

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411083	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/10/2018
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NAME OF PROVIDER OR SUPPLIER BLESSED ALMS II LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 3909 BEARS CREEK ROAD GREENSBORO, NC 27406
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 7/10/18. The complaint was substantiated (intake # NC00140473). Deficiencies were cited.</p> <p>For confidentiality purposes and to provide clients and staff with anonymity, some interview dates and client and staff identifiers have been purposely omitted. All interviews occurred between 6/22/18 and 7/10/18.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(e) Qualified professionals as specified in 10A</p>	V 109		

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

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V 109	<p>Continued From page 1</p> <p>NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 2 of qualified professionals (Qualified Professionals #1 and #2) demonstrated the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 6/28/18 of Qualified Professional #1's (QP #1's) record revealed: - A hire date of 6/1/05 as Director/Owner</p> <p>Review on 6/28/18 of Qualified Professional #2's (QP #2's) record revealed: - A hire date of 7/11/07 as a Qualified Professional</p> <p>Review on 6/28/18 of client #1's record revealed: - An admission date of 6/16/17 - Diagnoses of Bipolar II Disorder (D/O); Mood D/O; Post Traumatic Stress D/O; Oppositional Defiant D/O; Alcohol Use D/O, Moderate; Tobacco Use D/O; Cannabis Use D/O and Cannabis Abuse, Uncomplicated</p>	V 109		

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V 109	<p>Continued From page 2</p> <ul style="list-style-type: none"> - An assessment (no date listed) which documented client #1 had a history of the following behaviors to include but not limited to the following: physical aggression, argumentative and defiance - Client #1 is 16 years old <p>Review on 6/28/18 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 4/17/18 - Diagnoses of Post-Traumatic Stress D/O, Chronic and Bipolar D/O, Unspecified - An assessment (no date listed) which documented client #2 had a history of the following behaviors to include but not limited to the following: fighting and verbal aggression - Client #2 is 17 years old <p>Review on 6/28/18 of client #3's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 4/1/17 to the sister facility - Diagnoses of Attention Deficit Hyperactivity Disorder (D/O), Predominately Inattentive Presentation; Disruptive Mood Dysregulation D/O; Major Depressive D/O, Recurrent, Moderate with Mood Congruent Psychotic Features and Conduct D/O - An assessment dated 4/1/17 which documented client #3 had a history of the following behaviors/diagnoses to include but not limited to the following: physical aggression, impulsiveness, anxiety, depression, lying, and oppositional defiance, etc. - Client #3 is 17 years old <p>Review on 6/28/18 of client #4's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 3/16/17 to the sister facility - Diagnoses of Disruptive Mood Dysregulation D/O; Conduct D/O and Attention Deficit Hyperactivity D/O, Combined Type 	V 109		

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V 109	<p>Continued From page 3</p> <ul style="list-style-type: none"> - An assessment dated 3/6/17 which documented client #4 had a history of the following behaviors/diagnoses to include but not limited to the following: elopement, biting, self-injurious behaviors, stealing, mood swings, angry outbursts, excessive lying and defiance - Client #4 is 16 years old <p>Review on 6/28/18 of client #5's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 6/5/18 to the sister facility - Diagnoses of Major Depressive D/O; Anxiety D/O; and Oppositional Defiant D/O <p>An assessment dated 6/1/18 which documented client #5 had a history of the following behaviors to include but not limited to the following: fighting with family members and children in the community</p> <ul style="list-style-type: none"> - Client #5 is 13 years old <p>Interviews with staff revealed:</p> <ul style="list-style-type: none"> - A young male relative of the QPs (#1 and #2) had been visiting the sister facility since the end of the school year on 6/12/18 - The young man had also visited the sister facility when school was out for the holidays and on teacher workdays - The young man would be at the sister facility when one or both of the QPs were present - Staff had overheard the young man call the client's names and say "inappropriate things to them, not sexual, just inappropriate." - On 6/14/18, clients (#1, #2, #3, #4 and #5) were present at the sister facility as they were all preparing to go on an outing - The young man (approximately 12 -13 years of age) was also present in the sister facility and was sitting in the same area as some of the clients were - When staff observed the young man sitting 	V 109		

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V 109	<p>Continued From page 4</p> <p>next to client #1, she directed him to move away from her</p> <ul style="list-style-type: none"> - The young man agreed to move away from client #1; however, a few minutes later, client #1 reported to staff that the young man had "grabbed her breast and rubbed her leg" prior to his getting up from the couch - Staff did not see what client #1 alleged; however, she had heard client #1 state "Don't do that." - Staff directed client #1 to report what had happened to the QP #2 who was in the kitchen - Staff overheard the QP #2 tell client #1 to "stay away from her [relative], you're not going to ruin his life." - On 6/15/18, when law enforcement came to the facility where client #1 resided, to address the elopement of Former Client #6 (FC #6), client #1 spoke with the law enforcement officers because she was concerned that QP #2 was planning to press charges against her as she had informed the QP #2 earlier that if the young man ever touched her again, she would handle the situation herself <p>"She didn't want to talk to the police, but just wanted them (the QPs #1 and #2) to handle it."</p> <ul style="list-style-type: none"> - Since the events of 6/14/18, she did not believe the young man had returned to the sister facility. <p>Additional interviews with staff revealed:</p> <ul style="list-style-type: none"> - The young man had been to the sister facility at least three or four times since the end of the school year - It was not unusual for him to be at the sister facility as he was there quite often - Client #1 reported to her what the young man had done to her on 6/14/18 - The QPs had told client #1 "not to come around their [relative] or talk about their [relative.]" 	V 109		

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V 109	<p>Continued From page 5</p> <ul style="list-style-type: none"> - When client #1 reported to the QP #2, that if it happened again, she would handle it herself, the QP #2 thought that client #1 was making a threat towards her relative - The QP #2 spoke to law enforcement about what protocol to follow if she wanted to take out a warrant on someone she felt was threatening another individual; even though, QP #1 had informed client #1 earlier that the young man had acknowledged what he had done and that he wanted to apologize to her - Client #1 reported to her that she "felt uncomfortable and frustrated because [the QPs #1 and #2] did not handle the situation." <p>Interview with the clients (#2, #3, #4 and #5) revealed:</p> <ul style="list-style-type: none"> - The young man was a relative of the QPs (#1 and #2) and had been visiting the sister facility daily since the end of the school year on 6/12/18 - Prior to the end of the school year, the young man had also visited the sister facility on the weekends with the either QP #1 or QP #2 present - On 6/14/18, the QPs (#1 and #2) brought the young man to the sister facility and he sat in the living area with the other clients - While sitting with the clients, the young man called the one of the staff, "his wife" and two of the clients, "his sidepiece." - Earlier that same day, the young man had thrown a water bottle at another client - The young man sat on the same couch as client #1 and staff #1 had to direct him to move away from her - It was later learned that client #1 had alleged that the young man had touched client #1's breast, leg and kissed her on the cheek before getting up from sitting next to her - Client #1 informed the QP #2 what the young man had done; however, he denied that he'd 	V 109		

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V 109	<p>Continued From page 6</p> <p>done anything</p> <ul style="list-style-type: none"> - It did not appear that QP #2 believed client #1 and when the QP #1 also learned of client #1's allegation, he stated, "I don't want you looking at him, talking to him, being around him, or playing ball with my [relative]." - Client #1 just wanted the QPs to address the situation with their family member. - The young man was just like a brother, "...they behave bad, play too much sometimes." <p>Interview with client #1 revealed:</p> <ul style="list-style-type: none"> - On 6/14/18, when she was at the sister facility, the QP's young male relative was also present at the facility - While at the facility, the young man sat next to her and "put his arm around my shoulder and laid his head on my right breast." - He also "touched my thigh but didn't go up any further... and kissed her cheek." - She informed staff who directed her to talk with the QP #2 about what the young man had done - She informed the QP #2, who stated that "she'd talked to him, but he said he didn't do it." - When law enforcement came to her facility on 6/15/18 regarding the elopement of another client (FC #6), she spoke to them because she felt the QPs had not addressed the issue and she was also concerned that the QP #2 was planning to press charges against her because the QP #2 believed she had threatened the young man when she had stated to the QP #2 earlier that evening that she would "take care of it" if the young man touched her again - She had had no further encounters with the young man and had not experienced any distress since the incident occurred. - QP #1 told her (no date given) that the young man had acknowledged that he had touched her 	V 109		

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V 109	Continued From page 7 inappropriately and that he wanted to apologize to her; however, he had not done so. Interview with the Licensed Professional revealed: - He had just recently become aware that a relative of the QP's (#1 and #2) had been coming to the facility and spending time with the clients - "I struggle with why you would have a young man there (at the facility) around those girls." - His recommendation going forward would be to meet with the staff and discuss what happened and to develop "a protection plan" to be put into place to ensure it doesn't happen again - "...Sounds like there was some lashing out at [client #1] when the young man shouldn't have been there, I don't know how you get around that..."	V 109		
V 114	27G .0207 Emergency Plans and Supplies 10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES (a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority. (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility. (c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies. (d) Each facility shall have basic first aid supplies accessible for use.	V 114		

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V 114	<p>Continued From page 8</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure fire and disaster drills were held at least quarterly and repeated for each shift. The findings are:</p> <p>Review on 6/28/18 of the facility's fire drill log revealed:</p> <ul style="list-style-type: none"> - No documentation a fire drill was conducted during first shift during the third quarter of 2017 (July- September) - No documentation a fire drill was conducted during the first shift during the fourth quarter of 2017 (October - December) - No documentation a fire drill was conducted on either first or third shift during the first quarter of 2018 (January - March) <p>Review on 6/28/18 of the facility's disaster drill log revealed:</p> <ul style="list-style-type: none"> - No documentation a disaster drill was conducted during first shift during the third quarter of 2017 (July - September) - No documentation a disaster drill was conducted during third shift during the fourth quarter of 2017 (October - December) - No documentation a disaster drill was conducted during first or third shift during the first quarter of 2018 (January - March) <p>Interview with Qualified Professionals #1 and #2 revealed:</p> <ul style="list-style-type: none"> - First shift hours were from 7 am until 3 pm; second shift hours were from 3 pm until 11 pm and third shift hours were from 11 pm until 7 am - Staff had been instructed as to how drills were to be held; yet they still failed to do as directed - They would ensure drills were held as required. 	V 114		

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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> <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</p>	V 296		

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V 296	<p>Continued From page 10</p> <p>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 observation, record review and interview, the facility failed to ensure the 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 affecting 4 of 4 clients (client #2) and clients (#3, #4 and #5) from a sister facility. The findings are:</p> <p>Observation on 6/26/18 at approximately 12:20 pm revealed:</p> <ul style="list-style-type: none"> - Clients (#2, #3, #4 and #5) volunteering at a local nursing facility - One staff (#1) was observed to be sitting in the waiting area/lobby of the nursing facility - No other staff from the facility or the sister facility were present at the nursing facility <p>Review on 6/28/18 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 4/17/18 - Diagnoses of Post Traumatic Stress D/O, Chronic and Bipolar D/O, Unspecified - An assessment (no date listed) which documented client #2 had a history of the following behaviors to include but not limited to the following: fighting and verbal aggression - Client #2 is 17 years old 	V 296		

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V 296	<p>Continued From page 11</p> <p>Review on 6/28/18 of client #3's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 4/1/17 to a sister facility - Diagnoses of Attention Deficit Hyperactivity Disorder (D/O), Predominately Inattentive Presentation; Disruptive Mood Dysregulation D/O; Major Depressive D/O, Recurrent, Moderate with Mood Congruent Psychotic Features and Conduct D/O - An assessment dated 4/1/17 which documented client #3 had a history of the following behaviors/diagnoses to include but not limited to the following: physical aggression, impulsiveness, anxiety, depression, lying, and oppositional defiance, etc. - Client #3 is 17 years old <p>Review on 6/28/18 of client #4's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 3/16/17 to a sister facility - Diagnoses of Disruptive Mood Dysregulation D/O; Conduct D/O and Attention Deficit Hyperactivity D/O, Combined Type - An assessment dated 3/6/17 which documented client #4 had a history of the following behaviors/diagnoses to include but not limited to the following: elopement, biting, self-injurious behaviors, stealing, mood swings, angry outbursts, excessive lying and defiance - Client #4 is 16 years old <p>Review on 6/28/18 of client #5's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 6/5/18 to a sister facility - Diagnoses of Major Depressive D/O; Anxiety D/O; and Oppositional Defiant D/O - An assessment dated 6/1/18 which documented client #5 had a history of the following behaviors to include but not limited to the following: fighting with family members and children in the community - Client #5 is 13 years old 	V 296		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411083	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/10/2018
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NAME OF PROVIDER OR SUPPLIER BLESSED ALMS II LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 3909 BEARS CREEK ROAD GREENSBORO, NC 27406
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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 296	<p>Continued From page 12</p> <p>Interviews with clients (#2, #3, #4 and #5) revealed:</p> <ul style="list-style-type: none"> - Staff #1 was the only staff present with them at the nursing facility <p>Interview on 6/26/18 with staff #1 revealed:</p> <ul style="list-style-type: none"> - Client (#2) and clients (#3, #4 and #5) from the sister facility had begun volunteering at the nursing facility on 6/25/18 - She was sitting in the waiting area/lobby of the nursing facility as the nursing facility management would not allow her to accompany and/or monitor the clients while they were volunteering because she had not yet had a skin test for tuberculosis - The clients were being supervised by the nursing facility's social worker - She understood that in order to meet minimum staffing requirements, there should be at least three additional staff at the nursing facility to monitor the clients as there was one client from one facility and three clients from a sister facility present at the nursing facility; however, she was the only staff present <p>Interview on 6/28/18 with the QPs (#1 and #2) revealed:</p> <ul style="list-style-type: none"> - They would have the clients from each facility visit the nursing facility on a separate day and have two staff present while they were volunteering at the nursing facility. 	V 296		
V 298	<p>27G .1706 Residential Tx. Child/Adol - Operations</p> <p>10A NCAC 27G .1706 OPERATIONS</p> <p>(a) Each facility shall serve no more than a total of 12 children and adolescents.</p>	V 298		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411083	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/10/2018
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V 298	<p>Continued From page 13</p> <p>(b) Family members or other legally responsible persons shall be involved in development of plans in order to assure a smooth transition to a less restrictive setting.</p> <p>(c) The residential treatment staff secure facility shall coordinate with the local education agency to ensure that the child's educational needs are met as identified in the child's education plan and the treatment plan. Most of the children will be able to attend school; for others, the facility will coordinate services across settings such as alternative learning programs, day treatment, or a job placement.</p> <p>(d) Psychiatric consultation shall be available as needed for each child or adolescent.</p> <p>(e) If an adolescent has his 18th birthday while receiving treatment in the facility, he may remain for six months or until the end of the state fiscal year, whichever is longer.</p> <p>(f) Each child or adolescent shall be entitled to age-appropriate personal belongings unless such entitlement is counter-indicated in the treatment plan.</p> <p>(g) Each facility shall operate 24 hours per day, seven days per week, and each day of the year.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to operate 24 hours per day, seven days per week, and each day of the year. The findings are:</p> <p>Observation on 6/22/18 at approximately 11 am revealed: - Client #2 at a sister facility with the three</p>	V 298		

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V 298	<p>Continued From page 14</p> <p>clients who resided at the sister facility (#3, #4 and #5)</p> <p>Review on 6/28/18 of client #1's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 6/16/17 - Diagnoses of Bipolar II D/O; Mood D/O; Post Traumatic Stress D/O; Oppositional Defiant D/O; Alcohol Use D/O, Moderate; Tobacco Use D/O; Cannabis Use D/O and Cannabis Abuse, Uncomplicated <p>Review on 6/28/18 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 4/17/18 - Diagnoses of Post Traumatic Stress D/O, Chronic and Bipolar D/O, Unspecified <p>Review on 6/28/18 of client #3's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 4/1/17 to the sister facility - Diagnoses of Attention Deficit Hyperactivity Disorder (D/O), Predominately Inattentive Presentation; Disruptive Mood Dysregulation D/O; Major Depressive D/O, Recurrent, Moderate with Mood Congruent Psychotic Features and Conduct D/O <p>Review on 6/28/18 of client #4's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 3/16/17 to the sister facility - Diagnoses of Disruptive Mood Dysregulation D/O; Conduct D/O and Attention Deficit Hyperactivity D/O, Combined Type <p>Review on 6/28/18 of client #5's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 6/5/18 to the sister facility - Diagnoses of Major Depressive D/O; Anxiety D/O; and Oppositional Defiant D/O <p>Interview on 6/26/18 with client #1 revealed:</p>	V 298		

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V 298	<p>Continued From page 15</p> <ul style="list-style-type: none"> - There have been numerous times when the clients at her facility went to the sister facility for the day and/or overnight. - "Sometimes between six to eight clients" were at the sister facility - On one occasion, it was because it had snowed and school was out and the clients at her facility spent the night at the sister facility; however, there were other times, they were just there - The clients from the sister facility did not come to her facility to spend the day or overnight - She believed the clients went to the other facility due to limited availability of staffing <p>Interview on 6/22/18 with client #2 revealed:</p> <ul style="list-style-type: none"> - There were times when clients went to the sister facility to go on an outing; however, there were times when they either spent the entire day or stayed there overnight instead of returning to their facility - The plans were for her to remain at the sister facility throughout the day and to remain there throughout the weekend - She assumed the clients spent time at the sister facility because there was limited staff available to cover both facilities - She liked being at her own facility because there was " a bunch of lies, drama and he say, she say" when all of the clients were together. <p>Interviews on 6/26/18 with clients (#3, #4 and #5) revealed:</p> <ul style="list-style-type: none"> - Clients from their sister facility stayed at their facility on occasion, including overnights. <p>Interview on 6/28/18 with the QPs (#1 and #2) revealed:</p> <ul style="list-style-type: none"> - There had been occasions when the clients from this facility had spent the night at the sister 	V 298		

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V 298	Continued From page 16 facility; however, it had been due to the loss of electricity at this facility.	V 298		