

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-219</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>08/28/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>INSPIRATIONZ</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>607 HILLHAVEN DRIVE WINSTON-SALEM, NC 27107</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 8/28/2018. One of the complaints was substantiated (intake # NC139944) and two of the complaints were unsubstantiated (intake #: NC141376 &amp; NC141954). 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 and Adolescents.</p> <p>A sister facility is identified in this report. The sister facility will be identified as sister facility A. Staff and/or clients will be identified using the letter of the facility and a numerical identifier.</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p><b>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</b></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>	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>(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 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 record reviews and interviews, the facility failed to ensure the minimum number of direct care staff were present when clients were present. The findings are:</p> <p>Review on 8/21/2018 of client #1's record revealed: - Admission date: 4/11/2018 - Diagnoses: Post Traumatic Stress Disorder (PTSD); Unspecified Bipolar Disorder; Oppositional Defiant Disorder (ODD); Unspecified</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>Mood Disorder; Adjustment Disorder with mixed Disturbance of Emotions &amp; Conduct; and History of Psychological Trauma; - Age: 13</p> <p>Review on 8/21/2018 of client #2's record revealed: - Admission date: 2/19/2018 - Discharge date: 8/19/2018 (which occurred during the course of the survey) - Diagnoses: Major Depressive Disorder; PTSD; an Unspecified Trauma and Stressor-Related Disorder; - Age: 14</p> <p>Review on 8/21/2018 of client #3's record revealed: - Admission date: 9/8/2017 - Discharge date: 8/6/2018 (which occurred during the course of the survey) - Diagnoses: Other Specified Problems Related to Upbringing; Bipolar Disorder, ADHD; Minor Depressive Disorder; PTSD; and Unspecified Trauma and Stressor-Related Disorder, Other Emotional Disorder, and Parent-Child Relational Problem; - Age: 15</p> <p>Observation from approximately 7:20 AM to 8:25 AM on 7/27/2018 revealed: - Staff #1 opened the door at 7:20 AM, but did not allow the Surveyor entry; - At 7:30 AM, staff #1 closed the front door, leaving the Surveyor on the front porch; - At 8:00 AM, the Surveyor was allowed entry after again knocking on the door and speaking to staff #1; - At 8:02 AM, staff #1 instructed client A5 to leave a bedroom and put on her shoes; - Client A5 then walked out the front door and got</p>	V 296		

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V 296	<p>Continued From page 3</p> <p>into a vehicle that had just pulled into the driveway, then left the premises in the vehicle;</p> <ul style="list-style-type: none"> <li>- Client A6 walked out of a different bedroom and exited the facility to get into a different vehicle that had also just pulled up immediately after client A5;</li> <li>- Clients #1, #2 and #3 remained in their bedrooms;</li> <li>- At 8:12 AM, the QP/D arrived at the facility;</li> <li>- At 8:25 AM, clients #1, #2 and #3 walked out of their bedrooms, walked out the front door, and got into two separate vehicles;</li> <li>- Staff #1 drove one of the vehicles, and AP #2 drove the other.</li> </ul> <p>Interview with staff #1 on 7/27/2018 revealed:</p> <ul style="list-style-type: none"> <li>- At 7:20 AM, staff #1 answered the door and made a phone call as she stood in the partially open doorway with the Surveyor remaining on the front porch;</li> <li>- Staff #1 stated that the Qualified Professional/Director (QP/D) and Associate Professional (AP) #1 had just left the facility 10 minutes earlier to deal with a tire problem on the facility vehicle;</li> <li>- Staff #1 was the only staff present in the facility at that time with clients;</li> <li>- Staff #1 requested that Surveyor meet the QP/D at the Licensee office instead of entering the facility;</li> <li>- At 7:30 AM, staff #1 again opened the door, remained on the telephone, and stated that she needed "a minute" before the Surveyor could enter the facility;</li> <li>- There were 5 clients in the facility at that time, 3 who were clients at the facility (#1, #2 &amp; #3), and two (A5 &amp; A6) who were clients at a lower level of care sister facility;</li> <li>- Clients A5 and A6 had been brought to the facility an hour earlier due to a "situation" with the</li> </ul>	V 296		

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V 296	<p>Continued From page 4</p> <p>facility van at the sister facility;</p> <ul style="list-style-type: none"> <li>- AP #1 and the QP/D had to leave staff #1 alone at the facility in order to get the van tire fixed;</li> <li>- Clients A5 and A6 had not spent the previous night at the facility.</li> </ul> <p>Interview on 8/21/2018 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- There was "never" only one staff at the facility with clients;</li> <li>- There were always at least two staff present with clients in the facility and while they were out in the community.</li> </ul> <p>Interview on 8/24/2018 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>- There were always at least two staff working on each shift.</li> </ul> <p>Interview on 8/23/2018 with client #2's Guardian revealed:</p> <ul style="list-style-type: none"> <li>- When asked if the Guardian had ever arrived at the facility to find only one staff present, she replied: "There was only one time I can recall. It may be that the other staff had stepped out... I had shown up to drop her (client #2) off ..."</li> <li>- No other clients had been present;</li> <li>- "Every other time there were two staff there."</li> </ul> <p>Interview on 8/21/2018 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>- Client #3's Guardian remained on speaker phone during the telephone interview, and occasional interjected prompts and questions directed to client #3;</li> <li>- She had been present at the facility on the morning of 7/27/2018 when the surveyor arrived;</li> <li>- Staff #1 was the only staff present that morning;</li> <li>- Only one staff was ever present on 3rd shift.</li> </ul> <p>Interview on 8/8/2018 with AP#1 revealed:</p> <ul style="list-style-type: none"> <li>- On 7/27/18, "we were getting ready to leave out like we normally do ... I was having some issues</li> </ul>	V 296		

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V 296	<p>Continued From page 5</p> <p>with my tire ... My tire ended up busting anyway ..."</p> <ul style="list-style-type: none"> <li>- She and the QP/D had left the facility together to try to get the tire fixed;</li> <li>- There had not been any other times that the facility was below the required number of staff when clients were present, or any other times that clients from sister facilities were left at the facility with only one staff person to supervise all of the clients.</li> </ul> <p>Interviews on 8/6/2018 with the Licensed Professional (LP) revealed:</p> <ul style="list-style-type: none"> <li>- Other than the morning of 7/27/2018, there had not been any times that there was only one staff with clients or that clients from a sister facility had been left at the facility with only one staff to supervise both groups of clients;</li> <li>- 7/27/2018 had been a "fluke" due to AP #1 having a problem with the facility's van and the QP/D having to help deal with the van;</li> <li>- The LP was not concerned that clients had not been appropriately supervising clients.</li> </ul> <p>Interview on 7/27/2018 with the QP/D revealed:</p> <ul style="list-style-type: none"> <li>- She had taken clients A5 and A6 from sister facility A to the facility on the morning of 7/27/2018 at approximately 6:30 AM or 6:40 AM;</li> <li>- AP #2 was at the facility with staff #1 already;</li> <li>- At approximately 7:00 AM, the QP/D followed AP #1 to a local service station to put air in the van tire;</li> <li>- The tire ended up coming completely off the rim, so the QP/D had to stay with AP #1 in order to get the van towed to a repair shop;</li> <li>- The QP/D had thought that it would have been a very quick errand, but it had taken longer than she expected;</li> <li>- Another staff had been in route to the facility during the time the QP/D and AP #1 were dealing</li> </ul>	V 296		

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V 296	Continued From page 6  with the tire; - There had not been any other times that there was only one staff with clients, or that clients from different facilities were being supervised by only one staff.	V 296		