

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601078	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 07/25/2019
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NAME OF PROVIDER OR SUPPLIER
THE NORLAND HOUSE

STREET ADDRESS, CITY, STATE, ZIP CODE
**1019 NORLAND ROAD
CHARLOTTE, NC 28212**

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V 000 INITIAL COMMENTS

A limited follow up survey for the Type B was completed on 7/25/19. This was a limited follow up survey, only 10A NCAC 27G .0303(c) V736 and all cross referenced deficiencies were reviewed for compliance. The following were brought back into compliance: 10A NCAC 27G .0303(c) V736. Deficiencies were cited.

This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Adolescents and Children.

V 293 27G .1701 Residential Tx. Child/Adol - Scope

10A NCAC 27G .1701 SCOPE

(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.

(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.

(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.

(d) The children or adolescents served shall require the following:

(1) removal from home to a

DHSR - Mental Health
AUG 14 2019
Lic. & Cert. Section

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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>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> <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> </p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure services were designed to include individualized supervision to minimize the occurrence of behaviors related to functional deficits affecting 1 of 3 clients (#3). The findings are:</p>	V 293	<p>PCS will ensure the services are designed to include the required supervision to minimize the occurrence of behaviors related to functional deficits. PCS will update treatment plan as needed to address client needs. Monitor by: QA/QI Director, Clinical Director and House Manager. Complete date: 9/15/2019 and ongoing</p>	

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V 293	<p>Continued From page 2</p> <p>Review on 7/17/19 of client #3's record revealed: -admission date of 12/3/18; -diagnoses of Oppositional Defiant Disorder and Unspecified Trauma and Stressor Related Disorder; -16 years old; -in the custody of Social Services; -Clinical Comprehensive Assessment dated 11/2/18 documented client #3 sexually molested his 9 year old sister in the past and was charged with statutory rape; -attends therapy once a week to address sexualized behaviors and trauma; -on probation; -treatment plan dated 6/4/19 documented goals to learn coping skills, learn how to appropriately express thoughts and feelings, comply with rules and regulations, decrease defiance, decrease verbal aggression, follow directions, improve academic performance, develop strategies to cope with trauma and sexual abuse, reduce risky behaviors such as running away, learn to use healthy, appropriate boundaries with others, client #3 can be in the community with one staff; -treatment plan strategies included "provide direct/supervised community integration activities" and "provide direct/supervised psychoeducational activities including the development and maintenance of daily living, anger management, social, family living, communication, and stress management skills, etc;" -safety plan dated 9/12/18 documented client #3 must remain arms length from peers, keep boundaries with personal objects, no borrowing, no touching, do not interact with anyone under 6 years old, avoid sexual comments and gestures, slide hug only for familiar persons, handshakes,</p>	V 293		

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V 293	<p>Continued From page 3</p> <p>high five greetings, keep zipper up at all times, no touching own private parts in public, keep hands out of pockets, no sexual acts, do not play with children under age 12 years without supervision;</p> <p>-sexual harm evaluation dated 5/31/19 recommended client #3 remain in the Level III facility, have no contact with his victim until visitation recommendations can be made collaboratively by the teams working with both he and his victim, have a safety plan in place that addresses guidelines for supervision in the community, "constant and consistent monitoring should be maintained with [client #3] in accordance with group home regulations."</p> <p>Interview on 7/17/19 with staff #1 revealed:</p> <p>-client #3 attends a basketball camp this week through 7/18/19;</p> <p>-started Monday 7/15/19;</p> <p>-had an updated evaluation per the court's request regarding his molestation of his sister;</p> <p>-basketball camp was discussed with all parties at the Child and Family Team meeting;</p> <p>-client #3 had no sexualized behaviors at the facility;</p> <p>-client #3 has shown improvement in his behaviors at the facility.</p> <p>Interview on 7/23/19 with the Qualified Professional revealed:</p> <p>-client #3 attending basketball camp;</p> <p>-camp run by local police department and professional basketball team;</p> <p>-very structured;</p> <p>-activities include playing basketball, speakers, workshops, with topics regarding life skills, substance abuse, educational activities;</p> <p>-attends from 8:30am-3:30pm;</p>	V 293		

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V 293	<p>Continued From page 4</p> <ul style="list-style-type: none"> -attending with client #3; -only time not with client #3 was on 7/17/19 when had to attend a Child and Family Team meeting or another client and a staff meeting; -his probation officer visited client #3 at camp on 7/16/19; -all treatment team agreed and approved for client #3 to attend the basketball camp; -camp staff not aware of client #3's history with his sister and past sexual behavior; -camp staff provide good supervision for client #3. <p>Interview on 7/23/19 with client #3's social worker revealed:</p> <ul style="list-style-type: none"> -no new incidents of sexual behaviors reported regarding client #3; -updated evaluation requested by court; -having therapy for trauma and sexual behaviors; -aware client #3 attended a basketball camp, approved at treatment team; -client #3's probation requires client #3 to be supervised by a responsible adult at all times; -wanted client #3 to get involved in outside activities; -aware staff was going with client #3 to the camp. <p>Interview on 7/24/19 with client #3's probation officer revealed;</p> <ul style="list-style-type: none"> -client #3 attended a basketball camp; -was discussed in treatment team and approved; -legal guardian was also in agreement; -supervised at camp by group home staff and camp staff; -visited camp on 7/16/19 and had no concerns regarding client #3's supervision at the camp. <p>Further review on 7/17/19 of client #3's treatment plan revealed no documentation of approved</p>	V 293		

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V 293	Continued From page 5 basketball camp and supervision requirements. Interview on 7/25/19 with the Program Director revealed: -should have been documented in the treatment plan; -there was two other staff at basketball camp, other two staff from sister facilities; -when the QP had to leave for his meetings, the other two staff were aware and watched client #3; -client #3 was supervised while he was at the camp; -will ensure all special activities such as camps, jobs, extracurricular activities will be placed in treatment plans.	V 293		
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on interviews, observation and record review, the facility was not kept free from insects. The findings are: Interview on 7/17/19 with client #1 revealed: -saw a small roach last night on the wall in his bedroom; -not seen any big ones; -heard pest control has been out there; -not seen any roaches in his food; -saw a roach crawling above the sink in the	V 738	PCS will ensure the building is kept free from Insect. The house receives professional pest control services quarterly and/or as needed to maintain the facility free from insect. Monitor by: QA/QI Director, Clinical Director and House Manager. Complete date: 8/24/2019 and ongoing	

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V 738	<p>Continued From page 6</p> <p>kitchen; -does not have any allergies or asthma.</p> <p>Interview on 7/17/19 with client #2 revealed: -seen small roaches in the crack under the window sill against the wall; -saw a small roach this morning in his room; -not seen any roaches in his food; -does not have any allergies or asthma; -have a EpiPen for fire ants and wasps stings, allergic to the venom.</p> <p>Interview on 7/17/19 with staff #1 revealed: -pest control been out and sprayed; -seen a couple roaches recently; -no big ones, only small ones; -make sure the Qualified Professional knows; -clients have reported seeing some roaches recently.</p> <p>Review on 7/17/19 of an invoice dated 6/21/19 from a local pest control revealed: -came out on site to facility; -did a treatment for roaches; -chemical treatment.</p> <p>Observation on 7/18/19 at 8:37am revealed no evidence of roaches in the facility.</p> <p>Interview on 7/17/19 with the pest control owner revealed: -went on site and treated for roaches; -provided treatment on 6/20/19; -service the facility on a quarterly basis; -did a "crack and crevice" treatment around the cabinets, along the baseboards, under the sinks, door frames and pipes on 6/21/19; -facility did not have an infestation, saw a small problem;</p>	V 738		

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V 738	<p>Continued From page 7</p> <ul style="list-style-type: none"> -the chemical used will kill live roaches and the residual will continue to kill; -not been back to treat since 6/21/19; -told facility to contact him if they see any more roaches and he will come back; -got a call last week saying they are seeing some small roaches; -had put on his schedule to go out the end of this week and do a re-treatment; -will do as many treatments as needed. <p>Further interview on 7/24/19 with the pest control revealed:</p> <ul style="list-style-type: none"> -went back out for another treatment in response to call from the facility; -did a crack and crevice treatment on 7/18/19; -treated where roaches have been seen; -also treated all baseboards. <p>Interview on 7/25/19 with the Program Director revealed:</p> <ul style="list-style-type: none"> -had pest control treat the facility last month; -treated again this week; -if see more roaches, will have pest control do more intensive treatment; -trying to get rid of roaches. <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 738		