

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL064-122	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/22/2024
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NAME OF PROVIDER OR SUPPLIER BROCKINGTON'S HOME HEALTHCARE	STREET ADDRESS, CITY, STATE, ZIP CODE 516 LARK LANE ROCKY MOUNT, NC 27803
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 8/22/24. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for 2 and has a current census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 536	<p>27E .0107 Client Rights - Training on Alt to Rest. Int.</p> <p>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS</p> <p>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.</p> <p>(b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented.</p> <p>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p>	V 536		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 536	<p>Continued From page 1</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p>	V 536		

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V 536	<p>Continued From page 2</p> <p>(B) when and where they attended; and (C) instructor's name; (2) The Division of MH/DD/SAS may review/request this documentation at any time. (i) Instructor Qualifications and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program. (3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule. (5) Acceptable instructor training programs shall include but are not limited to presentation of: (A) understanding the adult learner; (B) methods for teaching content of the course; (C) methods for evaluating trainee performance; and (D) documentation procedures. (6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach. (7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once</p>	V 536		

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V 536	<p>Continued From page 3</p> <p>annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure 1 of 1 paraprofessional staff (Licensee/Alternative Family Living (AFL) Provider) had current alternatives to restrictive intervention training. The findings are:</p> <p> </p> <p>Review on 8/22/24 of the Licensee/AFL Provider's</p>	V 536		

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V 536	<p>Continued From page 4</p> <p>personnel record revealed:</p> <ul style="list-style-type: none"> - Job Title: AFL Provider - Alternatives to restrictive intervention training: You're Safe, I'm Safe - Techniques for Achieving Positive Behavioral Results expired 3/14/24 <p>Interview on 8/22/24 the Human Resources (HR) Assistant for the provider company reported:</p> <ul style="list-style-type: none"> - The Licensee/AFL Provider had not taken You're Safe, I'm Safe refresher training during the past year - The Licensee/AFL Provider was scheduled to attend the next You're Safe, I'm Safe training - The date of the refresher trainer was unknown <p>Interview on 8/22/24 the Licensee/AFL Provider reported:</p> <ul style="list-style-type: none"> - The provider company was responsible for scheduling and ensuring trainings were up to date - "Thought" the last time he took You're Safe, I'm Safe was "this year" - "Talked to her (HR Assistant) about it today" - "Supposed to schedule something and call me back later today" 	V 536		
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 observation and interview, the facility grounds were not maintained in an orderly manner. The findings are:</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>Observation on 8/21/24 at approximately 9:20am revealed:</p> <ul style="list-style-type: none"> - Four 15-Passenger Vans parked on the grass perpendicular to the front of the facility - One 15-Passenger Van parked on the grass parallel to the front of the facility - One 4-Door Pick-up Truck parked on the grass parallel to the front of the facility <p>Interview on 8/21/24 client #2 reported:</p> <ul style="list-style-type: none"> - The Licensee/Alternative Family Living (AFL) Provider "runs a car lot" and rented the vehicles parked in the front yard of the facility "out to people" - "They (customers) come, they give him (Licensee/AFL Provider) a white piece of paper and he gives them a van." <p>Interview on 8/21/24 the Licensee/AFL Provider's wife reported:</p> <ul style="list-style-type: none"> - The Licensee/ AFL Provider had started his own transportation business - The Licensee/AFL Provider's business transported people to and from appointments - The business office was in a separate structure at the back of the facility and he had 3 drivers that worked for him <p>Interview on 8/21/24 the Licensee/AFL Provider reported:</p> <ul style="list-style-type: none"> - He owned a transportation business and had an office for that business in the back of the facility - He owned all the vehicles that were parked in the front yard of the facility - The vehicles had previously been parked at a vacant lot and parts from the vehicles were stolen - Brought the vehicles to the facility "about a week ago" 	V 736		

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V 736	Continued From page 6 - Planned to take them to another lot "in the next few days"	V 736		