

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>34G154</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/29/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>VOCA-COLLEGE STREET</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>301 COLLEGE STREET WILKESBORO, NC 28697</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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W 436	<p><b>SPACE AND EQUIPMENT</b> CFR(s): 483.470(g)(2)</p> <p>The facility must furnish, maintain in good repair, and teach clients to use and to make informed choices about the use of dentures, eyeglasses, hearing and other communications aids, braces, and other devices identified by the interdisciplinary team as needed by the client. This STANDARD is not met as evidenced by: Based on observations, record review and interview, the facility failed to assure that adaptive equipment was furnished as prescribed for 2 of 6 clients (#2, #5). The findings are:</p> <p>A. The facility failed to ensure that client #2 was provided eyeglasses as prescribed. For example:</p> <p>Observations in the facility during the recertification survey from 11/28/23-11/29/23 revealed client #2 to participate in various activities including to assist with cleaning the kitchen, watch television, medication administration and participate in mealtimes. At no point during the observation period was client #2 prompted to wear his prescribed eyeglasses.</p> <p>Subsequent observation on 11/29/23 from 6:45 AM to 7:45 AM revealed client #2 to participate in various activities without his eyeglasses. Continued observation at 7:45 AM revealed staff to prompt client #2 to his room to assist him with personal care and grooming. Further observation at 7:53 AM revealed client #2 to return to the living room area wearing his coat, prescribed eyeglasses, and hat in preparation for departure to the vocational program.</p> <p>Review of the record for client #2 on 11/30/23 revealed an individual support plan (ISP) dated</p>	W 436	<p>W436</p> <p>All staff will be inserviced on prompting clients to wear adaptive equipment as prescribed. Formal program for wearing glasses will be implemented for client #2. Client #5 has a formal program in place for wearing eyeglasses. Formal program will be revised for Client #5. All staff will be inserviced on the new programs prior to implementation. Qualified Professional (QP) will monitor implementation and completion of formal programs through weekly review of recorded data in TMP for 90 days.</p>	1/28/2024
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DHSR - Mental Health  
DEC 14 2023  
Lic. & Cert. Section

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Upulsa Bentley TITLE: Program Manager (X6) DATE: 11/30/2023

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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W 436	<p>Continued From page 1</p> <p>3/28/23 which indicated the client needs to wear eyeglasses daily to assist with eyesight. Continued review of the record for client #2 revealed a vision consult dated 9/16/22 and an annual health summary dated 3/28/23 which indicated the client has age-related cataracts removed from left eye, nystagmus, regular astigmatism and intraocular lens in right eye.</p> <p>Interview with the home manager (HM) on 11/30/23 revealed that client #2 does not like to wear his eyeglasses in the facility. Interview with the HM also revealed client #2 will take off his eyeglasses when he returns to the facility from the vocational program. Interview with the program manager (PM) on 11/29/23 revealed that all of client #2 program goals were current. Continued interview with the PM revealed that client #2 could benefit from a training objective relative to wearing his eyeglasses as prescribed. Further interview with the HM and program PM revealed staff should have prompted client #2 to wear his eyeglasses as prescribed.</p> <p>B. The facility failed to ensure that client #5 was offered eyeglasses as prescribed. For example:</p> <p>Afternoon observations on 11/28/23 at 5:08 PM revealed client #5 to enter into the facility from a medical appointment without his eyeglasses. Continued observations from 5:15 PM - 6:00 PM revealed client #5 to participate in various activities including standing in front of the television at a close distance to watch music videos, use an electronic device, serve his plate for dinner and participate in the dinner meal and wear a pair of sunglasses. At no point during the observation was staff observed to prompt client #5 to wear his prescribed eyeglasses.</p>	W 436			

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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W 436	<p>Continued From page 2</p> <p>Morning observations on 11/29/23 from 6:45AM-7:57 AM revealed client #5 to participate in various activities without wearing his eyeglasses. Continued observation at 7:30 AM revealed client #5 to stand close to the television and to squint as he watched a television show of his choice. Further observation at 7:57AM revealed client #5 to enter into the medication room and retrieve his eyeglasses. Observations did not reveal staff to prompt client #5 to wear his prescribed eyeglasses during the morning activities.</p> <p>Review of the record for client #5 on 11/29/23 revealed an ISP dated 1/26/23. Continued review of the ISP revealed a program goal indicating staff should provide an initial prompt for the client to wear his eyeglasses for a specified amount of time.</p> <p>Interview with the HM and PM on 11/29/23 revealed staff usually prompt client #5 to wear his eyeglasses and he would later remove them. Continued interview with the PM verified client #5's goals and interventions are current. Further interview with the PM revealed that client #5 should be prompted to wear his eyeglasses as prescribed.</p>	W 436		