

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041658</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/26/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WYNMERE PLACE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>203 HAMMOND DRIVE GREENSBORO, NC 27406</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) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on July 26, 2018. The complaint (Intake #NC0000141101) was unsubstantiated. A deficiency was cited.</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 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</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>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, record reviews and interviews, the facility failed to ensure two direct care staff were present affecting 2 of 3 clients (#2 and #3). The findings are:</p> <p>Observations from 8:04am to 8:47am on 7/26/18 revealed: -One staff was present with two clients (#2 and #3) -At 8:48am, the Qualified Professional/Director returned to the facility with client #1</p> <p>Review on 7/26/18 of client #2's record revealed: -An admission date of 1/10/18 -Diagnoses of Autism and Intermittent Explosive Disorder -Age 16 -An assessment dated 1/10/18 noting "defies</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>authority, runs away, physical self-harm, steals, needs to work on hygiene, needs to decrease aggressive and explosive behaviors, needs to respect adult authority, follow directives and talk out his feelings before acting out." -A treatment plan dated 1/10/18 noting "will interact and respond to staff in a respectful manner thus eliminating responses with directives, will improve his ability to manage symptoms of aggressive, explosive, manipulative and impulsivity, take medications as prescribed, no verbal or physical outbursts, interact with peers and staff appropriately, improve his ability to manage his symptoms of hyperactivity, eliminating threats, no actions of self-harm, increase awareness of his behaviors, adhere to stated rules and regulations, remain in sleep area, not taking thing that don't belong to him, have appropriate boundaries, no leaving the facility without permission, no inappropriate sexualized behaviors, will practice regular appropriate pro-social assertiveness to express feelings, make use of feedback and self-expression, will demonstrate improved anger management skills, acquire the necessary daily living skills, have positive therapeutic leave, will have his own room, monitors on doors and will be monitored throughout the night."</p> <p>Review on 7/26/18 of client #3's record revealed: -An admission date of 5/1/18 -Diagnoses of Adjustment Disorder and Autism Spectrum Disorder -Age 14 -An assessment dated 5/1/18 noting "defies authority, assaultive, sexualized behaviors, likes, steals, has temper tantrums, oppositional, impulsive, needs to work on hygiene, needs to decrease aggressive behaviors, respect adult authority and take responsibility for his actions.</p>	V 296		

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V 296	<p>Continued From page 3</p> <p>-A treatment plan dated 1/10/18 noting "will interact and respond to staff in a respectful manner thus eliminating responses with directives, will improve his ability to manage symptoms of aggressive, explosive, manipulative and impulsivity, participate in counseling/therapy, no verbal or physical outbursts, interact with peers and staff appropriately, improve his ability to manage his symptoms of hyperactivity, eliminating threats, no actions of self-harm, decrease the frequency and intensity of angry and verbal outbursts, adhere to stated rules and regulations, remain in sleep area, not taking thing that don't belong to him, have appropriate boundaries, no leaving the facility without permission, no inappropriate sexualized behaviors, will practice regular appropriate pro-social assertiveness to express feelings, make use of feedback and self-expression, will demonstrate improved anger management skills, acquire the necessary daily living skills, have positive therapeutic leave, will have his own room, monitors on doors and will be monitored throughout the night."</p> <p>Interview on 7/26/18 with client #1 revealed: -Always two staff present -Left with the QP/D this morning to go to camp</p> <p>Interview on 7/26/18 with client #2 revealed: -Two staff were present this morning, but the Qualified Professional/Director (QP/D) left to transport client #1 to camp -"That is done only Monday through Friday"</p> <p>Interview on 7/26/18 with client #3 revealed: -Usually 2 staff on every shift -"[The QP/D] just left to take [client #1] to his camp. He leaves us here with [staff #1] so we can sleep in ..."</p>	V 296		

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V 296	<p>Continued From page 4</p> <p>Interview on 7/26/18 with staff #1 revealed: -Was currently alone at the facility with two clients (#2 and #3) -The QP/D left with client #1 -"He is transporting him to camp. We usually have two staff present on each shift."</p> <p>Interview on 7/26/18 with the Associate Professional revealed: -The client and staff ratio when there are 1 to 4 clients at the facility was 2 staff for every 4 clients -Was not sure why only one staff member was present with two clients.</p> <p>Interview on 7/26/18 with the Licensed Professional revealed: -Was aware 2 staff were to be present on every shift -Was not sure why there was only one staff present with two clients -"Every time I have been at the facility, there have always been at least two staff present with the clients."</p> <p>Interview on 7/26/18 with the Qualified Professional/Director revealed: -Left early today to take client #1 to his camp at a local school -Left staff #1 alone with the two other clients -Was only gone approximately 45 minutes or so -Was aware of the client/staff ratio -"I guess I was trying to do too much at one time. I will ensure there are two staff from now on. I will just have to take the other clients and staff member with me."</p>	V 296		