

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601078 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 03/19/2018 |
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| NAME OF PROVIDER OR SUPPLIER THE NORLAND HOUSE | STREET ADDRESS, CITY, STATE, ZIP CODE 1019 NORLAND ROAD CHARLOTTE, NC 28212 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 3-19-18. The complaints were substantiated (#NC00136715, #NC00135898, #NC00135829, and #NC00136426). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 1700 Residential Treatment Staff Secure for Children and Adolescents.</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> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(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.</p> | V 112 | | |

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

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| V 112 | <p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews the facility failed to develop and implement goals and strategies designed to reduce behaviors, effecting one of three clients (client #1) and one of one former client (Former client #2). The findings are:</p> <p>Finding 1 Review on 3-7-18 of client #1's record revealed: -Admitted 12-20-17 -15 years old -Diagnoses of Intermittent Explosive Disorder, Attention Deficit/Hyperactivity Disorder, severe.</p> <p>Review on 3-5-18 of person centered treatment plan dated 6-11-17 and last updated 1-29-18 revealed: -"1-29-18 [client #1] entered level III placement with [provider] December 20, 2017 and has adjusted considerably well. Short range goal: will comply with all rules and expectations in the group home setting AEB (as evidenced by) following all directions within two prompts, remaining in assigned areas at all times, completing his chores ...How (support/interventions) Residential Level III: confront/reflect angry behaviors in session, work with [client #1] in sessions using role-playing techniques, to develop non-threatening ways of handling angry feelings, process [client #1]'s angry feelings or angry outburst ...assist [client #1] in identifying the positive consequences of managing anger and misbehavior. Teach [client #1] calming techniques." 1-29-18 Progress</p> | V 112 | | |

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| V 112 | <p>Continued From page 2</p> <p>toward goal or justification for continuation or discontinuation of goal: 1-29-18 [Client #1] went AWOL (absent without leave) for an hour period January 13, 2018."</p> <p>Review on 3-13-18 of CFT (Child and Family treatment) team meeting notes dated 2-6-18 revealed: - "current goals include: "Will comply with all rules and expectations in the group home setting AEB (as evidenced by) following all directions within two prompts, remaining in assigned area at all times and completing his chores ...went AWOL (absent without leave) for an hour period January 13, 2018will act in a responsible manner with peer and staff ...will responsibly and cooperatively participate in all therapy sessions ...will complete hygiene ...Crisis plan includes, behaviors during a crisis may include ...increased impulsivity and engages in elopement behaviors such as walking away from adults" -No goals or strategies to address AWOL behavior.</p> <p>Review on 3-14-18 of email sent out by the residential coordinator 2-23-18 revealed: - "Please be advised [client #1] has been picked up from [Crisis Center]. Please review the attached crisis plan provided by [crisis center] which we will implement as we are closer to securing an Emergency CFT for [client #1] to address triggers for latest increases in behaviors. Staff will be provided a client education forms upon completion of CFT."</p> <p>Review on 3-14-18 of discharge from crisis unit dated 2-23-18 for client #1 revealed: -Presenting Problem: "[Client #1] presented to [behavioral unit] with group home manager from [provider], According to the group home manager</p> | V 112 | | |

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| V 112 | <p>Continued From page 3</p> <p>[client #1] became upset and destroyed property in the group home. Primary presenting problem is impulsive destructive behaviors. [Client #1] reported that he became angry and turned over a table."</p> <p>-"Biosocial status at discharge: [Client #1] is being discharged into a supportive level II [provider] where he has established weekly therapy with [therapist] , bi-weekly family therapy and medication management. Group Home Manager [residential coordinator] reports he plans to schedule 'emergency CFT' meeting within approx. one week to discuss ways to implement enhanced safety measure for [client #1] at Group Home to negate future crisis."</p> <p>-Crisis plan: "[Client #1] stated that putting him in a hold 'if you wrap me up and hold me.' He clarified not a restraining hold; rather 'just hold me' and gestured with arms across his chest. [Client #1] would de-escalate himself by telling himself: '[client #1] don't ruin what you have going. You have something to look forward to ...back up plan; at group home 'I would ask to talk to [residential coordinator] or [house manager], I would ask to talk to my mom. I would ask for time to myself if I can't talk to my mom right now.'"</p> <p>Review on 3-14-18 of email sent out by the residential coordinator on 3-1-18 revealed: -"Please be advised the attached information is notes for CFT for [client #1] and his family. Please review as we are working expeditiously to provide client education updates with updated information as soon as possible."</p> <p>Review on 3-13-18 of notes from CFT meeting on 3-1-18 revealed: -Summary: -"3-1-18 [client #1] has had extreme difficulty in the level III setting over the past 30 days with increasingly gravitating and engaging in</p> | V 112 | | |

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| V 112 | <p>Continued From page 4</p> <p>extreme behaviors to fit into certain peer groups. [Client #1] is often triggered by consistent negativity directed towards him by peers. Staff interventions although proactive have not been successfully able to prevent certain behaviors however staff can deescalate [client #1] after an outburst. [Client #1] has been disruptive and regressing since the team last met February 6, 2018. The clinical team believes [client #1]'s and his mothers confrontation prior to a family session on February 8, 2018 in which mother attempted to process with him about his school behaviors and became upset with [client #1] and verbalized he would not be coming to her home and not wanting him back. [Client #1] responded with disrespect profanity and physical damage to vehicles. Mother refused to speak with [client #1] and [client #1] seemingly could not stabilize himself without talking to mother. The team suggested [client # 1] write and apology letter to assist [client #1] as Mother refused team recommendations to at least allow him to apologize. Mother verbalized knowledge that her refusals of his call would trigger him and still objected to allowing him to apologize. [Client #1] has since left assigned areas 2/8, 2/9, 2/11, 2/24, 2/27, and 2/28 (from school) all for periods between 5 to 30 minutes maximum. All with the exceptions of 2/24 [client#1] admitted that he went to local stores and stole items, as evidenced by the snacks and contraband such as lighters taken from [client #1]. On February 9, 2018 [client #1] and roommate engage in several high risk behaviors during night hours including climbing in and out of windows, knocking on doors, kicking neighbors cars, and participating in fire setting behaviors with housemate. [Local police] responded to the home for assistance [client #1] discussed with his peer his taking the blame for the fire incidents until realizing charges may be</p> | V 112 | | |
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| V 112 | <p>Continued From page 5</p> <p>involved ...In the school setting [client #1]has also struggle and was suspended February 13, 2018 for yelling he was a 'terrorist' and disrupting a school lockdown for the second time in as many weeksFebruary 20, 2018 [Client #1] was taken to [crisis unit] for stabilization following an physically aggressive outburst triggered by phone conversation with mother in which staff acknowledged she did not say anything other than directing him to be truthful in regards to his school behaviors and doing the necessary behaviors to stay on the right path however [client #1] became frustrated and stormed outside and threw a brick through a window. [Client #1] was de-escalated by staff and transported for further evaluation. The team has staff [client #1] and would like to continue level III services with increased family therapy to improve the family's intervention strategies while engaging in treatment."</p> <p>-Current goals: "will comply with all rules and expectations in the group home AEB following all directions within two prompts, remaining in assigned areas at all times [client #1] has since left assigned areas 2/8, 2/9, 2/24, 2/27, and 2/28 (from school) all for periods between 5 to 30 minutes maximum. -All with the exception of 2/24/ [client #1] admitted he went to local stores and stole items, as evidenced by the snacks and contraband such as lighters taken from [client #1]</p> <p>-Crisis triggers: "Behaviors during crisis may include; extreme defiance and disrespect. Deliberately annoys or irritates others. Increase impulsivity and engages in elopement behaviors such as walking away from adults."</p> <p>-Transition plan: The team currently recommends discharge in 45-60 days with improved family interventions while providing services. The team recommends discharge if mother continues to participate regressively against treatment</p> | V 112 | | |

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| V 112 | <p>Continued From page 6</p> <p>process. If consumer continues at current regression with increased behaviors higher level of care is recommended." -Note on page; "Team & [provider] will go to local stores to address stealing with mothers permission." -Crisis plan does not address AWOL/stealing behavior</p> <p>Review on 3-13-17 of treatment plan for client #1 dated 3-1-18 revealed: -"3-1-18 [client #1] has had extreme difficulty in the level III setting over the past 30 days with increasingly gravitating and engaging in extreme behaviors to fit into certain peer groups. [Client #1] is often triggered by consistent negativity directed towards him by peers. Staff interventions although proactive have not been successfully able to prevent certain behaviors however staff can deescalate [client #1] after an outburst. [Client #1] has been disruptive and regressing since the team last met February 6, 2018 [Client #1] has left assigned areas 2/8, 2/9, 2/11, 2/24, 2/27, and 2/28 (from school) all for periods between 5 to 30 minutes maximum. All with the exceptions of 2/24 [client#1] admitted that he went to local stores and stole items, as evidenced by the snacks and contraband such as lighters taken from [client #1]. On February 9, 2018 [client #1] and roommate engage in several high risk behaviors during night hours including climbing in and out of windows, knocking on doors, kicking neighbors cars, and participating in fire setting behaviors with housemate. [Local police] responded to the home for assistance [client #1] discussed with his peer his taking the blame for the fire incidents until realizing charges may be involved ...In the school setting [client #1]has also struggle and was suspended February 13, 2018 for yelling he was a 'terrorist' and disrupting a</p> | V 112 | | |

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| V 112 | <p>Continued From page 7</p> <p>school lockdown for the second time in as many weeksThe team has staff [client #1] and would like to continue level III services with increased family therapy to improve the family's intervention strategies while engaging in treatment."</p> <p>-Goals included: Short range goal: will comply with all rules and expectations in the group home setting AEB (as evidenced by) following all directions within two prompts, remaining in assigned areas at all times, completing his chores ...How (support/interventions) Residential level III: confront/reflect angry behaviors in session, work with [client #1] in sessions using role-playing techniques, to develop non-threatening ways of handling angry feelings, process [client #1]'s angry feelings or angry outburst ...assist [client #1] in identifying the positive consequences of managing anger and misbehavior. Teach [client #1] calming techniques." 1-29-18 Progress toward goal or justification for continuation or discontinuation of goal: 1-29-18 [Client #1] went AWOL (absent without leave) for an hour period January 13, 2018."</p> <p>Review on 2-28-18 of incident reports dated 2-1-2018 through 2-28-2018 revealed: -Incident report dated 2-7-18 revealed: "9:30 pm Staff was in front room when someone knocked on the front door. I opened the door and saw [client #1] walking to the other side of the house. I called out to him and he returned to the door. After entering the residence we questioned him as to why he was outside the home when he should have been in bed. He stated that he had gotten hot in his room and opened the window, stuck his head out to cool off when he fell out the window. He also stated that he tried to climb back in through the window and couldn't. After several follow up questions which did not add any</p> | V 112 | | |

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| V 112 | <p>Continued From page 8</p> <p>additional information, I checked him out for injury. He had a slight mark on his forehead which I prepared a ice bag for and he returned to bed. I advised [facility manager] of the incident." -Incident report dated 2-10-18 revealed; "[client #1] and [Former client #2] were up horse playing. Staff smelled smoke about the same time the smoke alarm went off. Consumer [client #3] yelled there was smoke in his room. Staff went to check and [client #1] and [former client #2] were in their room laughing. Staff opened [client #3]'s closet and there was paper burning. Staff stomped it out. [Client #1] jumped out of the window. Staff called [local police] to report deliberate arson. Upon [local police] arriving, [client #1] turned in three lighters and [former client #2] turned in the house phone he had been hiding. On call manager arrived at approximately 2 am. [Client #1] was outside with 2 bricks banging them against the van attempting to break the windows. On call manager walked towards [client #1] and he yelled stop and turned to throw the bricks towards manager's vehicle. On call manager said, 'No you are not, put them down and get in the car.' [Client #1] complied. On call manager asked him what was wrong. [Client #1] stated he went for a walk and picked up lighters; he returned to the home and gave 2 to [former client #2] and smashed 1. He stated that [former client #2] stole the house phone and hid it until lights out. He reported that [former client #2] lit a piece of paper on fire in the closet and he (client #1) put it out. [Client #1] stated that he lay in bed and listened to [former client #2] and his girlfriend talk on the phone and got bored so he went to the closet and lit a piece of paper but it went out. [Client #1] stated that [former client #2] got up to show him how to do it. [Client #1] stated that [former client #2] lit a piece of paper and held it til the flame got big and then pushed it through the</p> | V 112 | | |
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| V 112 | <p>Continued From page 9</p> <p>hole into [client #3's] closet. Then [client #1] and [former client #2] ran and jumped into bed and pretended they had been in bed the whole time. [Client #1] and [former client #2] were both transported to [behavioral health] by on call manager."</p> <p>-Incident report dated 2-11-18 revealed: "[Client #1] AWOL [client #1] went to the store and stole an 2 liter soda honeybun package and cookies from [local store]. [Client #1] arrive back @ 4:50 pm On call mgr (manager) was notify."</p> <p>-Incident report dated 2-27-18 revealed: "upon doing a routine bedcheck staff ...noticed that consumer was not in compliance with staff request to go to bed. Instead, consumer went out the window. Staff then did a search around the home inside and out. Staff did not see consumer. Staff then notified manager (10:(unreadable)) Approximately 20 minutes later consumer returned (10:36) When interrogated on consumers where abouts consumer stated he was in the woods behind the facility smoking. Staff then notified consumer of danger of being in woods. Consumer was then wand for safety. Staff (instructed to go to bed) crossed out and replaced with; redirected consumer to go to bed."</p> <p>-2-24-18 incident report revealed: "[Client #1] disappeared and reappeared I ask him where he had been and he told me under the house On call had been notified RE: his absence time 8:35a ...8:35 called on call @8:45 Mother notified by [staff #4] 8:50 9:05 [client #1] under porch hiding laughing."</p> <p>Review on 3-13-18 of emails sent to client #1's mother /guardian revealed: -Sent 2-14-18:"as discussed, [client #1] has increased behaviors tremendously since Thursday February 8, 2018 and has shifted from regression to severely high risk and criminal</p> | V 112 | | |

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| V 112 | <p>Continued From page 10</p> <p>behaviors that include stealingalthough the team recently met we need to have an emergency CFT (child, family treatment) to discuss the next step to assist [client #1] with treatment."</p> <p>-Sent 2-23-18: Thursday March 1, 2018 is a date we will secure for our meeting in which the team will discuss discharge information provided by [local crisis center]. Please let me know if that time works for you."</p> <p>-Sent 2-26-18: "confirming CFT for [client #1] will be Thursday March 1, 2018 at 9 am at [provider]. [Client #1] had one incident the weekend involving leaving assigned area. He was discovered under the back porch."</p> <p>Interview on 3-8-18 with client #1 revealed: -He did not go AWOL anymore. -He can't remember how many times he left the facility but thought it was less than 5 times. -He would go to the convenience store down the street but once crossed an eight lane road to go to a large store there. -He and former client #2 went one night and no one knew they were gone. -He would not talk about what he would get from the stores, and would not admit to stealing items.</p> <p>Interview on 3-6-18 with former #2 revealed: -Client #1 had snuck out of the bedroom window and stolen the lighters. -He maintained that client #1 set the fire. -He had been client #1's roommate when he lived at the facility. -He had seen client #1 go out his window before that evening. -he went out the window once with client #1 and they went to the local convenience store. -They had not been caught that evening. -The facility does do bed checks, but nobody</p> | V 112 | | |

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| V 112 | <p>Continued From page 11</p> <p>noticed they were gone.</p> <p>Interview on 3-5-18 with staff #1 revealed: -When someone comes back from being AWOL, they look to see if they have anything in their hands. -They don't look through the client's pockets or back pack. -The police escort them back and he lets the police search them. -He does an incident report when that happens. -They do bed checks every 15-30 minutes</p> <p>Interview on 3-13-18 with staff #3 revealed: -She worked as needed at the facility and she had not worked there in several months -"We did have a meeting and discussed his triggers, to try to redirect him and his going AWOL in the night." -The manager also fills her in on what is going on at the facility and you have to sign off on the updates. - The summary of the March 1 CFT meeting had been sent to her on her phone -They do bed checks every 30 minutes, but when they have someone like client #1 they do them every 15 minutes. -They document that in the share notes. -During January, client #1 went out the window.</p> <p>Interview on 3-5-18 with the group home manager revealed: -He had just started at the facility last month. -Client #1 had pulled a bottle out of his backpack during his CFT meeting and said that he had stolen it. -"I question whether it was from [large retail store] or [small convenience store]."</p> | V 112 | | |

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| V 112 | <p>Continued From page 12</p> <ul style="list-style-type: none"> -He said he had also stolen beer and hard lemonade. -he didn't say what he did with it. - "The other kids encourage him to sneak out." -He knows client #1 walks out sometimes. - "I think he is going to the store." <p>-When asked about the incident on 2-7-18 when client #1 said he fell out of the window: "I think that is highly unlikely, I think he couldn't get back in the window."</p> <ul style="list-style-type: none"> -They try to de-escalate client #1 and then follow. -They do checks every 15 minutes. - "I encourage every 10 minutes." - "My goal is to have meetings for the house." <p>(More)</p> <p>Interview on 3-5-18 with client #1's legal guardian/mother revealed:</p> <ul style="list-style-type: none"> -She had been told about her son going AWOL. - "They said he was going for a therapeutic walk." - "He walked to [large store] and stole liquor and gave them to another boy." - "While in the meeting (CFT), he pulled a bottle out of his bookbag." - "When we were in the meeting, they said he was gone 35 minutes." - "They sound like they let him take walks by himself." <p>Interview on 3-5-18 with the care coordinator for client #1 revealed:</p> <ul style="list-style-type: none"> -At the recent CFT meeting for client #1, client #1 reached into his back pack and pulled out a bottle of what he thought was alcohol and placed it on the table. -It was a large bottle of mixer, "I think he | V 112 | | |

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| V 112 | <p>Continued From page 13</p> <p>thought it was liquor." -"He walked across [nearby 8 lane road], he reported he almost got hit by several cars." -Client #1 stated that he stole beer and hard lemonade and shared it with the other clients. -"This was last Tuesday or Monday (Feb. 26 or 27th) -Client #1 says he goes AWOL often. -He walks around the neighborhood for 30-40 minutes. -"Coming back to the house an hour or more later." -"It was a lot longer than they (the facility) reported." -They did have a CFT on the 1st -They weren't aware of the AWOL on the 27th until the meeting. -He stole the lighters to "smoke a blunt." -"He is a good kid, but very impressionable."</p> <p>Interview on 3-8-18 and 3-13-18 with the Residential Coordinator revealed: -"we know when they have left the facility, you can be sure of that." -Client #1 told him that the other kids sent him to the store. -he couldn't say how often client #1 went AWOL, "I wouldn't say it was that often." -When asked about client #1 knocking on the door, he stated that they knew he was gone and they documented that. -They do bed checks every 15-30 minutes. -"Pop ups are the only way we know they (staff) are doing them." -"We used to do a log, I honestly don't know why we did away with it." -They had addressed the issues of client #1 going AWOL and his stealing with his mother and told her that they needed and emergency CFT meeting. He had sent her an email but got no</p> | V 112 | | |

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| V 112 | <p>Continued From page 14</p> <p>response.</p> <p>-When client #1 went AWOL, they would notify the stores that he liked to go to, and let them know client #1 might be there.</p> <p>-They do monthly updates of the CFT meetings and put them in the kids' books at the facility.</p> <p>-All the staff had gotten the updates electronically and "we are meeting tomorrow to get signatures."</p> <p>-We had a CFT meeting on March 1 and we addressed the issues.</p> <p>-"Every attempt was made" to have a CFT as soon as possible.</p> <p>-"He was stable when we had the meeting in February."</p> <p>-he was not sure client #1 ever went across the eight lane highway to the large store across the street.</p> <p>-"That's what he said." In reference to client #1 and former client #2 saying they had left the facility together</p> <p>-He was not certain that client #1 and former client #2 had ever gone AWOL together.</p> <p>Observation on 3-8-18 at approximately 11:00 am revealed:</p> <p>-Eight lane busy highway approximately 1/2 mile from the facility, with a large store across from the facility side.</p> <p>Finding 2. Review on 3-5-18 of former client #2's record revealed:</p> <p>-Admitted 1-19-18 -Discharged 2-28-18 -12 years old</p> <p>-Diagnoses include: Disruptive Mood Dysregulation Disorder, Conduct disorder, childhood onset, Attention deficit disorder combined type, oppositional Defiant disorder,</p> | V 112 | | |

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| V 112 | <p>Continued From page 15</p> <p>cannabis abuse, uncomplicated</p> <p>-Comprehensive Clinical Assessment dated 3-6-17 revealed: "reports from mother that he was AWOL (absent without leave) for several weeks and displaying aggressive and threatening behaviors when he returned home ...has a criminal history and is currently on probation for charges of larceny, destruction of property and carelessness with fire ...explained he was with friends and they set a mattress on fire in the woodsdeliberately set fired to cause damage ...admitted to frequent AWOL's, aggressive behaviors towards family and peers destruction of property larceny and carelessness with fire."</p> <p>-Psychological assessment dated 8-22-17 revealed: "[former Client #2's] mother fearful of allowing [former client #2] to return home due to [former client #2's] pending charges of larceny, arson and theft of a motor vehicle ...he had a court date on 6-17-17 ...reported two misdemeanor pending charges; larceny and destruction of property. He later called noting that he had received notice of two additional charges, 2 counts of carelessness with fire ...reported that the week prior he attempted to shoot a neighbor from the window of his bedroom ...also reported that [former client #2] would leave the home at 4 pm and not return until 1 am without permission about twice a week ...his mother indicated concerns of running away, arson, property destruction, multiple school suspensions, access to weapons, aggression, threatening behavior, ...she (mother) stated she had not seen [former client #2] in two weeks"</p> <p>-Person centered Plan dated 1-22-18 revealed: Goals include; will decrease incidents of non-compliance as evidenced by not leaving home without permission, follow directions and adhere to limitations and boundaries set by staff, will identify the connection between impulsive and</p> | V 112 | | |

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| V 112 | <p>Continued From page 16</p> <p>compulsive behaviors and work towards developing problem solving and critical thinking skills.</p> <ul style="list-style-type: none"> -No goals or strategies to address arson behaviors. -Crisis plan has no mention of arson behaviors. <p>Review on 2-28-18 of incident report dated 2-10-18 revealed:</p> <p>-"[client #1] and [former client #2] were up horse playing. Staff smelled smoke about the same time the smoke alarm went off. Consumer [client #3] yelled there was smoke in his room. Staff went to check and [client #1] and [former client #2] were in their room laughing. Staff opened [client #3]'s closet and there was paper burning. Staff stomped it out. [Client #1] jumped out of the window. Staff called [local police] to report deliberate arson. Upon [local police] arriving, [client #1] turned in three lighters and [former client #2] turned in the house phone he had been hiding. On call manager arrived at approximately 2 am ...[Client #1] stated he went for a walk and picked up lighters; he returned to the home and gave 2 to [former client #2] and smashed 1. He stated that [former client #2] stole the house phone and hid it until lights out. He reported that [former client #2] lit a piece of paper on fire in the closet and he (client #1) put it out. [Client #1] stated that he lay in bed and listened to [former client #2] and his girlfriend talk on the phone and got bored so he went to the closet and lit a piece of paper but it went out. [Client #1] stated that [former client #2] got up to show him how to do it. [Client #1] stated that [former client #2] lit a piece of paper and held it til the flame got big and then pushed it through the hole into [client #3's] closet. Then [client #1] and [former client #2] ran and jumped into bed and pretended they had been in</p> | V 112 | | |

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| V 112 | <p>Continued From page 17</p> <p>bed the whole time. [Client #1] and [former client #2] were both transported to [behavioral health] by on call manager."</p> <p>Interview on 2-28-18 with client #1 revealed: -Former client #2 got a lighter. -There was a hole in the wall that went into client #3's room. -He thinks client #3 was asleep. -Former client #2 threw the lit paper in the hole. -Staff came right away to put it out. -Client #1 did not want to give any more details about the fire.</p> <p>Interview on 3-6-18 with former client #2 revealed: -Client #1 had snuck out of the window and stole the lighter. -Client #1 had started the fire, and pushed the paper through the hole in the closet. -Client #3 woke up and ran and got staff.</p> <p>Interview on 3-6-18 with former client #2's legal guardian revealed: -Client #2 is denying that he set the fire. -Client #2 is on probation for arson -Client #2 would not reveal to her how they got the lighter. -She had only worked with him since December 2017, but he was not a truthful child. He will leave something out if it will get him in trouble.</p> <p>Interview on 3-5-18 with staff #1 revealed: -He was aware of former client #2's history with fire. -he was aware he had started fires before. -The night of the fire, the clients (client #1 and former client #2) had been "horse playing" in their room and he had been back their several times to</p> | V 112 | | |

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| V 112 | <p>Continued From page 18</p> <p>monitor them.</p> <ul style="list-style-type: none"> -They threw the fire in client #3's room -He stomped the fire out and there was no damage. <p>Interview on 3-5-18 with staff #2 revealed:</p> <ul style="list-style-type: none"> -She was the sleep staff that evening. -The smell of smoke woke her up. -Staff #1 was handling the situation, she believes that the police were called. -She didn't work with former client #2 enough to know very much about him <p>Interview on 3-5-18 with the group home manager revealed:</p> <ul style="list-style-type: none"> -When asked about former client #2; "In the past he had dealings with fire." -He had read about former client #2's issue with fire in his paperwork. <p>Interview on 3-5-18 with client #1's legal guardian/mother revealed:</p> <ul style="list-style-type: none"> -"It was said to me that the other boy had an outing and stole 5 lighters from [store], The group home told me this." -From my understanding, the other boy was trying to set the house on fire, he put it (lit paper) in a crack." -"he (client #1) is a follower, big time." <p>Interview on 3-8-18 with the Residential Coordinator revealed:</p> <ul style="list-style-type: none"> -He knew that former client #2 "had a history with fire, but not in the present." -He was not aware that it was recent. -He did not seem to think that former client #2 needed anything in his treatment plan relating to his history with fire. <p>Plan of protection dated 3-13-18 and signed by</p> | V 112 | | |

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| V 112 | <p>Continued From page 19</p> <p>the Residential Coordinator reviewed on 3-13-18 revealed: What immediate action will the facility take to ensure the safety of the consumers in your care?</p> <p>"-PCS has held trainings and updated information accordingly regarding PCP's (person centered plan) and treatment plans. -Youth PCP in question had CFT Feb 6, 2018 and behaviors increased 2/8-2/12 prompting clinical team to request CFT (emergency) 2/14 received LRP response 2-23-18. -LRP confirmed availability for March 1, 2018 the team accommodated and addressed issues as reflected on pcp and with provided email correspondences."</p> <p>Describe your plans to make sure the above happens. "-PCS will reeducate all staff on updated client information from March CFT's in all staff meeting March 14, 2018 -Residential Coordinator will ensure PCP updates + client progress reports are in charts + facility charts 24 hours after completion of CFT's. -Staff is expected to read + sign off on updated information during weekly supervisions if new information exists."</p> <p>Client #1 had diagnoses of Intermittent Explosive Disorder, Attention Deficit/Hyperactivity Disorder and a documented history of increased impulsivity, elopement and destructive behaviors. During the months of January and February there were 6 documented incidents of AWOL behaviors (5 from the group home and 1 from school). Client #1 stated there was one additional AWOL where he was not caught. He admitted he went to local stores and stole items such as snacks and lighters. Per facility documentation Client #1</p> | V 112 | | |

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| V 112 | <p>Continued From page 20</p> <p>had been disruptive and regressing since a team meeting held on February 6, 2018. He was exhibiting impulsive destructive behaviors when he became angry such as turning over a table, throwing a brick through a window, banging bricks against the facility van and climbing in and out of his bedroom window.</p> <p>Former Client #2 had diagnoses of Disruptive Mood Dysregulation Disorder, Conduct disorder, childhood onset, Attention deficit disorder combined type, oppositional Defiant disorder, cannabis abuse, uncomplicated. He also has a criminal history and is currently on probation for charges of larceny, destruction of property and carelessness with fire. Former client #2 also had a history of AWOLs, such as being gone for weeks based on a Clinical assessment.</p> <p>On February 9, 2018 Client #1 and Former Client #2 engaged in several high risk behaviors during night hours including climbing in and out of windows, knocking on doors, kicking neighbor's cars, and participating in fire setting behaviors. A fire was started by former client #2 and client #1 when a piece of paper was lit and pushed through a hole into client #3's closet. The fire was extinguished by staff after smoke was noticed by client #3. Client #1 continued to exhibit destructive behaviors by vandalizing the facility van with 2 bricks after being confronted about the fire. Despite at least three treatment team meetings being held the facility still did not address the ongoing problems of AWOLs and fire setting behavior for client #1.</p> <p>This constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$1,000 dollars is imposed. If the violation is not corrected within</p> | V 112 | | |

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| NAME OF PROVIDER OR SUPPLIER THE NORLAND HOUSE | STREET ADDRESS, CITY, STATE, ZIP CODE 1019 NORLAND ROAD CHARLOTTE, NC 28212 |
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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) COMPLETE DATE |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------|--------------------|
| V 112 | Continued From page 21 23 days, an additional penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day. | V 112 | | |