

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-287	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/18/2018
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NAME OF PROVIDER OR SUPPLIER MIRACLE HOUSES - TWIN AVENUE	STREET ADDRESS, CITY, STATE, ZIP CODE 2004 TWIN AVENUE GASTONIA, NC 28052
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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 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 4/18/18. The complaint was unsubstantiated (Intake #136488). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Adolescents or Children.</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p>	V 296		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 296	<p>Continued From page 1</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure the required staff/client ratio. The findings are:</p> <p>Observation on 4/16/18 at 11:10am at the facility revealed: -the Associate Professional (AP) was present with client #4; -no other staff were present on site; -per the AP, clients #1, #2 and #3 were in school.</p> <p>Interview on 4/16/18 with client #3 revealed: -in the mornings, one to three staff present; -at night, one to two staff present; -last night, only one staff present; -on third shift, sometimes one staff there, sometimes two staff there.</p>	V 296		

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V 296	Continued From page 2 Interview on 4/18/18 with the licensee revealed: -has repeatedly talked to AP about having two staff on site at all times; -will ensure 2 staff on site at all times.	V 296		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit. This Rule is not met as evidenced by: Based on records review, observations and interviews, the facility failed to ensure in areas of the facility where clients were exposed to hot water, the temperature of the water was maintained between 100-116 degrees Fahrenheit. The findings are: Observation on 4/16/18 at 2:25pm revealed: -hot water in the kitchen sink was 130 degrees Fahrenheit; -hot water in the bathroom sink was 128 degrees Fahrenheit. Review on 4/11/18 of client records revealed: -client #1 had diagnosis of Attention Deficit Hyperactivity Disorder (ADHD), Histrionic Personality Disorder, Post Traumatic Stress Disorder (PTSD), Anxiety Disorder, Disruptive	V 752		

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V 752	<p>Continued From page 3</p> <p>Mood Dysregulation Disorder(DMDD) with no issues regulating water per admission assessment and treatment plan;</p> <p>-client #2 had diagnosis of ADHD and PTSD with no issues regulating water per admission assessment and treatment plan;</p> <p>-client #3 had diagnosis of PTSD, Anxiety Disorder and Depressive Disorder with no issues regulating water per admission assessment and treatment plan.</p> <p>Review on 4/11/18 of facility incident reports from 1/1/18-present revealed no injuries as a result of the hot water temperature.</p> <p>Interviews on 4/16/18 with clients #1, #2 and #3 revealed no injuries as a result of the hot water temperature.</p> <p>Interview on 4/16/18 with the Associate Professional (AP) revealed: -not aware hot water too hot; -maintenance man was just out a few days ago and checked the hot water and adjusted it; -will turn the hot water down immediately.</p> <p>Observation on 4/16/18 at 3:35pm revealed the hot water in kitchen sink was 101 degrees Fahrenheit.</p>	V 752		