

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-739</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/10/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COMMUNITY TREATMENT ALTERNATIVES II</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4901 ROSENA DRIVE CHARLOTTE, NC 28227</b>
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 9/10/18. 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 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</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>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 review, observation and interview the facility failed to ensure the required staff to client ratio affecting 3 of 3 audited clients (#1, #2 and #3). The findings are:</p> <p>Review on 8/24/18 of clients #1, #2 and #3's record revealed:</p> <ul style="list-style-type: none"> <li>- no documentation of approved one to one staff/client ratio in the community in the treatment plan dated 7/13/18 for client #1;</li> <li>-no documentation of approved one to one staff/client ratio in the community in the treatment plan dated 6/1/18 for client #2;</li> <li>-no documentation of approved one to one staff/client ratio in the community in the treatment plan dated 7/5/18 for client #3.</li> </ul> <p>Observation on 8/24/18 at approximately 8:25am revealed the Home Manager (HM) arriving at the</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>facility with clients #2, #3, and #4.</p> <p>Observation on 8/24/18 at approximately 9:35am revealed the Qualified Professional (QP) arrived to the facility however left to go to the store at approximately 9:50am and returned at approximately 10:15am.</p> <p>Interview on 8/24/18 with the HM revealed: -she was aware of staff/ratio requirements; -treatment plans did not document clients being transported with one staff while away from the facility; -she had to drop client #1 off to day treatment; -Associate Professional (AP) worked 3rd shift and got off at 8:00am and she (HM) then relieved the AP, who would return on shift this afternoon. -there was another staff on shift however that staff was out running errands.</p> <p>Interviews on 8/24/18 with client #2 and #3 revealed: -the HM dropped client #1 off to day treatment and they returned to the facility; -the HM had been the only staff present upon their return from dropping client #1 off to day treatment.</p> <p>Interview on 9/10/18 with the Licensee revealed: -she was not aware treatment plans needed to include documentation that clients were allowed to be transported away from the facility with one staff; -she was aware of the staff/client ratio requirements however had been challenged with hiring qualified staff.</p>	V 296		
V 297	27G .1705 Residential Tx. Child/Adol - Req. for L P	V 297		

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V 297	<p>Continued From page 3</p> <p>10A NCAC 27G .1705 REQUIREMENTS OF LICENSED PROFESSIONALS</p> <p>(a) Face to face clinical consultation shall be provided in each facility at least four hours a week by a licensed professional. For purposes of this Rule, licensed professional means an individual who holds a license or provisional license issued by the governing board regulating a human service profession in the State of North Carolina. For substance-related disorders this shall include a licensed Clinical Addiction Specialist or a certified Clinical Supervisor.</p> <p>(b) The consultation specified in Paragraph (a) of this Rule shall include:</p> <p>(1) clinical supervision of the qualified professional specified in Rule .1702 of this Section;</p> <p>(2) individual, group or family therapy services; or</p> <p>(3) involvement in child or adolescent specific treatment plans or overall program issues.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to provide four hours of clinical consultation in the facility every week that included clinical supervision of the qualified professional or involvement in child or adolescent specific treatment plans. The findings are:</p> <p>Review on 8/24/18 of the personnel record for the Qualified Professional (QP) revealed: -Hired on 8/12/15 as QP.</p> <p>Interview on 8/24/18 and 9/7/18 with the QP</p>	V 297		

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V 297	<p>Continued From page 4</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>-The Licensed Professional (LP) provided therapy to all the clients weekly;</li> <li>-She was not aware she needed to receive clinical supervision from the LP, therefore had never received LP supervision.</li> </ul> <p>Interview on 9/7/18 with the LP revealed:</p> <ul style="list-style-type: none"> <li>-She was well aware of the LP responsibilities however the Licensee only contracted with her to provide therapy to the clients residing in the facility, in which she provided on a weekly basis with documentation as verification;</li> <li>-She had provided some specific population training to staff such as sex offender and developmental disability;</li> <li>-She had never provided clinical oversight to the QP nor participated in treatment team meetings plans or overall program issues, as evident by her name and credentials not being documented in the client treatment plans.</li> </ul> <p>Interview on 9/10/18 with the Licensee revealed:</p> <ul style="list-style-type: none"> <li>-The LP had always provided therapy to the clients however after a conversation with the LP, she now understood all the duties an LP was responsible for and assured these duties would now be provided.</li> </ul>	V 297		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility was not maintained in a clean, attractive and orderly manner. The findings are:</p> <p>Observation on 8/24/18 at approximately 12noon revealed: -Master bathroom shower wood area peeling, shower tiles molded and mildewed; -Master bathroom evidence of a live bug near the shower; -Broken blinds in the kitchen and master bedroom; -Patchwork from holes not painted on the walls in bedrooms; -Hole behind the door from the door knob in master bedroom; -Spider/cob webs on the outside near siding/porch area; -Backyard debris and broken basketball goal, unsafe for client activity.</p> <p>Interview on 9/10/18 with the Licensee revealed: -She would have all the repairs made to the facility.</p> <p>[This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.]</p>	V 736		