing body failed to assure the building was kept free from insects. The findings are: Interview on 8/15/24 with Client #2 revealed: -She shared her bedroom with client #4. -She saw a bed bug on her bed about 2 or 3 days ago. -She told staff #1. -Staff #1 sprayed something around the room. -"I think she sprayed bed bug spray." Interview on 8/15/24 with Client #4 revealed: -She shared her bedroom with client #2. -She saw a bed bug on her bed and client #2's bed about 2 or 3 days ago. | V 738 | | |

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| V 738 | <p>Continued From page 7</p> <ul style="list-style-type: none"> -She and client #2 removed the bed bug. -The bed bug was on the end of her bed. -She and client #2 told staff #1. -Staff #1 sprayed around the room. -She had not seen a bed bug since. <p>Interview on 8/15/24 with the House Manager revealed:</p> <ul style="list-style-type: none"> -She did not know there was an issue with bed bugs. -Clients had chores and cleaned daily. -Clients did a deep cleaning every Saturday. -The protocol was to spray bug spray every other day at least 3 times a week and during deep cleaning on Saturday. -She was not aware the owner contacted an exterminator regarding the recent bed bugs sightings. <p>Interview on 8/15/24 with the Owner/Qualified Professional revealed:</p> <ul style="list-style-type: none"> -She heard client #2 and client #4 reported they had bed bugs. -She checked to see if there were bed bugs. -Yesterday she saw traces of bed bugs in client #2 and client #4's room. -She reported contacting an exterminator. -She scheduled an appointment for 8/20/24 between 2 and 4 p.m. -She placed a sticky trap that would let her know if there were any bugs in the rooms. -"If anything stick on it she know they have bugs." | V 738 | | |