

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-776	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/18/2019
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NAME OF PROVIDER OR SUPPLIER NEW PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 5601 FAULCONBRIDGE ROAD CHARLOTTE, NC 28227
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 6/18/19. The complaint was unsubstantiated (Intake #NC152071). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Adolescents and Children.</p>	V 000		
V 293	<p>27G .1701 Residential Tx. Child/Adol - Scope</p> <p>10A NCAC 27G .1701 SCOPE</p> <p>(a) A residential treatment staff secure facility for children or adolescents is one that is a free-standing residential facility that provides intensive, active therapeutic treatment and interventions within a system of care approach. It shall not be the primary residence of an individual who is not a client of the facility.</p> <p>(b) Staff secure means staff are required to be awake during client sleep hours and supervision shall be continuous as set forth in Rule .1704 of this Section.</p> <p>(c) The population served shall be children or adolescents who have a primary diagnosis of mental illness, emotional disturbance or substance-related disorders; and may also have co-occurring disorders including developmental disabilities. These children or adolescents shall not meet criteria for inpatient psychiatric services.</p> <p>(d) The children or adolescents served shall require the following:</p> <p>(1) removal from home to a community-based residential setting in order to facilitate treatment; and</p> <p>(2) treatment in a staff secure setting.</p> <p>(e) Services shall be designed to:</p> <p>(1) include individualized supervision and structure of daily living;</p>	V 293		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 293	<p>Continued From page 1</p> <p>(2) minimize the occurrence of behaviors related to functional deficits;</p> <p>(3) ensure safety and deescalate out of control behaviors including frequent crisis management with or without physical restraint;</p> <p>(4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and</p> <p>(5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting.</p> <p>(f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care.</p> <p>This Rule is not met as evidenced by: Based on records reviews, interviews and observations, the facility failed to ensure supervision was continuous affecting 3 of 4 clients (#2, #3 and #4). The findings are:</p> <p>Review on 6/11/19 of client #2's record revealed: -ad,mission date of 2/25/19; -diagnoses of Oppositional Defiant Disorder, Attention Deficit Hyperactivity Disorder and Unspecified Trauma; -admission assessment dated 2/25/19 documented client #2 displayed aggression, defiance, was disruptive, victim of neglect.</p>	V 293		

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V 293	<p>Continued From page 2</p> <p>Review on 6/11/19 of client #3's record revealed: -admission date of 12/19/18; diagnoses of Post Traumatic Stress Disorder and Learning Disability; -admission assessment dated 12/19/18 documented victim of physical, sexual abuse and neglect, aggression, angry outbursts.</p> <p>Observations on 6/11/19 revealed the following: -computer room off the conference room; -1:30pm: clients #2, #3 and #4 along with a sister facility female client in the computer room without staff with closed door; -1:55pm clients #2, #3 and #4 along with sister facility female client still in computer room with no staff and door shut; -2:05pm client #4 came out of room dancing, spoke to client #1 in conference room and went back in computer room and shut door, no staff; -2:10pm 4 clients still in computer room, door shut, no clients; -2:20pm client #4 left out of computer room, walked to front office; -2:23pm client #4 walked back and re-entered computer room, shut door, still no staff; -2:25pm House Manager walks through conference room to another area of office, did not check on clients in computer room; -2:27pm House Manager walked back through conference room and did not check on clients in compute room, door still shut to computer room; -2:29pm House Manager walks through again and did not check on clients in computer room, still no staff in computer room; -2:30pm client #3 slams open door of computer room, walks to a corner and is crying, stating someone is "talking sh*t to her, very upset, client #4 walks out of computer room, goes to front area of office, client #2 remains in computer room, sister facility female client walks out of</p>	V 293		

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V 293	<p>Continued From page 3</p> <p>computer room and towards front of office; -2:34pm client #3 and client #4 re-enter computer room and shut door, still no staff; -2:35pm client #3 and client #4 come out of computer room; -2:40pm LP(licensed Professional) goes to computer room ,opens door and checks on clients.</p> <p>Interview on 6/11/19 with client #1 revealed clients are not supposed to be in the computer room with no staff with the door shut per the licensee.</p> <p>Interview on 6/18/19 with the Licensee revealed: -Home Manager thought the clients were still being interviewed for the survey; -clients are not supposed to be in computer room with door shut and no staff; -computers all have parental locks and certain sites blocked for client safety.</p>	V 293		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (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. (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p>	V 296		

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V 296	<p>Continued From page 4</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 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 observation and interviews, the facility failed to ensure two direct care staff were present for one, two, three or four children or adolescents affecting 1 of 4 clients (#4). The findings are:</p>	V 296		

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V 296	<p>Continued From page 5</p> <p>Observation on 6/11/19 at 12:38pm revealed staff #1 present with client #4 in the facility and no other staff on site.</p> <p>Observation on 6/11/19 at 12:45pm the House Manager arrived at the facility.</p> <p>Interview on 6/11/19 with client #4 revealed: -here with staff #1; -staff #1 taking her to her new job to complete some paperwork.</p> <p>Interview on 6/11/19 with staff #1 revealed: -the Home Manager just left; -Home Manager will be right back; -together plan to take client #4 to her job site.</p> <p>Interview on 6/18/19 with the licensee revealed: -always have two staff on each shift scheduled; -Home Manager had just left facility,; -talk to staff all the time to never leave one staff at facility with any clients; -Home Manager and staff #1 were trying to leave all together with clients #1, #2, #3 and #4; -client #4 forgot something, Home Manager and other clients left, Home Manager planned to go right back to the facility for staff #1 and client #4; -putting forth a lot of effort to meet the staffing requirements.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 296		