STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL0601227	A. BUILDING: _____ B. WING _____	09/28/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MERANCAS COTTAGE	6750 SAINT PETERS LANE, SUITE 300 MATTHEWS, NC 28105

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V 000	INITIAL COMMENTS A complaint survey was completed on 9/28/18. The complaint was substantiated (Intake #NC143038). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment Facility.	V 000		
V 537	27E .0108 Client Rights - Training in Sec Rest & ITO 10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT (a) Seclusion, physical restraint and isolation time-out may be employed only by staff who have been trained and have demonstrated competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually. (b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated. (c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable	V 537		

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V 537	Continued From page 1	V 537		

methods to determine passing or failing the course.
(e) Formal refresher training must be completed by each service provider periodically (minimum annually).
(f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.
(g) Acceptable training programs shall include, but are not limited to, presentation of:
(1) refresher information on alternatives to the use of restrictive interventions;
(2) guidelines on when to intervene (understanding imminent danger to self and others);
(3) emphasis on safety and respect for the rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention);
(4) strategies for the safe implementation of restrictive interventions;
(5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention;
(6) prohibited procedures;
(7) debriefing strategies, including their importance and purpose; and
(8) documentation methods/procedures.
(h) Service providers shall maintain documentation of initial and refresher training for at least three years.
(1) Documentation shall include:
(A) who participated in the training and the outcomes (pass/fail);
(B) when and where they attended; and

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V 537	Continued From page 2 (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (i) Instructor Qualification and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out. (3) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program. (4) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (j)(6) of this Rule. (6) Acceptable instructor training programs shall include, but not be limited to, presentation of: (A) understanding the adult learner; (B) methods for teaching content of the course; (C) evaluation of trainee performance; and (D) documentation procedures. (7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule.	V 537		

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V 537	Continued From page 3 (8) Trainers shall be currently trained in CPR. (9) Trainers shall have coached experience in teaching the use of restrictive interventions at least two times with a positive review by the coach. (10) Trainers shall teach a program on the use of restrictive interventions at least once annually. (11) Trainers shall complete a refresher instructor training at least every two years. (k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcome (pass/fail); (B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (l) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times, the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (m) Documentation shall be the same preparation as for trainers. This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure staff demonstrated competency in restrictive interventions for 1 of 1 former staff (FS#3). The findings are:	V 537		

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V 537	Continued From page 4 Review on 9/24/18 of FS#3's record revealed: -hire date of 4/20/18 with job title of PRTF (Psychiatric Residential Treatment Facility) Residential Care Specialist; -completed training in TCI on 5/26/18 and 8/8/18; -terminated on 9/13/18 for failure to properly execute a proper TCI move, using too much force. Review on 9/25/18 of client #1's record revealed: -admission date of 6/8/18 with diagnoses of Disruptive Mood Dysregulation Disorder, Attention Deficit Hyperactivity Disorder, Adjustment Disorder with Disturbance of Conduct and Anxiety Disorder. Review on 9/24/18 of an incident report dated 9/12/18 documented the following: -FS#3 was in the process of intervening during a fight between client #1 and several other clients; -FS#3 got a hold of client #1, spun him around and client #1's face hit the wall; -client #1 had a nose bleed and was sent to the nurse for evaluation. Review on 9/25/18 of a Nurse's note dated 9/12/18 documented the following: -client #1 was in kitchen holding a towel to his nose; -bleeding stopped shortly after Nurse arrived; -client #1 refused cold pack or pain medication; -Nurse assessed client #1's nose later that same day, no bruising or swelling was noted. Review on 9/24/18 of a video dated 9/12/18 revealed the following: -client #2 had the broom, was walking around with it, staff #1 was following client #2; -client #4 tried to get the broom from client #2;	V 537		

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V 537	Continued From page 5 -client #3 went over and tried to help client #4 get the broom; -staff #1 in the middle of three clients trying to intervene; -client #1 comes running across from the other side of the cottage and jumps on client #3, client #3 lands face up in wooden chair, client #1 is on top of client #3, they are throwing punches at each other; -at same time FS#3 runs to assist staff #1; -staff #1 and FS#3 gets client #1 off client #3, FS#3 grabs client #1 and swings him around in a 180 degree angle quickly; -wall right behind client #1 and FS#3; -client #1 hits wall and falls to floor, gets up and holds his nose; -at same time when client #1 hits wall, client #2 falls to floor; -staff #2 was also in the middle of clients assisting in separating clients. Interview on 9/25/18 with staff #1 revealed: -was working during incident; -client #2 had broom, would not give it up, other clients tried to get involved, he tried to separate; -client #1 ran across cottage commons area and jumped client #3 who was trying to get broom from client #2; -FS#3 gets client #1 off client #3; -from where he was standing, appeared FS#3 and client #1 tripped over the broom which was laying in the floor; -client #1 hit the wall; -FS#3 used the TCI "spin move;" -grab clients by waist area, swing them around, place them away from the incident; -saw client #1 falling to the ground; -had no concerns with how FS#3 interacted with clients; -had been working with FS#3 for about 3 weeks.	V 537		

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V 537	Continued From page 6 Interview on 9/26/18 with staff #2 revealed: -did not see what happened as had his back to FS#3 and client #1; -had worked with FS#3 before, no concerns with his interaction with clients; -TCI has a spin move, grab clients by waist area, spin them 180 degrees while still holding onto them, to remove from the area and situation. Interview on 9/25/18 with client #3 revealed: -client #1 knocked him into a chair; -client #1 was trying to hit him; -FS#3 grabbed client #1 to try to get him back; -FS#3 spun client #1 and he hit the wall; -nurse came and saw client #1; -FS#3 was "pretty good;" -FS#3 was not angry when he spun client #1; -did not "throw" client #1; -saw them stumble; -not sure if both stumbled or only client #1. Interview on 9/25/18 with client #2 revealed: -client #1 and client #3 were fighting; -staff #1 and FS#3 were trying to split them up; -client #1 tripped on FS#3's shoe and fell, hitting wall; -FS#3 did not slam client #1, was not angry when he tried to move client #1 away from client #3; -never seen FS#3 slam any clients against the wall; -felt safe around FS#3. Interview on 9/25/18 with client #1 revealed: -was fighting client #3; -had tackled client #3; -was punching client #3, he was punching him; -staff #1, staff #2 and FS#3 were present trying to break it up; -FS#3 grabbed him, spun him around in different	V 537		

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V 537	Continued From page 7 direction, he flew/slammed into the wall; -hit the wall and his nose bled; -no problems before this with FS#3; -FS#3 said he was sorry; -FS#3 was not mad at the time it happened. Interview on 9/26/18 with FS#3 revealed: -was trying to breakup a fight between client #1 and client #3; -client #1 was in the kitchen with staff #2, ran out of kitchen and tackled client #3; -client #1 was on top of client #3 punching each other in a chair; -did a TCI spin move to remove client #1 from the situation; -TCI spin move involved grabbing a client by the waist area, spinning the opposite way while holding onto client to put staff between clients and other clients to separate; -did the TCI spin move, client #1 trips, think over client #2, and hits the wall; -did not slam client #1 into the wall, would never intentionally hurt a client; -was just trying to remove client #1 from the situation as taught in TCI class.	V 537		