

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601042	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/07/2019
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NAME OF PROVIDER OR SUPPLIER ECHELON 3	STREET ADDRESS, CITY, STATE, ZIP CODE 4724 CARRIAGE DRIVE CIRCLE CHARLOTTE, NC 28205
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 11/7/19. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children and Adolescents.</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p>	V 112		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to develop and implement strategies to address 4 of 4 clients' behaviors and needs (#1, #2, #3 and #4). The findings are:</p> <p>Finding #1</p> <p>Review on 10/25/19 of client #1's record revealed: - Admission Date: 5/17/19 - Diagnoses: Disruptive Mood Dysregulation Disorder (D/O); Post Traumatic Stress D/O; Attention-Deficit/Hyperactivity Disorder (ADHD) - Age: 15 years-old - Review of client #1's goals in the Person-Centered Profile (PCP) updated 9/18/19 revealed: - There were no treatment goals, treatment strategies or treatment team meeting notes related to the need to remove his bedroom door.</p> <p>Review on 11/1/19 of client #4's record revealed: - Admission Date: 1/8/19 - Diagnoses: Conduct Disorder D/O; Post Traumatic Stress D/O; ADHD; Personal History of Sexual Abuse; Personal History of Physical Abuse - Age: 17 years-old Review of client #4's goals in the Person-Centered Profile (PCP) updated 12/12/18 revealed: - There were no treatment goals, treatment strategies or treatment team meeting notes related to the need to remove his bedroom door.</p> <p>Observation on 10/31/19 at approximately 2:53</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>pm of client #4's bedroom door revealed: - Client #4's bedroom door had been removed.</p> <p>Observation on 10/31/19 at approximately 2:57 pm of client #1's bedroom door revealed: - Client #1's bedroom door had been removed.</p> <p>Interview with the Director and review on 11/1/19 of client #1's behavior plan revealed: - Client #1's bedroom door had been removed because he had a history of self-harm behaviors and would barricade himself in his room. - Client #1 had a behavior plan which stated he had to have eyes on supervision, but no treatment plan goals/strategies regarding his bedroom door being removed.</p> <p>Interview with the Director and review on 11/1/19 revealed: - Client #4's bedroom door had been removed due to: his sexualized behaviors, because he had history of sneaking into other clients' bedrooms and leaving the group home through his bedroom window. - Client #4 had no treatment plan goals/strategies regarding his bedroom door being removed.</p> <p>Finding #2</p> <p>Review on 10/25/19 of client #1's record revealed: - Admission Date: 5/17/19 - Diagnoses: Disruptive Mood Dysregulation D/O; Conduct D/O; ADHD; Generalized Anxiety D/O - Age: 15 years-old - Review of client #1's goals in the Person-Centered Profile (PCP) updated 9/18/19 revealed: - There were no treatment goals, treatment strategies or treatment team meeting notes</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>related to being searched each time he entered the group home.</p> <p>Review on 10/25/19 of client #2's record revealed: - Admission Date: 1/3/19 - Diagnoses: Disruptive Mood Dysregulation D/O; Generalized Anxiety D/O; Conduct D/O; ADHD - Age: 15 years-old - Review of client #2's goals in the Person-Centered Profile (PCP) updated 8/6/19 revealed: - There were no treatment goals, treatment strategies or treatment team meeting notes related to being searched each time he entered the group home.</p> <p>Review on 10/25/19 of client #3's record revealed: - Admission Date: 11/8/18 - Diagnoses: Conduct Disorder D/O; Trauma D/O - Age: 13 years-old - Review of client #3's goals in the Person-Centered Profile (PCP) updated 10/14/19 revealed: - There were no treatment goals, treatment strategies or treatment team meeting notes related to being searched each time he entered the group home.</p> <p>Review on 11/1/19 of client #4's record revealed: - Admission Date: 1/8/19 - Diagnoses: Conduct Disorder D/O; Post Traumatic Stress D/O; ADHD; Personal History of Sexual Abuse; Personal History of Physical Abuse - Age: 17 years-old Review of client #4's goals in the Person-Centered Profile (PCP) updated 12/12/18 revealed:</p>	V 112		

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V 112	Continued From page 4 - There were no treatment goals, treatment strategies or treatment team meeting notes related to being searched each time he entered the group home. Interview on 10/31/19 with the Director revealed: - All clients who leave the group home are searched when they return. - He was unsure if the treatment plans addressed searches/seizures of the clients. Interview on 10/31/19 with the Qualified Director revealed: - All clients were searched whenever they return from: school, home visits or any outing without staff. - Searches and seizures of the clients are not addressed in any of their treatment plans.	V 112		
V 503	27D .0103 Client Rights - Search And Seizure Policy 10A NCAC 27D .0103 SEARCH AND SEIZURE POLICY (a) Each client shall be free from unwarranted invasion of privacy. (b) The governing body shall develop and implement policy that specifies the conditions under which searches of the client or his living area may occur, and if permitted, the procedures for seizure of the client's belongings, or property in the possession of the client. (c) Every search or seizure shall be documented. Documentation shall include: (1) scope of search; (2) reason for search; (3) procedures followed in the search; (4) a description of any property seized; and	V 503		

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V 503	<p>Continued From page 5</p> <p>(5) an account of the disposition of seized property.</p> <p>This Rule is not met as evidenced by: Based on observation, interviews and record reviews, the facility failed to ensure every search or seizure was documented as required affecting 4 of 4 clients (#1, #2, #3 and #4). The findings are:</p> <p>Review on 6/7/19 of the October 2019 "Daily Search & Seizure Log" revealed:</p> <ul style="list-style-type: none"> - Beside the names of client #1 - #4 there was a letter "S" written down each day from 10/1/19-10/30/19. - At the bottom of the form the key indicated: "S" stands for "Search" - On 10/26/19 there was a letter "z" written down on 10/26/19 beside client #1's name. - At the bottom of the form the key indicated: "Z" stands for "Seized Property." - There was no documentation that included: <ul style="list-style-type: none"> - scope of the search - reason for the search - procedures followed in the search - a description of any property seized; and - an account of the disposition of the seized property. <p>Observation on 10/31/19 at approximately 2:38 pm of client #2 and #4 revealed:</p> <ul style="list-style-type: none"> - Client #2 and client #4 had come into the group home from school. - Staff #4 and staff #5 told clients to remove their shoes at the door. - Client #2 and client #4 turned out their pockets and were patted down by staff #4 and staff #5. - Staff #4 and staff #5 went through the book bags of client #2 and client #4. 	V 503		

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V 503	<p>Continued From page 6</p> <p>Interview on 10/31/19 with staff #1 revealed:</p> <ul style="list-style-type: none"> - All clients were searched when they return to the group. - "When they (clients) come from school they take off their shoes at front door. Then we (staff) look inside their shoes. We tell them to turn their pockets inside out on their pants and jackets and we pat them down mainly on their front pockets. We then take their book bags and search the bookbags." <p>Interview on 10/31/19 with the Director revealed:</p> <ul style="list-style-type: none"> - All clients who have left the group home were searched when they return. - Documentation of searches were documented in a "search log." - "Anytime they (clients) come back to the facility we search the [clients] when they have been off site." <p>Interview on 10/31/19 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - All clients were searched whenever they return from: school, home visits or any outing without staff. - Daily searches are documented in a "search and seizure log." - "We do book bag checks, we have them turn their pockets out and check shoes and socks." <p>Interview on 10/31/19 with client #1 revealed:</p> <ul style="list-style-type: none"> - He is searched every time he comes into the group home. - "Take your shoes off. Then they (staff) got to pat you down to make sure you did not steal or anything. They search my bookbag." <p>Interview on 10/31/19 with client #2 revealed:</p> <ul style="list-style-type: none"> - He is searched every time he comes into the group home. 	V 503		

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V 503	Continued From page 7 - "They check you. In case you bring in something that is not supposed to be here. They pat you down and you empty out your pockets." Interview on 10/31/19 with client #3 revealed: - He is searched every time he comes into the group home. - "Take my shoes off, they search my bag, they search me. I flip out my pockets and they pat me down." Interview on 10/31/19 with client #4 revealed: - He is searched every time he comes into the group home. - "We walk in here (group home), take our shoes off before we enter the living room. We dump all of our stuff out our backpack. We are then patted down by staff."	V 503		
V 513	27E .0101 Client Rights - Least Restrictive Alternative 10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE (a) Each facility shall provide services/supports that promote a safe and respectful environment. These include: (1) using the least restrictive and most appropriate settings and methods; (2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others; (3) providing choices of activities meaningful to the clients served/supported; and (4) sharing of control over decisions with the client/legally responsible person and staff. (b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to	V 513		

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V 513	<p>Continued From page 8</p> <p>insure dignity and respect during and after the intervention. These include:</p> <p>(1) using the intervention as a last resort; and</p> <p>(2) employing the intervention by people trained in its use.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews the facility failed to provide services/supports that promote a safe and respectful environment including the use of least restrictive methods affecting 2 of 4 current clients (#1 and #4). The findings are:</p> <p>Observation on 10/31/19 at approximately 2:53 pm of client #4's bedroom door revealed: - Client #4's bedroom door had been removed.</p> <p>Observation on 10/31/19 at approximately 2:57 pm of client #1's bedroom door revealed: - Client #1's bedroom door had been removed.</p> <p>Interview on 10/31/19 with client #4 revealed: - His bedroom door had always been removed because the previous client who occupied his bedroom had the bedroom door removed. - "The last kid that was here (living my room) had it taken away."</p> <p>Interview on 10/31/19 with client #1 revealed: - He did not know why his bedroom door had been removed. - His bedroom door had been removed since he lived in the group home. - "I always wanted my bedroom door back."</p> <p>Interview on 10/31/19 with client #2 revealed:</p>	V 513		

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V 513	<p>Continued From page 9</p> <ul style="list-style-type: none"> - A previous client who occupied client #1's bedroom had his bedroom door removed. When client #1 moved into the same bedroom the door was never put back up. - The same previous client (mentioned above) also occupied client #4's bedroom and the previous client had his bedroom door removed when he occupied client #4's bedroom. - When client #4 moved into his bedroom the door was never put back up. <p>Interview on 10/31/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - Client #4's bedroom door had been removed when a previous client lived in the same room and the bedroom door had not been put back up when client #4 moved into the room. <p>Interview on 10/31/19 with staff #1 revealed:</p> <ul style="list-style-type: none"> - Client #1's bedroom door and client #4's bedroom door had been removed since she started work at the group home (5/29/19). - She had not been told why the bedroom doors were removed for client #1 and client #4. <p>Interview with the Director and review on 11/1/19 of client #1's behavior plan revealed:</p> <ul style="list-style-type: none"> - Client #1's bedroom door had been removed because he had a history of self-harm behaviors and would barricade himself in his bedroom. - Client #1 had a behavior plan which stated he had to have eyes on supervision. - He pointed out the following additional information in client #1's behavior plan as to why client #1's bedroom door was removed: - "[Client #1] requires line of sight supervision at all times, which will help him be successful." - The behavior plan did not include that client #1's bedroom door should be removed. <p>Interview with the Director and review on 11/1/19</p>	V 513		

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V 513	Continued From page 10 of client #4's safety plan revealed: - Client #4's bedroom door had been removed due to: his sexualized behaviors, because he had a history of sneaking into other clients' bedrooms and leaving the group home through his bedroom window. - He pointed out the following additional information in client #4's safety plan as to why client #4's bedroom door was removed: - "[Client #4] will remain in the supervision of staff at all times (arm's length supervision and in front of or beside staff) in the community no matter what the activity is." - "When [client #4] is his room on time-outs or down time, he will be closely monitored by staff in frequent intervals (no less than 15 minutes), even during sleep hours. - The plan did not include that client #4's bedroom door should be removed.	V 513		