

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601227</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/27/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MERANCAS COTTAGE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6750 SAINT PETERS LANE, SUITE 300 MATTHEWS, NC 28105</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
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 8/27/18. The complaint was substantiated (Intake #NC 141423). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment Facility</p>	V 000	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>RECEIVED</b></p> <p><small>By DHSR - Mental Health Lic. &amp; Cert. Section at 1:08 pm, Sep 18, 2018</small></p> </div>	
V 314	<p>27G .1901 Psych Res. Tx. Facility - Scope</p> <p>10A NCAC 27G .1901 SCOPE</p> <p>(a) The rules in this Section apply to psychiatric residential treatment facilities (PRTF)s.</p> <p>(b) A PRTF is one that provides care for children or adolescents who have mental illness or substance abuse/dependency in a non-acute inpatient setting.</p> <p>(c) The PRTF shall provide a structured living environment for children or adolescents who do not meet criteria for acute inpatient care, but do require supervision and specialized interventions on a 24-hour basis.</p> <p>(d) Therapeutic interventions shall address functional deficits associated with the child or adolescent's diagnosis and include psychiatric treatment and specialized substance abuse and mental health therapeutic care. These therapeutic interventions and services shall be designed to address the treatment needs necessary to facilitate a move to a less intensive community setting.</p> <p>(e) The PRTF shall serve children or adolescents for whom removal from home or a community-based residential setting is essential to facilitate treatment.</p> <p>(f) The PRTF shall coordinate with other individuals and agencies within the child or adolescent's catchment area.</p> <p>(g) The PRTF shall be accredited through one of</p>	V 314	<p>CORRECTED:</p> <ol style="list-style-type: none"> <li>Client #1 was discharged 8/27/2018.</li> <li>Effective 8/24/2018, Client #1 was assigned a staff 1:1 until discharge on Monday 8/27/2018. Three staff were on 1<sup>st</sup> and 2<sup>nd</sup> shift until 8/27/2018.</li> </ol> <p>PREVENT:</p> <ol style="list-style-type: none"> <li>Based on the needs of the cottage, Thompson will increase staffing ratios to ensure safety of all clients. Assessment of the needs of the cottage will be done through weekly incident reviews and weekly climate surveys of the clients in the cottage done by PRTF leadership staff.</li> <li>Effective 8/24/2018, 3<sup>rd</sup> shift staff will contact the nurse on duty to provide relief when staff need to exit the cottage to use the restroom. This will ensure 2 staff are in the cottage at all times during 3<sup>rd</sup> shift.</li> <li>PRTF Supervisors re-trained of Residential Care Specialists (RCS)</li> </ol>	<p>8/27/2018</p> <p>8/27/2018</p> <p>Ongoing weekly</p> <p>Ongoing as needed</p>

Nannah Dunham, VP of PQI

9/18/2018

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to document all Level 1 incidents to include fighting and to notify the nurse to check for injuries. RCS will notify the supervisor of fighting/Level 1 incidents as well. Communication of this expectation occurred on 8/24/2018 to all PRTF staff by the VP of Residential Services and PRTF Supervisors.

Ongoing/as needed  
Training completed by 9/12/2018

4. PRTF Supervisors re-trained RCS's on when and how to intervene during crisis episodes including fighting. To prevent crisis, Re-training on engaging with clients in the milieu and during activities. Training was provided to all staff by 9/12/2018.

9/12/2018  
Ongoing during quarterly TCI refreshers

5. During bedtime, staff will position themselves in front of the bedroom door of clients who have been identified as having a difficult day and needing close supervision. During shift briefings, staff will share issues or struggles that occurred during 2<sup>nd</sup> shift to identify clients that need extra support. 3<sup>rd</sup> shift staff will also review communication logs to identify any issues that may have occurred that day with clients in the cottage.

Ongoing as needed

MONITOR, BY WHOM, & HOW OFTEN:

1. VP of Residential and Performance & Quality Improvement (PQI) team reviewed training documentation of the crisis intervention training provided to all staff by 9/12/2018.
2. PRTF Supervisors will review of documentation of incidents weekly and updated crisis plans as needed.
3. PRTF Supervisors will review shifts and logs weekly.
4. Individual supervision meetings with RCS staff that occur at least monthly.

*Hannah Dunham, VP of PQI*

*9/18/2018*

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5. PQI conducts quarterly internal reviews.

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S

TITLE

(X6) DATE

SIGNATURE

*Hannah Dunham, VP of Performance + Quality Improvement*

*9/18/2018*

STATE FORM

6899

S52311

If continuation sheet 1 of 19

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V 314	<p>Continued From page 1</p> <p>the following; Joint Commission on Accreditation of Healthcare Organizations; the Commission on Accreditation of Rehabilitation Facilities; the Council on Accreditation or other national accrediting bodies as set forth in the Division of Medical Assistance Clinical Policy Number 8D-1, Psychiatric Residential Treatment Facility, including subsequent amendments and editions. A copy of Clinical Policy Number 8D-1 is available at no cost from the Division of Medical Assistance website at <a href="http://www.dhhs.state.nc.us/dma/">http://www.dhhs.state.nc.us/dma/</a>.</p> <p>This Rule is not met as evidenced by: Based on records review, observations and interviews, the facility failed to ensure supervision and specialized interventions were provided on a 24-hour basis and therapeutic interventions were designed to address functional deficits associated with the child or adolescent's diagnosis affecting 5 of 5 audited clients (#1, #2, #3, #4 and #5). The findings are:</p> <p>Review on 8/17/18 of client #1's record revealed: -admission date of 2/27/18 to a sister PRTF (Psychiatric Residential Treatment Facility) cottage on the same campus licensed by the same parent agency; -transferred to this PRTF cottage on 5/20/18; -diagnoses of Attention Deficit Hyperactivity Disorder (ADHD) and Oppositional Defiant Disorder (ODD); -age 12 years; -in social services custody, exposed to domestic violence, verbal and physical aggression, defiant,</p>	V 314		
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V 314	<p>Continued From page 2</p> <p>perceived slights will posture and respond with violence, angry most of the time, frequent power struggles, threats to peers and adults, his birth mother stabbed her boyfriend and was incarcerated for the assault, his birth mother also suffered from untreated schizophrenia;</p> <p>-at the sister PRTF, exhibited behaviors including hitting a peer, not following directions, defiant, "his natural response is being aggressive," profanity, charges staff, head butted staff, bullies with his body, when he becomes aggressive he is out of control, fights during restraints, refuse to process after restraints, very disrespectful, has problems decreasing his anger towards peers, refuses to participate in therapy, tends to bully his peers especially if he feels they are weaker than him, tries to be the alpha male by constantly challenging his peers, tried to choke staff, shattered windows;</p> <p>-treatment plan dated 1/30/18 with last update 8/1/18 documented the following goals: demonstrate improvement in symptoms of anger with decrease in verbal/physical aggression and defiance, learn ways to manage past trauma without being overwhelmed with negative thoughts, reduce symptoms and behaviors related to opposition and defiance, decrease anger and hostility especially towards other peers;</p> <p>-staff strategies included teaching coping skills, pro-social skills, decision making, problem solving and anger management skills, behavioral and crisis management interventions, therapeutic interventions to address depression, anxiety, trauma, grief, self-esteem and inter-personal skills, monitor through sleeping hours, weekly therapy including family therapy, provide DBT (Dialectical Behavior Therapy) and TF-CBT (Trauma Focused Cognitive Behavioral Therapy);</p> <p>-treatment plan updates for 6/14/18, 7/12/18 and</p>	V 314		
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V 314	<p>Continued From page 3</p> <p>8/1/18 documented the following issues: often is on peer restriction(separated from targeted peers during activities, outings and in the cottage as much as possible) and does not accept positive feedback on the need to improve peer relations, struggles with reducing displays of verbal and physical aggression towards staff and peers, was restrained for attacking a peer and a staff, remains on peer restrictions with multiple peers, minimizes the need to drain off his emotions in a more appropriate way and justifies his actions, shows little to no remorse for his current behaviors, does not take accountability for his actions, physical aggression continues to escalate, legal charges due to recurrent incidents of aggression and property destruction has been identified by peer's guardian.</p> <p>Review on 8/17/18 of client #2's record revealed:          -admission date of 4/13/18;          -diagnoses of ADHD, ODD and Post Traumatic Stress Disorder;          -age 10 years;          -treatment plan dated 6/6/18 documented the following goals: comply with daily routines and rules, comply with am/pm activities, reduce oppositional behaviors and aggressive behaviors, improve respect for authority, accept authority, reduce instances of physical and verbal aggression with peers, accept feedback and instructions, increase positive interactions with peers and reduce negative peer engagement; - staff strategies included support, redirection, behavior coaching, prompts, praise, guidance, implement behavioral management strategies, provide trauma-informed healing environment, assist in identifying and utilizing coping skills and self-regulation and effective communication skills with weekly sessions with therapist;          -treatment plan updates for 6/5/18, 7/10/18 and</p>	V 314	
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V 314	<p>Continued From page 4</p> <p>8/3/18 documented the following issues: struggles with following staff direction, increased verbal and physical aggression towards peers, physical altercations and increased opposition.</p> <p>Review on 8/17/18 of client #3's record revealed: -admission date of 6/8/18; -diagnoses of ADHD, Disruptive Mood Dysregulation Disorder (DMDD) and Generalized Anxiety Disorder; -age 12 years; -treatment plan dated 7/2/18 documented the following goals: comply with daily routines and rules, comply with am/pm activities, learn to control anger, reduction of physical aggression, identify triggers, learn to use coping skills, verbally express feelings and emotions, increase positive interaction with peers, reduce verbal and physical altercations with peers; -treatment plan update for 7/30/18 documented the following issues: had physical altercations with peers, minimized his conflicts, has rationale for actions, struggles with consistency with peer relations.</p> <p>Observations on 8/17/18 at approximately 2:30pm revealed: -PRTF building located on a large campus with other buildings including the school, outside playgrounds, the chapel, gym, administration offices and areas for recreation; -PRTF building has four wings with four separate PRTF cottages on each wing; -this PRTF cottage located on one wing of the building; -enter building through one door to a small lobby, go through a second locked door leading to a commons area; -located in the commons area are the nursing station, conference room, play room and staff</p>	V 314		
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V 314	<p>Continued From page 5</p> <p>offices; -go through another locked door to an area with the staff bathroom, therapist office and storage areas; -go through another locked door into this PRTF cottage.</p> <p>Finding #1: Interview on 8/17/18 with client #2 revealed: -been at this PRTF cottage for 4 months; -been in "many fights" with client #1; -"beat my butt so many times, I try to beat him, I can't;" -most recent, client #1 wanted some money from him, did not know what client #1 was talking about; -"he attacked me, staff blocked him but he got in a few good hits;" -was asleep one night, client #1 ran into his room, hit him in the stomach and face; -"I was crying, staff came in and stopped him, [client #1] sat on my desk for 30 minutes to an hour, staff stood there the whole time, guarded my door;" -"I was scared, can't sleep at night;" -"Don't feel safe in the cottage;" -female staff don't do much at all about fights; -client #1 always gets around staff, too fast; -client #1 has broken his MP3 player, flushed his Legos down the toilet and stole his basketball card; -client #1 bullies, bosses other clients, always wants to fight; -client #1 starts fights with everyone; -client #1 slapped a peer in the face for no reason; -client #1 also got in a fight with client #3.</p> <p>Interview on 8/17/18 with staff #1 revealed: -works as needed at the cottage, was full time</p>	V 314	
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V 314	<p>Continued From page 6</p> <p>until last week, first shift;</p> <p>-client #1 and client #2 are on peer restriction, can't be around each other, can't play together, can't compete, must be at least 8-10 feet between them at all times;</p> <p>-fights start with client #2 making racial slurs, makes client #1 angry;</p> <p>-had a recent one on 7/31/18 when she was working at cottage with staff #2;</p> <p>-she was in the kitchen with client #1, they were coming out of the kitchen, client #2 said something and client #1 said something back, client #2 started laughing and then client #1 punched client #2;</p> <p>-they started fighting and she was trying to separate them to no success, yelled for the other clients to get staff #2;</p> <p>-staff #2 had stepped out of the cottage to use the rest room;</p> <p>-staff #2 came and helped her separate the clients;</p> <p>-sometimes can see problems escalate, sometimes can't, do not have time to act, happens so fast;</p> <p>-feel need more staffing in the cottage to handle current clients.</p> <p>Interview on 8/21/18 with staff #2 revealed:</p> <p>-work first and second shift;</p> <p>-"mainly physical" issues in the cottage between client #1 and client #2;</p> <p>-have to try to keep client #1 and client #2 separated;</p> <p>-on peer restriction but client #2 "won't abide;" - had stepped out of cottage to use the restroom on 7/31/18, staff #1 was in cottage with clients; -not sure how it started but when she returned, found client #1 and client #2 in "a tussle;"</p> <p>-got client #2 out of the cottage but client #2 was still taunting client #1 through the door;</p>	V 314		
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V 314	<p>Continued From page 7</p> <p>-when 3 staff are scheduled in the cottage, it works better;</p> <p>-Supervisor will schedule extra staff for the next day if staff had a bad time the day before;</p> <p>-this past week, client #1 tried to beat up client #2 over some money he claimed client #2 owed him;</p> <p>-client #1 was swinging at client #2, there was a lot of staff in the area, keep them separated; - client #1 is hard to handle, he will not comply with any intervention, redirecting him does not work.</p> <p>Review on 8/20/18 of nursing notes revealed no injuries for client #2 and client #1 as a result of the fight on 7/31/18.</p> <p>Interview on 8/21/18 with staff #4 revealed:</p> <p>-works third shift at the cottage;</p> <p>-the day before there was a planned paid outing, there was a problem regarding client #1 said client #2 owed him money;</p> <p>-client #1 got in trouble and did not get to go on his outing;</p> <p>-at 5:45am the next day on 8/16/18, was working with staff #6 in the cottage;</p> <p>-thought all the clients were asleep, staff #6 stepped out of the cottage to use the restroom; - had heard earlier client #1 said he was going to beat client #2 up every day until he gets his money;</p> <p>-she was sitting at the end of the hallway in the dayroom near the kitchen entrance so she had full view of the commons area where all the rooms were;</p> <p>-client #1's room was across the commons area from client #2;</p> <p>-client #1 came out of his room and walked straight across into client #2's room;</p> <p>-she asked client #1 where he was going;</p> <p>-when he entered client #2's room she jumped up</p>	V 314		
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V 314	<p>Continued From page 8</p> <p>and ran after him;</p> <p>-by the time she got into client #2's room, client #1 had already punched client #2 three to four times while client #2 was sleeping in his bed; - she got between client #1 and client #2, client #1 stood there for a few minutes then went and sat in a chair;</p> <p>-staff #6 was in the cottage by then and talked to client #1, stayed with client #1 the remainder of the shift;</p> <p>-she stood in front of client #2's door to prevent client #1 from entering client #2's room again; - was aware of problems between client #1 and client #2 prior to this incident;</p> <p>-client #1 disrupts the cottage in the mornings, yells at the peers to get up;</p> <p>-"other kids act like they are scared of him;"</p> <p>-client #1 is the bully of the cottage;</p> <p>-in the am, they play cards with client #1 to try to distract him, keep him busy on their shift.</p> <p>Interview on 8/21/18 with staff #6 revealed:</p> <p>-works third shift at the cottage;</p> <p>-clients usually asleep in the early mornings; - get clients up at 730am in the mornings when out of school;</p> <p>-last week on 8/16/18 he stepped out of the cottage to use the restroom;</p> <p>-staff #4 was still in the cottage, appeared all the clients were asleep;</p> <p>-when he came back to the unit, found client #1 sitting in a chair and the incident was over; - asked client #1 why he attacked client #2 and client #1 talked about some money client #2 owed him;</p> <p>-had stopped client #1 from going into client #2's room before this incident, client #1 had said "I'm going to get him(client #2);"</p> <p>-client #1 and client #2 are already on peer restriction, keep monitoring them;</p>	V 314		
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V 314	<p>Continued From page 9</p> <p>-told by supervisor to complete good shift transitions, communicate with outgoing and oncoming staff;</p> <p>-in the mornings, try to keep client #1 away from client #2 by playing cards and keeping him busy.</p> <p>Review on 8/20/18 of nursing notes revealed no injuries for client #2 as a result of the physical attack by client #1 on 8/16/18.</p> <p>Finding #2 Interview on 8/20/18 with client #3 revealed: -"nobody can beat [client #1] in the cottage;" -client #1 is the bully of the cottage; -client #1 and client #2 get into fights; -got into a fight with client #1 in the library; - was in the library with client #1, client #5 and staff #5; -client #1 pushed him, he pushed client #1, client #1 attacked him; -staff #5 did not do anything to break up the fight; -client #1 punched him in the nose, face and neck; -fight ended when client #1 just stopped hitting him; -went to see nurse about his injuries, got ice for his head; -feel unsafe in the cottage when client #1 gets mad; -client #1 and client #2 are on peer restriction; -client/staff ratio is 3:1 due to the peer restrictions.</p> <p>Interview on 8/21/18 with staff #5 revealed: - works second shift at the cottage; -client #1 and client #2 are on peer restriction; - encourage client #1 and client #2 to stay away from each other, opposite sides of the cottage, separate activities; -as a result of the peer restriction, had client #1,</p>	V 314		
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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

Division of Health Service Regulation

V 314	<p>Continued From page 10</p> <p>client #3 and another client at the computer lab in the library in the school;</p> <p>-was only staff with three clients in the library; - client #1 and client #3 were arguing, he provided verbal redirection;</p> <p>-client #1 and client #3 were ignoring his prompts; - client #1 and client #3 got up into each others' faces;</p> <p>-the fight began, he tried to verbally redirect them, did not physically intervene;</p> <p>-other staff was at the cottage;</p> <p>-had no prior issues with client #1 and client #3;</p> <p>-need two staff to separate clients' fighting; - both clients were swinging, fight was "too far gone" for him to physically intervene; -not aware of any injuries to each client.</p> <p>Review on 8/20/18 of a nursing note dated 7/12/18 revealed:</p> <p>-client #3 "states a peer 'beat me up' over a computer at the library;"</p> <p>-"has small bilat temporal swollen areas, reddened;"</p> <p>-no bleeding noted;</p> <p>-states was hit in the nose...no discoloration or misalignment;</p> <p>-ice pack given to apply;</p> <p>-rechecked 2 and a half hours later and no further complaints voiced at this time.</p> <p>Finding #3: Further interview on 8/17/18 with client #2 revealed:</p> <p>-got in a fight with client #3 one time, got hit in the eye and head by client #3;</p> <p>-staff #3 was there, did not run at his full speed to stop fight between him and client #3, don't know why.</p> <p>Further interview on 8/20/18 with client #3</p>	V 314		
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Division of Health Service Regulation

<p>V 314</p>	<p>Continued From page 11</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>-he and client #2 got in a fight once;</li> <li>-he, client #2 and another client were outside on the bike trail with staff #3;</li> <li>-client #2 was talking about the other client behind his back;</li> <li>-client #3 told staff client #2 was talking about the other client behind his back;</li> <li>-client #2 got into client #3's face;</li> <li>-client #3 pushed client #2, client #2 pushed client #3 back;</li> <li>-client #2 rode off on his bike then came back, cussed client #3, called him names;</li> <li>-client #3 got in client #2's face, client #2 punched client #3 in the face;</li> <li>-client #3 got on top of client #2 and kept punching him;</li> <li>-staff #3 tried to separate them as much as possible, put himself between them, radioed for assistance.</li> </ul> <p>Interview on 8/20/18 with staff #3 revealed: -</p> <ul style="list-style-type: none"> <li>client #1 and client #2 are on peer restriction, keep them separate, break up into two groups to do separate activities, try to keep client #1 busy, one staff with three clients;</li> <li>-can call for assistance on walkies, supervisors and other cottage supervisors can step in if needed;</li> <li>-was present for a fight between client #2 and client #3 on the weekend;</li> <li>-was only staff with client #2, client #3 and another peer on a bike ride on the campus; - usually client #2 and client #3 have verbal altercations, nothing physical;</li> <li>-client #2 and client #3 were going back and forth verbally, then it became a scuffle, he called for assistance and broke it up;</li> <li>-think some injuries, went to the nurse.</li> </ul>	<p>V 314</p>		
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Division of Health Service Regulation

V 314	<p>Continued From page 12</p> <p>Review on 8/20/18 of a nursing note dated 7/29/18 revealed:</p> <ul style="list-style-type: none"> <li>-client #2 was hit by client #3;</li> <li>-had a large knot on his forehead, bruised;</li> <li>-no pain, denied headache, monitored;</li> <li>-client #3 hit client #2 with his right hand, swollen, limited range of motion initially, ice pack;</li> <li>-rechecked client #3's hand in one hour, able to extend/flex right hand, pain much better doing arts and crafts with right hand;</li> <li>-rechecked again same day, normal range of motion, observed using hand no limitations.</li> </ul> <p>Finding #4:</p> <p>Interview on 8/17/18 with client #4 revealed:</p> <ul style="list-style-type: none"> <li>-been at the facility for two months;</li> <li>-fights in the cottage, mostly involved client #1; - client #1 and client #2 got into a fight, don't know why, saw them talking, turned his head and turned back and they were fighting, don't know who started it;</li> <li>-everyone gets "bullied by [client #1];"</li> <li>-client #1 wants to be in fights, tells peers to shut up, smacks and cusses peers;</li> <li>-"staff do nothing, they know what he's(client #1) doing, we try to defend ourselves, we get in trouble;"</li> <li>-don't feel safe around client #1;</li> <li>-client #1 tried to bust in his room one time and it took four staff to stop client #1 and restrain him; - client #1 punched him in eye one time, don't know when, "staff did nothing."</li> </ul> <p>Interview on 8/17/18 with client #5 revealed:</p> <ul style="list-style-type: none"> <li>-been at the facility for four months;</li> <li>-client #1 slapped him in the face;</li> <li>-client #1 bullies client #2;</li> <li>-client #1 and client #2 get into fights;</li> <li>-"sometimes staff break it up, sometimes lets it happen;"</li> </ul>	V 314	
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V 314	<p>Continued From page 13</p> <ul style="list-style-type: none"> <li>-client #1 bullies him (client #5), no hands on, just threats;</li> <li>-sometimes client #1 has a motive, sometimes not;</li> <li>-"staff don't restrain [client #1];"</li> <li>-client #1 is "out of control."</li> </ul> <p>Interview on 8/17/18 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>-been at the cottage a couple of months;</li> <li>-been in fights with client #2;</li> <li>-smacked client #5 in the face because he lied; -</li> <li>made a bet with client #2, client #2 lost the bet and owes him money;</li> <li>-told client #2 to give him his twenty dollars;</li> <li>-staff told them no bets allowed;</li> <li>-got into a fight, threw punches but staff broke up; -</li> <li>have one staff and three clients in the cottage at times;</li> <li>-he gets into the most fights;</li> <li>-fights with client #2 the most because client #2 lies too much;</li> <li>-feels safe in the cottage.</li> </ul> <p>Interview on 8/17/18 with the cottage Residential Supervisor revealed:</p> <ul style="list-style-type: none"> <li>-client #1 is the bully of the cottage;</li> <li>-was in another cottage, bullied there, moved to this cottage because older clients but since those older clients have been discharged and new younger clients have been admitted, now same situation;</li> <li>-total new group in the cottage, younger clients; -</li> <li>client #1 has problems putting things together, set in his ways, no matter how things are put; -client #1 has mentality "have to get" this peer, hold grudges;</li> <li>-peer restriction put in place for client #1 and client #2 due to ongoing conflict;</li> <li>-they are kept separated as much as can, separate activities, separate peer groups, kept at</li> </ul>	V 314		
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Division of Health Service Regulation

<p>V 314</p>	<p>Continued From page 14</p> <p>a physical distance; -client #2 refuses to go by peer restriction at times because he wants to do activities with client #1; -client #2 often tries to provoke client #1; -client #1 often acts like nothing is wrong, waits and then goes off; -only have prn(as needed) staff to work with right now, short staffed; -in process of hiring more staff; -client #1 reported he and client #2 made a bet and client #2 lost the bet and owed him some money; -client #1 was making threats he would beat up client #2 until he got his money; -had an incident when client #1 went after client #2 the day of the paid outing to a local amusement park; -client #1 was restrained after he tried to attack client #2, threatened and attacked staff, kicked out a window and tried to get in front of the van with other clients leaving for the outing; -talked to client #1 about the incident to try to resolve the issue, client #1 smirked, said he still wanted his money.</p> <p>Interview on 8/17/18 with client #1's therapist revealed: -trying to find client #1 a more appropriate placement, applied for a lateral move to another PRTF, denied by LME(local management entity) and was told to find a level III group home; -LME recommended a wilderness camp, applied and wilderness camp turned client #1 down; - sending in more information to try again to get authorization for a lateral move to another PRTF, do not feel a level III group home is appropriate for client #1.</p> <p>Interview on 8/24/18 with the Vice President of</p>	<p>V 314</p>		
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Division of Health Service Regulation

V 314	<p>Continued From page 15</p> <p>Residential Services and The Vice President of Performance and Quality Improvement revealed:</p> <ul style="list-style-type: none"> <li>-takes these matters very seriously;</li> <li>-all clients will be safe;</li> <li>-had put things in place to address issues with client #1 prior;</li> <li>-was not aware these interventions were unsuccessful;</li> <li>-client #1 has been accepted to another PRTF more suitable for his needs and will be transferred on 8/27/18;</li> <li>-started in their current positions only this year as new hires;</li> <li>-have new leadership and management;</li> <li>-making a lot of changes;</li> <li>-also starting a new program for staff to use, all staff will be trained in this new program; -</li> <li>working towards improving the services to the clients in all areas.</li> </ul> <p>Review on 8/24/18 of a Plan of Protection dated 8/24/18 and completed by the Vice President of Performance and Quality Improvement revealed the following documented:</p> <p>"1. Effective 8/24/18, [client #1] will be assigned a staff 1:1 until discharge on Monday 8/27/18. Three staff will be on 1st and 2nd shift until [client #1] is discharged. Based on the needs of the cottage, Thompson will increase staffing ratios to ensure the safety of all clients. Moving forward, assessment of the needs of the cottage will be done through weekly incident reviews and weekly climate surveys of the clients in the cottage done by PRTF leadership staff.</p> <p>2. Effective 8/24/18, 3rd shift staff will contact the nurse on duty to provide relief when a staff needs to exit the cottage to use the restroom. This will ensure 2 staff are in the cottage at all time during 3rd shift.</p> <p>3. Re-training of Residential Care Specialist</p>	V 314	
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Division of Health Service Regulation

V 314	<p>Continued From page 16</p> <p>(RCS) to document all Level I incidents to include fighting and to notify the nurse immediately to check for injuries. RCS will notify the supervisor immediately of fighting/Level I incidents as well. Communication of this expectation occurred on 8/24/18 to all RTF staff.</p> <p>4. Re-training PRTF staff on when and how to intervene during crisis episodes. To prevent crisis, re-training on engaging with clients in the milieu and during activities. Training will be provided to staff on Monday 8/24/18.</p> <p>5. During bedtime, staff position themselves in front of bedroom door to clients who have been identified as having a difficult day and needing close supervision. During briefing, staff will share issues and struggles that occurred during 2nd shift to identify clients who need extra support. 3rd shift staff will also review communication logs to identify any issues that may have occurred that day with clients in the cottage. Staff will position themselves in front of [client #1's] bedroom door every night until discharge. Staff training on how to engage clients during the night if the identified awakens up so they can be prepared to intervene positively (i.e. offer outlet games to play).</p> <p>6. Two months ago, Thompson has adjusted the hiring practices of RCS to actively recruit and identify staff members that have strengths that create an engaging environment. Plans to ensure the above happens.</p> <p>1. Documentation of the training of staff will be reviewed and provided to PRTF leadership and VP of Performance and Quality.</p> <p>2. Review of documentation of incidents.</p> <p>3. This will be verified through our in-person and video surveillance plan of the cottage.</p> <p>4. 3rd shift will document in shift notes and/or communication log when provide close supervision during bedtime for the identified</p>	V 314	
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V 314	<p>Continued From page 17</p> <p>client. PRTF leadership will review shift and logs. 5. Individual supervision meetings with RCS staff that occur at least monthly."</p> <p>Client #1 has the diagnoses of Attention Deficit Hyperactivity Disorder(ADHD) and Oppositional Defiant Disorder and responds to his peers with physical aggression, justifies his actions, shows little to no remorse for his assaultive behaviors, does not take accountability for his actions and bullies his peers. Client #2 has a diagnoses of ADHD, ODD and Post Traumatic Stress Disorder, displays verbal and physical aggression towards peers and physical altercations. Client #3 has the diagnoses of ADHD, Disruptive Mood Dysregulation Disorder (DMDD) and Generalized Anxiety Disorder, has physical altercations with peers, minimizes his conflicts, has rationale for actions and struggles with consistency with peer relations. From the dates of 7/12/18 to 8/16/18, there were four episodes of physical altercations between clients #1, #2 and #3 resulting in the following injuries: client #3 had a swollen hand, a knot on client #2's forehead and a knot on the temple of client #2. These physical altercations occurred on all shifts with different staff. Four of five clients reported feeling unsafe in the cottage,being bullied by client #1 and staff failed to intervene at times. Staff reported needing more staff to deal with the violent aggression of the clients in spite of interventions in place to address the issues. The failure to provide more intensive, specialized interventions to address the ongoing physical altercations between clients constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$1,000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per</p>	V 314	
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Division of Health Service Regulation

V 314	Continued From page 18 day will be imposed for each day the facility is out of compliance.	V 314		
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