STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL092-685	A. BUILDING: _____ B. WING _____	C 06/28/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NEW BEGINNINGS HEALTH CARE PHASE III	3501 NEPTUNE DRIVE RALEIGH, NC 27604

(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
V 000	INITIAL COMMENTS A Complaint survey was completed 6/28/19. The complaint was unsubstantiated (Intake #NC00152838). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.	V 000		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing 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 (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents; (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (3) three direct care staff shall be present	V 296		

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V 296	Continued From page 1 of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents. (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. (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. This Rule is not met as evidenced by: Based on record review and interviews, the governing body failed to ensure at least two direct care staff members were present with every four children or adolescents effecting 4 of 4 clients (#1-#4). The findings are: During an interview on 6/13/19, the Associate Professional (AP) indicated their License and current census was 4 clients. Review on 6/6/19 of the Division of Health Service Regulation's Rules related to 1700 Residential Treatment Staff Secure For Children or Adolescents revealed: "...10A NCAC 27G .1704 Minimum Staffing...(The minimum number of direct care staff required when children or adolescents are present and awake is as follows...	V 296		

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V 296	Continued From page 2 (1) two direct care staff shall be present for one, two, three or four children or adolescents... (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one - four children or adolescents; Review on 6/14/19 of preprinted staff schedules submitted by the AP for May and June, 2019 revealed: - Monday thru Friday there were 2 staff on schedule between 3:00pm and 8:00am the next morning. As allowed, there was only one staff scheduled between 8:00am and 2:30pm when the clients were in school. - Saturday and Sunday, the schedule was from 8:00am - 8:00pm and 8:00pm - 8:00am - 2 staff were scheduled on each of these shifts except for: - June 3; 1 staff "3p-10p" and 2nd staff "4p-12a" (single coverage 10p-12a) - June 4; 1 staff "3p-12a" and 2nd staff "4p-10p" (single coverage 10p-12a) - June 10; 1 staff "4p-12p" and 2nd staff "4p-10p" (single coverage 10p-12a) Review on 6/13/19 of a hand written schedule for June, 2019 submitted by an anonymous staff revealed: - June 10th, 17th and 24th; 1 person scheduled 4:00pm-12:00am and 2nd staff person 4:00pm-10:00pm which left the program in single coverage from 10:00pm-12:00am - June 1st - 1 staff scheduled 8:00am-8:00pm - June 2nd - 1 staff 8:00am-12:00pm and 2nd staff 8:00am-8:00pm (single from 12pm-8pm) - June 12th - 1 staff 4:00pm-10:00pm and a 2nd staff 4:00pm - 12:00am (single from	V 296		

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V 296	Continued From page 3 10pm-12am) - June 13 - 1 staff 4:00pm-9:00pm and a 2nd staff 4:00pm - ? (undecipherable) - June 21st - 1 staff 12:00am-8:00am During interviews between 6/6/19 and 6/20/19, 3 anonymous staff reported they had worked single shifts both on the weekend and during the week. Anonymous staff reported the handwritten schedule was the "working copy" given to the house managers. During an interview on 6/20/19, the Qualified Professional identified as the house manager of this program reported she was given a computer printed copy of the schedule to use and the AP was the person who updated the schedule and found relief staff as needed. During a phone interview on 6/12/19 at 10:40pm revealed 1 staff at the facility. She reported the 2nd staff left at 10:00pm. During an interview on 6/13/19, the staff identified as the 2nd staff person on duty on 6/12/19 reported she had left the facility at 10:00pm but saw another staff person coming into the house as she was leaving. During an interview on 6/7/19, the Associate Professional reported: - she was responsible for doing scheduling at all three of their homes - none of the homes was ever short staffed or single coverage - if she was not able to find a relief staff person when there was an opening she or the Licensee would work the shift. They always made sure they were in ratio for any of the programs.	V 296		

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V 296	Continued From page 4 During an interview on 6/28/19, the Licensee reported: - on 6/12/19 there was a 2nd staff person on between 10:00pm and 12:00am. She stated this staff person was in the driveway and the staff person this surveyor spoke to at 10:40pm didn't know she was there in the parking lot/driveway - they were never single staffed or under staffed and she could prove it by showing the staff schedule and a record of their time cards and paychecks - there were currently disgruntled staff on probation - staff were never single coverage on the weekend - stated she thought this surveyor seemed to be asking questions which made the staff very nervous and were repeated and directed to get a specific answer	V 296		