

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:

34G224

(X2) MULTIPLE CONSTRUCTION

A. BUILDING \_\_\_\_\_

B. WING \_\_\_\_\_

OMB NO. 0938-0391

(X3) DATE SURVEY COMPLETED

12/19/2023

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

COUNTRY LANE

534 COUNTRY LANE  
HOLLY SPRINGS, NC 27540(X4) ID  
PREFIX  
TAGSUMMARY STATEMENT OF DEFICIENCIES  
(EACH DEFICIENCY MUST BE PRECEDED BY FULL  
REGULATORY OR LSC IDENTIFYING INFORMATION)ID  
PREFIX  
TAGPROVIDER'S PLAN OF CORRECTION  
(EACH CORRECTIVE ACTION SHOULD BE  
CROSS-REFERENCED TO THE APPROPRIATE  
DEFICIENCY)(X5)  
COMPLETION  
DATE

W 125

PROTECTION OF CLIENTS RIGHTS  
CFR(s): 483.420(a)(3)

The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process.

This STANDARD is not met as evidenced by: Based on record review and interview the facility failed to assist 3 of 6 clients (#2, #3 and #5) to exercise their individual rights to locate opportunities for competitive work. The finding is:

During interview on 12/18/23 at 4:15pm in the facility, client #3 told the surveyor he wanted to return to work so that he could earn money. Client #3 explained he had been employed at a local company before the COVID-19 pandemic. Client #3 explained after the pandemic, the company closed in 2021. Client #3 stated he had asked facility management several times when he could return to work. Further interview revealed he wanted to earn money to spend during family visits and to purchase some personal items he wanted. Client #3 stated that he was "tired of being at the facility all day" without community work.

Review on 12/19/23 of client #3's individual program plan (IPP) dated 4/26/23 still listed that he was employed at a local vocational setting completing paid contractual work. Further review of client #3's IPP revealed he is working on formal goals for money management and making purchases.

During interview on 12/18/23 at 4:20pm in the facility, client #2 stated he also was very unhappy

W 125

W125 will be corrected by completing the following tasks:

- Residents will be offered the opportunity to work or attend a day program/job readiness program.
- PM will consult with QIDP re: competitive work options.
- QIDP will gather pertinent paperwork for chosen competitive work options.
- QIDP and/or PM will submit paperwork to chosen day program/job readiness facility.
- QIDP will work with the chosen day program/job readiness facility to set a timeline for Country Lane residents to attend the day program.
- PM and/or QIDP will monitor 2x monthly.
- AS and/or SS will monitor 2x a month.

2/19/2024

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

*Monica Harropson* LCSWA, MSW, MPA - Program Manager

12/30/23

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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NAME OF PROVIDER OR SUPPLIER  <b>COUNTRY LANE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>534 COUNTRY LANE HOLLY SPRINGS, NC 27540</b>
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W 125	<p>Continued From page 1 about not returning to work and that he had told the qualified intellectual disabilities professional (QIDP) several times he wanted to return to working in the community. Client #2 stated, "I would feel better about myself if I was working."</p> <p>Review on 12/18/23 of client #2's IPP dated 6/18/23 also listed he was employed at a local vocational setting completing paid contractual work. Further review of the IPP revealed he is working on formal goals to purchase items during outings in the community and participating in a community outing once weekly.</p> <p>During interview on 12/18/23 at 4:30pm in the facility, client #5 told the surveyor he had written a letter to a local television station asking them to assist him in finding out why he could not return to work. He stated, "I don't like the word retirement, I want to go back to work."</p> <p>Review on 12/18/23 of client #5's IPP dated 3/11/23 revealed he was employed at a local vocational setting completing paid contractual work. Further review of client #5's IPP revealed he has formal goals to purchase items during community outings and participate in a community event at least once weekly.</p> <p>Interview on 12/18/23 with the residential manager (RM) revealed clients #2, #3 and #5 had been very vocal about wanting to return to work. Further interview revealed another company had purchased the vocational setting and that she had been asked to get guardian consents for the clients to attend this vocational setting. The RM stated she had submitted these consents to management at the facility, once they were signed by the legal guardians, however she had</p>	W 125		
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W 125	<p>Continued From page 2 been told this vocational arrangement had "fallen through" and had not heard anything further. The RM stated clients#2, #3 and #5 continued to be very vocal about going back to work and that they approached any visitors in the facility to see if they could assist them.</p> <p>Interview on 12/19/23 with the Program Manager revealed facility management had been approached by a company in October 2021 who had assumed ownership of a local vocational setting that clients #1, #2, #3 and #5 had attended. The PM was asked to meet with the company and after going over several details a preliminary contract was developed in January 2023. The PM explained after reviewing the vocational contract facility management realized the components of the contract were not going to meet the self care needs of their clients.</p> <p>Review on 12/19/23 of the preliminary contract dated January 2023 between the management company for the vocational setting and the facility management company revealed this preliminary contract was signed by the Program Manager and the Executive Director at that time.</p> <p>Further interview on 12/19/23 with the PM revealed facility management was unable to come to an agreement in February 2023 and that this vocational opportunity fell through. The PM also offered client #1's guardian was very unhappy about the lack of vocational options and had reached out to both the potential vocational setting and to facility management. Additional interview revealed there was discussion of the clients attending another vocational setting, however at the present time, there was not a vocational opportunity for the clients at the home.</p>	W 125			

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W 368	<p><b>DRUG ADMINISTRATION</b> CFR(s): 483.460(k)(1)</p> <p>The system for drug administration must assure that all drugs are administered in compliance with the physician's orders. This STANDARD is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to ensure medications were administered in accordance with physician's orders. This affected 2 of 6 audit clients (#1 and #3). The finding is:</p> <p>During observations of medication administration on 12/19/23 at 6:55am, staff D wrote down on a sheet of paper that she was missing medications for clients #1 and #3 on 12/19/23.</p> <p>Review on 12/19/23 of client #1's physician orders revealed he is prescribed Pantoprazole 40 mg. (1) tablet by mouth twice daily which is ordered at 7:00am.</p> <p>Interview on 12/19/23 with staff D revealed client #1 had been on therapeutic leave until the evening of 12/18/23 and she did not realize that client #1's Pantoprazole 40 mg. needed to be refilled until the morning of 12/19/23. Staff D stated she contacted the facility Nurse to start the re-order process.</p> <p>Review on 12/19/23 client #3's physician orders revealed he is prescribed Potassium Chloride 20 meq.; Take (1) tablet once daily ordered at 7:00am.</p> <p>Interview on 12/19/23 with staff D revealed client #3's medication was re-ordered but the pharmacy had not delivered his Potassium Chloride 20 meq. as of 12/19/23 at 7am. Staff D stated she had</p>	W 368	<p>W368 will be corrected by completing the following:</p> <ul style="list-style-type: none"> <li>• RN will ensure that Physician orders are up to date, signed, and in the home. Physician orders will detail current medications to be given to Country Lane residents.</li> <li>• RN, QIDP, AS, and/or SS will ensure all medications are in the home and ready for consumption as prescribed.</li> <li>• RN, QIDP, AS, and/or SS will ensure autofill medications are checked in monthly. Any inaccuracies or missing medications will be corrected upon check-in.</li> <li>• RN, QIDP, AS and/or SS will train staff on medication regimens and the medication check-in process. Staff will also be trained on how to assist in obtaining missing medication.</li> <li>• QIDP will monitor monthly.</li> <li>• RN will monitor 2x a month.</li> <li>• AS and/or SS will monitor 2x monthly.</li> </ul>	02.16.2024

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W 368	Continued From page 4 contacted the facility Nurse to make certain this medication was available later in the day.  Interview on 12/19/23 with the Program Manager (PM) revealed all medications should be given as ordered by the physician.	W 368			