

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl041-818	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 10/24/2019
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NAME OF PROVIDER OR SUPPLIER SUCCESSFUL TRANSITIONS, LLC RESIDENTI	STREET ADDRESS, CITY, STATE, ZIP CODE 1458 LONDON DRIVE HIGH POINT, NC 27262
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V 000	<p>INITIAL COMMENTS</p> <p>A Complaint and Follow-Up Survey was completed on October 24, 2019. The complaints were substantiated (intake #NC00156721, NC00156739, NC00156800). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: - 10A NCAC 27G .1700: Residential Treatment-Staff Secure for Children or Adolescents</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based</p>	V 109		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 109	<p>Continued From page 1</p> <p>employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the Qualified Professional (QP) failed to demonstrate the knowledge, skills and ability required by the population served. The findings are:</p> <p>Interview on 10-21-19 and 10-24-19 with the QP revealed:</p> <ul style="list-style-type: none"> - she had transported a client from a sister facility, by herself - transported clients from her facility, by herself - on multiple occasions went out of the facility, to the end of the driveway to smoke and talk on her cell phone, leaving one staff in the facility to supervise one or more clients - stated clients were allowed to be supervised by one staff up to 20 minutes, if she was in route to the facility - was unaware none of the clients in the facility had a goal or intervention in their treatment plans, specifically stating clients could be transported to school or medical appointments with only one staff person 	V 109		

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V 109	<p>Continued From page 2</p> <p>Interview on 10-22-19 with Complainant #1 (C1) revealed:</p> <ul style="list-style-type: none"> - she had interviewed a former client (fc#4) on 10-3-19 - fc#4 reported he had sex with female client from sister facility 9-24-19 - fc#4 reported this happened while QP was outside smoking a cigarette <p>Interview 10-22-19 with client #1 revealed:</p> <ul style="list-style-type: none"> - he was at the facility on 9-24-19 - he saw fc#4 and client from the sister facility walk toward the bathroom - he walked out of the facility - he saw QP outside smoking a cigarette - other staff were at the facility, but he didn ' t remember where they were <p>Observation on 10-24-19 at approximately 3:00 pm revealed:</p> <ul style="list-style-type: none"> - QP outside the facility, standing in the street near the curb - smoking a cigarette - talking on her cell phone <p>Interview on 10-21-19 with the Associate Professional (AP) revealed:</p> <ul style="list-style-type: none"> - she attended treatment team meetings - no one, including the QP had ever requested a goal or intervention to transport clients alone, since she began attending the meetings - the QP has transported clients alone, with no other staff 	V 109		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing	V 296		

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V 296	<p>Continued From page 3</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(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.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</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</p>	V 296		

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V 296	<p>Continued From page 4</p> <p>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 interview and record review, the facility staff failed to ensure the minimum number of direct care staff required when clients were present and awake which is two staff for one, two, three or four clients; and facility staff failed to ensure supervision of clients when away from the facility as specified in client ' s treatment plans. The findings are:</p> <p>Review on 10-18-19 of client #1 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted 9-13-19 - 16 years old - diagnosed with: <ul style="list-style-type: none"> - Other Specified Impulse Control and Conduct Disorder - Attention-Deficit/Hyperactivity Disorder - Trauma and Stressor Related Disorder - treatment plan dated 9-25-19 - no treatment goal or intervention in the treatment plan, that indicated client #1 could be transported by one staff person <p>Review on 10-18-19 of client #2 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted 7-12-19 - 18 years old - diagnosed with: <ul style="list-style-type: none"> - Bipolar I Disorder - Impulse Control and Conduct Disorder 	V 296		

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V 296	<p>Continued From page 5</p> <ul style="list-style-type: none"> - Attention-Deficit/Hyperactivity Disorder - Child Sexual Abuse as Perpetrator - treatment plan dated 6-27-19 - no treatment goal or intervention in the treatment plan, that indicated client #2 could be transported by one staff person <p>Review on 10-21-19 of client #3 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted 8-21-19 - 12 years old - diagnosed with: <ul style="list-style-type: none"> - Rule Out Reactive-Attachment Disorder - Adjustment Disorder with Mixed Disturbance of Emotions and Conduct - Attention-Deficit/Hyperactivity Disorder - treatment plan dated 6-3-19 - no treatment goal or intervention in the treatment plan, that indicated client #3 could be transported by one staff person <p>Finding #1:</p> <ul style="list-style-type: none"> - Two staff required for one or more clients present <p>Interview on 10-21-19 with the Associate Professional revealed:</p> <ul style="list-style-type: none"> - clients are sometimes split up, and staff are as well - "If a client is on restriction, one staff usually will stay back at the group home to not punish the two doing well (who leave for an outing)." - the facility has only one staff working, "only a few times a month ... usually only for 30 minutes or so." <p>Interview on 10-21-19 with client #2 revealed:</p> <ul style="list-style-type: none"> - except during the first week of school, he rode a bus to school -during that first week, only one staff was left 	V 296		

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V 296	<p>Continued From page 6</p> <p>at the facility when he left for school - "...on weekends sometimes about half the time somebody doesn ' t show up for their shift"</p> <p>Interview on 10-21-19 with staff #1 revealed: - "...there are times on weekends when somebody doesn ' t show up and clients may be with just one staff for 30 minutes, if that much."</p> <p>Interview on 10-23-19 with staff #2 revealed: - staff show up late for work on weekends, "not often" - "once in a while you might have somebody with a sick child or something like that" - when that happens, he works alone, "usually not even 20 minutes" - the facility was currently sharing a van with their sister facility - coordination occurs with the sister facility to allow both facilities to use the van - in order to use it, a staff person must leave the facility to go pick it up</p> <p>Interview on 10-22-19 with Complainant #1 (C1) revealed: - she had interviewed a former client (fc#4) on 10-3-19 - fc#4 reported the Qualified Professional (QP) would go outside and away from the facility to smoke</p> <p>Interview on 10-21-19 with the QP revealed: - there are some mornings when staff don ' t show up for work - she, the Associate Professional (AP) and the directors are rotating to maintain coverage - "when staff don ' t show up and maybe 45 minutes go by before I can get here" - "in the past month that ' s happened maybe twice, and both times were Saturday"</p>	V 296		

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V 296	<p>Continued From page 7</p> <ul style="list-style-type: none"> - "a procedure has been put in place, that if this kind of thing happens again where we ' re short-staffed in a crisis, clients are to be taken to the administrative office where 2 staff are always on duty <p>Finding #2:</p> <ul style="list-style-type: none"> - Treatment Plans specify client supervision while away from the facility <p>Interview on 10-21-19 with the AP revealed:</p> <ul style="list-style-type: none"> - client #1 has been transported to school by the QP, with no other staff <p>Interview on 10-23-19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - the facility was currently sharing a van with their sister facility - coordination occurs with the sister facility to allow both facilities to use the van - in order to use it, a staff person must leave the facility to go pick it up <p>Interview on 10-21-19 with client #2 revealed:</p> <ul style="list-style-type: none"> - except during the first week of school, he rode a bus to school - the QP transported him by herself the first week of school <p>Interview on 10-17-19 with Complainant #2 (C#2) revealed:</p> <ul style="list-style-type: none"> - the QP had transported former client #4 to school with no other staff - the QP had transported client #1 and client #2 to the school with no other staff <p>Interview on 10-24-19 with the QP revealed:</p> <ul style="list-style-type: none"> - she had transported clients by herself - she thought each client ' s treatment plan 	V 296		

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V 296	Continued From page 8 indicated clients could be transported by one staff person - "the transportation with one staff is supposed to be in the treatment plan" - transporting clients by myself, "that was on me ... I ' ll own that"	V 296		
V 539	27F .0102 Client Rights - Living Environment 10A NCAC 27F .0102 LIVING ENVIRONMENT (a) Each client shall be provided: (1) an atmosphere conducive to uninterrupted sleep during scheduled sleeping hours, consistent with the types of services being provided and the type of clients being served; and (2) accessible areas for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment or habilitation team. (b) Each client shall be free to suitably decorate his room, or his portion of a multi-resident room, with respect to choice, normalization principles, and with respect for the physical structure. Any restrictions on this freedom shall be carried out in accordance with governing body policy. This Rule is not met as evidenced by: Based on observation and interview, the facility staff failed ensure each client had accessible areas for personal privacy for three (client #1, client #2 and client #3) of three clients. The findings are: Observation on 10-17-19 at approximately 12:50 pm revealed:	V 539		

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V 539	<p>Continued From page 9</p> <ul style="list-style-type: none"> - a door was laid on the curb in front of the facility, next to the driveway <p>Interview on 10-21-19 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - the bathroom door had in fact, been removed from the door frame - it was, "off for a about an hour, it wasn ' t even a day, maybe an hour while we fixed it" <p>Interview on 10-19-19 with client #1 revealed:</p> <ul style="list-style-type: none"> - the bathroom door was off for a, "week" <p>Interview on 10-21-19 with client #2 revealed:</p> <ul style="list-style-type: none"> - the bathroom door was off twice - "once for a good month" - "the other time for 2 weeks" <p>Interview on 10-19-19 with client #3 revealed:</p> <ul style="list-style-type: none"> - the door had been off for, "about a week" - "we got a new door" <p>Interview on 10-17-19 with Complainant #3 revealed:</p> <ul style="list-style-type: none"> - client #2 told her the bathroom had no workable door - the door had been off "for some time" (exact length of time not reported) <p>Interview on 10-21-19 with staff #1 revealed:</p> <ul style="list-style-type: none"> - the bathroom door was broken two times - the clients were "horse-playing" - "it was (off) over a week" <p>Interview on 10-23-19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - he only worked on weekends - the bathroom door was off two times -the first time, it was off when he arrived to work one weekend - and the door was back on, the next 	V 539		

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V 539	<p>Continued From page 10</p> <p>weekend - the second time, he believed it was only off about 4 days</p> <p>Interview on 10-21-19 with the Associate Professional (AP) revealed: - the bathroom door was off it ' s hinges and out of the frame twice - the first time it was off for, "maybe a week and a half" - "they (maintenance staff) had to come and fix the frame" - the second time it was off, "four to seven days, not as long as the first" - it was off for such a long time because they had to also fix the frame, plus other repairs - when asked why the maintenance staff didn ' t come immediately and just fix the bathroom door, then do the other repairs later, the AP stated, "To be honest, I don ' t know why, maybe because they wanted to do everything all at once."</p>	V 539		