

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-150	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 11/06/2019
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NAME OF PROVIDER OR SUPPLIER HOPE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 3775 OLD LOWERY ROAD SHANNON, NC 28386
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 11/6/19. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to conduct fire and disaster drills at least quarterly and repeated for each shift. The findings are:</p> <p>Interview on 11/6/19 the Residential Manager/Associate Professional (AP) stated: -The shift times were as follows: -1st shift - 8:00 am - 4:00 pm</p>	V 114		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 114	<p>Continued From page 1</p> <p>-2nd shift - 4:00 pm - 12:00 am -3rd shift - 12: am - 8:00 am</p> <p>-Fire and disaster drills were done each quarter. -The book that contained documentation of drills was lost around the beginning of the year around January or February, 2019. This could explain why some of the quarters did not have a fire or disaster drill documented.</p> <p>Review on 11/6/19 of fire drills documented between 10/1/18 and 9/30/19 revealed: -Quarter 1/1/19 - 3/31/19: No fire drill documented for the 2nd shift. -Quarter 4/1/19 -6/30/19: No fire drills documented for the 1st or 2nd shifts. -Quarter 7/1/19 - 9/30/19: No fire drills documented for the 2nd and 3rd shifts.</p> <p>Review on 11/6/19 of disaster drills documented between 10/1/18 and 9/30/19 revealed: -Quarter 1/1/19 - 3/31/19: No disaster drill documented for the 3rd shift. -Quarter 4/1/19 -6/30/19: No disaster drill documented for the 1st shift.</p>	V 114		
V 115	<p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that: (1) space and supervision is provided to ensure the safety and welfare of the clients; (2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and (3) clients participate in planning or determining activities. (h) Facilities or programs designated or described in these Rules as "24-hour" shall make services</p>	V 115		

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V 115	<p>Continued From page 2</p> <p>available 24 hours a day, every day in the year. unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to provide nutritious meals to meet the needs of two of three audited clients (#1 and #2). The findings are:</p> <p>Finding #1: Review on 11/5/19 of client #2's record revealed: -15 year old male admitted 7/25/19. -Diagnoses included Disruptive Mood Dysregulation Disorder; Attention Deficit Hyperactivity Disorder-Combined Type; Chronic Motor Tic Disorder and Child Sexual Abuse Perpetrator.</p> <p>Interview on 11/5/19 client #2 stated: -He had lived at the facility about 3 months. -He could not get a snack when he wants one. -He usually only drinks water but may have juice 1 to 2 times a week. -If he does not eat what's on the menu then he</p>	V 115		

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V 115	<p>Continued From page 3</p> <p>does not eat.</p> <ul style="list-style-type: none"> -The facility used to substitute with peanut butter and jelly sandwiches but it stopped. -He does not like sweet peas. -"The more kids they have the less food we get." <p>Finding #2: Review on 11/5/19 of client #1's record revealed:</p> <ul style="list-style-type: none"> -14 year old male admitted 5/13/19. -Diagnoses included Adjustment Disorder with Anxiety. <p>Interview on 11/5/19 client #1 stated:</p> <ul style="list-style-type: none"> -He had been living in the facility about 6 months. -Sometimes he felt he got enough to eat, and sometimes not. -Sometimes he would get hungry between meals. He was not allowed to request a snack if he felt hungry between meals. -Usually they would get 1 item of whatever the snack was for that time. -They usually just had water to drink with meals. On Sunday mornings they would get milk or juice. It was usually juice. The facility would serve juice or milk, not both. He did not like milk, so his only option was water if milk was served. -They were not allowed second helpings. They cooked enough food for 1 full plate. When they had 3 clients they would get "a pretty good amount." If there were 4 clients they got less to eat. <p>Observation on 11/6/19 at approximately 1:30 pm revealed:</p> <ul style="list-style-type: none"> -1 partial 1/2 gallon size container labeled grape juice -1 partial 1/2 gallon size container labeled orange juice -1 partial gallon size container of milk, expiration date 10/19/19. 	V 115		

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V 115	<p>Continued From page 4</p> <p>Review of weekly menus from 9/30/19 through 11/10/19 revealed: -Week 11/4/19 (Monday) -11/10/19 (Sunday): Milk listed as a beverage for breakfast on Sunday. No other dairy items listed for the week. Peas listed for dinner on 11/4/19 and for dinner on 11/10/19. No vegetable listed for the Thursday dinner meal. -Week 10/28/19 (Monday) -11/3/19 (Sunday): Milk listed as a beverage for breakfast on Tuesday and Sunday. No other dairy items listed for the week. -Week 10/21/19 (Monday) -10/27/19 (Sunday): Milk listed as a beverage for breakfast on Monday and Sunday and with cereal for breakfast on Friday. Macaroni and cheese listed for Wednesday dinner meal. No other dairy items listed for Tuesday, Thursday, or Saturday. -Week 10/14/19 (Monday) -10/20/19 (Sunday): Milk listed with cereal for breakfast on Friday and as a beverage for breakfast on Sunday. Ham, cheese and egg biscuits listed for breakfast on Wednesday. No other dairy items listed for Monday, Tuesday, Thursday, or Saturday. -Week 10/7/19 (Monday) -10/13/19 (Sunday): Milk listed as a beverage for breakfast on Monday and Sunday and with cereal for breakfast on Friday. Macaroni and cheese listed for Wednesday dinner meal. No other dairy items listed for Tuesday, Thursday, or Saturday. -Week 9/30/19 (Monday) -10/6/19 (Sunday): Milk listed as a beverage for breakfast on Sunday and with cereal for breakfast on Friday. No other dairy listed for the week. No vegetable listed for the Thursday dinner meal.</p> <p>(Review on 11/6/19 of health.gov dietary guidelines, teen males required about 2,800 calories a day and 3 servings of milk/cheese/yogurt daily.)</p>	V 115		

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V 115	<p>Continued From page 5</p> <p>Interview on 11/5/19 Staff #4 stated: -The Assistant Manager did the grocery shopping. -There was enough food in her opinion. -A certain amount of snacks were taken out for the week and kept in the bread box. There were more snacks locked up. -Clients would get a snack at 3:30 pm and 8:00 pm daily. Clients were not allowed to have a snack outside of these snack times. -On week ends they cooked breakfast around 9:00 am, lunch around 1:00 pm, and dinner at 5:00 pm. -They had enough food for the clients to get second helpings. -"Every now and again" a client may complain they would like more snacks.</p> <p>Interview on 11/5/19 Staff #3 stated: -He thought enough food was prepared for clients. -The same amount of food was prepared for a census of 3 or 4 clients. -The clients liked it when there were only 3 clients because they got more to eat.</p> <p>Interview on 11/6/19 the Residential Manager/AP stated: -Clients were not allowed to go in the refrigerator. -Clients could make amendments to the grocery list if what they had was not enough. -Snacks were only served at snack time. -Snacks were chosen by staff until a client reached the "junior level." As they earned a higher "level" they would be able to have a choice.</p> <p>Interview on 11/6/19 the licensee stated: -Menus were prepared with the clients. -They made menus based on what the clients would eat.</p>	V 115		

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V 115	Continued From page 6 -There was no dietician that helped prepare/review menus.	V 115		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.	V 118		

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V 118	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to administer medications as ordered by the physician, maintain current MARs, and record medications immediately after administration affecting 3 of 3 clients audited (#1, #2 and #3) The findings are:</p> <p>Finding #1: Review on 11/5/19 of client #3's record revealed: -16 year old male admitted 10/25/19. -Diagnoses included Conduct Disorder-Unspecified; Disruptive Mood Dysregulation Disorder; Attention Deficit Hyperactive Disorder (ADHD), Predominately Hyperactive/Impulsive Autism Spectrum Disorder. -Physician order dated 6/25/19 for Omeprazole (used to treat acid reflux) 20 mg (milligrams), 1 capsule every morning. -Physician order dated 10/10/19 for the following: -Oxcarbazepine (used to treat bi-polar disorder) 300mg, 1 tablet by mouth every morning and 1 tablet at 6 pm. -Benztropine Mes (used to treat side effects of anti-psychotic medicine), 1mg tablet, take 1 tablet by mouth every night at bedtime. -Olanzapine (used to treat bi-polar disorder) 15mg tablet, take 1 tablet by mouth at 6 pm.</p> <p>Review on 11/15/19 of client #3's October 2019 MAR revealed: 7:00am -Omeprazole 20mg, the letter "X" documented 10/26/19-10/28/19 had not been documented as administered for 10/31/19. -Oxcarbazepine 300mg had not been documented as administered for 10/31/19. 7:00pm -Oxcarbazepine 300mg had not been</p>	V 118		

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V 118	<p>Continued From page 8</p> <p>documented as administered for 10/13/19. -Benzotropine MES 1mg had not been documented as administered for 10/31/19. -Olanzapine 15mg, had not been documented as administered for 10/31/19.</p> <p>Finding #2: Review on 11/5/19 of client #1's record revealed: -14 year old male admitted 5/13/19. -Diagnoses included Adjustment Disorder with Anxiety. -Orders dated 9/20/19 for the following: -Sertraline 150 mg daily (Antidepressant) -Atomoxetine 10 mg daily (Attention Deficit Hyperactivity Disorder (ADHD)) -Hydroxyzine 100 mg at bedtime (Used as a sedative to treat anxiety; also used to control nausea and vomiting, or treat allergic skin reactions) -Clonidine 0.3 mg at bedtime (Used to treat ADHD, high blood pressure, and drug withdrawal) -Order dated 10/11/19 for Aripiprazole 15 mg at bedtime (Used to treat schizophrenia, bipolar disorder, depression, and Tourette syndrome) -Order dated 7/16/19 for Melatonin 10 mg at bedtime (Sleep aid)</p> <p>Review on 11/5/19 of client #1's October and November 2019 MARs revealed: -The following medications scheduled daily at 7:00 am had not been documented as administered on 10/31/19: -Sertraline 100 mg -Sertraline 50 mg -Atomoxetine 10 mg -The following medications scheduled daily at 7:00 pm had not been documented as administered on 10/31/19 or 11/4/19: -Hydroxyzine 50 mg, 2 tablets -Aripiprazole 15 mg</p>	V 118		

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V 118	<p>Continued From page 9</p> <ul style="list-style-type: none"> -Melatonin 10 mg -Clonidine 0.3 mg, scheduled for 7:00 pm daily, had not been documented as administered on 10/29/19, 10/30/19, 10/31/19, or 11/4/19. <p>Finding #3: Review on 11/5/19 of client #2's record revealed:</p> <ul style="list-style-type: none"> -15 year old male admitted 7/25/19. -Diagnoses included Disruptive Mood Dysregulation Disorder; ADHD-Combined Type; Chronic Motor Tic Disorder and Child Sexual Abuse Perpetrator. -Physician orders dated 8/21/19 for Miralax (Used to treat constipation) 15 cc scoop daily. -Physician orders dated 9/26/19 for the following: <ul style="list-style-type: none"> -Clonidine 0.1mg twice daily. -Trazodone 50mg at bed time (Used to treat insomnia). -Geodon 80 mg at bedtime (Used to treat bipolar disorder). -Clonidine 0.3 mg at bedtime -No physician order to discontinue Miralax available. <p>Review on 11/5/19 of client #2's September 2019 and October 2019 MARs revealed:</p> <ul style="list-style-type: none"> -Miralax documented as discontinued 9/3/19 thru 9/30/19. -The following medications scheduled daily at 7:00 pm had not been documented as administered on 10/31/19: <ul style="list-style-type: none"> -Trazodone 50mg. -Ziprasidone (Geodon) 80 mg. -Ketoconazole 2%. <p>Interview on 11/5/19 client #2 stated:</p> <ul style="list-style-type: none"> -Staff gave him his medications in a cup with his initials on it. -He had not refused his medications and gets them everyday. 	V 118		

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V 118	<p>Continued From page 10</p> <p>Interview on 11/5/19 client # 3 stated: -He got his medications within 15 minutes of breakfast. -His medications were placed in a cup and given to him by staff. -He took all of his medicine.</p> <p>Interview on 11/5/19 the Residential Manager/Associate Professional stated: -All of client #2's physician orders were filed. -He did not know why client #3 did not receive his Omeprazole on 10/26/19-10/28/19. -He did not know why there were blanks in the MAR. -The medications were always available but sometimes the physician orders were not. -No clients had refused medications in the last 6 months.</p> <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118		
V 133	<p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the</p>	V 133		

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V 133	Continued From page 11 applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history	V 133		

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V 133	<p>Continued From page 12</p> <p>check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. 	V 133		

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V 133	<p>Continued From page 13</p> <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary</p>	V 133		

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V 133	<p>Continued From page 14</p> <p>and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in</p>	V 133		

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V 133	<p>Continued From page 15</p> <p>subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to request a national criminal history record check, to include a check of the applicant's fingerprints, for 1 of 1 staff audited who had been a resident of this State for less than five years prior to hire (Residential Manager/Associate Professional). The findings are:</p> <p>Review on 11/6/19 of the Residential Manager/Associate Professional's personnel record revealed: -Date of Hire: 12/17/18 -Nationwide criminal background check dated 12/14/18. -No documentation fingerprints had been included in the nationwide criminal background check.</p> <p>Interview on 11/6/19 the Residential Manager/Associate Professional stated: -He moved from out of state in December 2018. -He had not had his fingerprints done as part of his criminal background check.</p>	V 133		

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V 133	Continued From page 16 Interview on 11/6/19 the Licensee stated: -She was not aware fingerprints were required to be done with the national criminal background checks for new hires who had lived out of state within 5 years of hire. -This was not the first staff she had hired who had lived out of state within 5 years of hire and she did not recall this being required. She had never done fingerprints with national criminal background checks for staff hired who had lived out of state within 5 years of hire. -She would follow up to make sure this was done.	V 133		
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities § 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and (3) Contact and consult with a client advocate if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times. (b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:	V 364		

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V 364	<p>Continued From page 17</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his</p>	V 364		

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V 364	<p>Continued From page 18</p> <p>own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p>	V 364		

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V 364	<p>Continued From page 19</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times. (d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <ol style="list-style-type: none"> (1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary; (3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies; (4) Receive special education and vocational training in accordance with federal and State law; (5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs; (6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Have access to individual storage space for the safekeeping of personal belongings; (9) Have access to and spend a reasonable sum of his own money; and (10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes. <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except</p>	V 364		

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V 364	<p>Continued From page 20</p> <p>by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility restricted the rights of 3 of 3 audited clients (#1, #2 and #3) by restricting their access to food and their ability to make and receive telephone calls. The findings are:</p>	V 364		

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V 364	<p>Continued From page 21</p> <p>Review on 11/5/19 of client #2's record revealed: -15 year old male admitted 7/25/19. -Diagnoses included Disruptive Mood Dysregulation Disorder; Attention Deficit Hyperactivity Disorder-Combined Type; Chronic Motor Tic Disorder and Child Sexual Abuse Perpetrator.</p> <p>Review on 11/5/19 of client #2's treatment plan dated 8/13/19 did not identify treatment or habilitation needs to restrict access to food or telephone calls.</p> <p>Interview on 11/5/19 client #2 stated: -He could not get a snack when he wanted one. -He only got extra food if there were not 4 kids in the home. -He could have phone calls between 7 pm and 8 pm on Thursdays, Fridays, and Sundays. -Phone calls were limited to 15 minutes each and it was not enough time to speak to family. -If his mom worked Thursdays, Fridays, and Sundays, then he didn't get to talk to her. -He would like to be able to call on Saturdays.</p> <p>Review on 11/5/19 of client #3's record revealed: -16 year old male admitted 10/25/19. -Diagnoses included Conduct Disorder-Unspecified; Disruptive Mood Dysregulation Disorder; Attention Deficit Hyperactive Disorder (ADHD), Predominately Hyperactive/Impulsive Autism Spectrum Disorder.</p> <p>Review on 11/5/19 of client #1's treatment plan dated 10/22/19 did not identify treatment or habilitation needs to restrict access to food or telephone calls.</p> <p>Interview on 11/5/19 client #3 stated:</p>	V 364		

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V 364	<p>Continued From page 22</p> <ul style="list-style-type: none"> -He had not gotten enough to eat. -There had not been any leftover food at mealtimes. -Snacks were given 2 times a day at 3:30pm and 8:30pm. -He got hungry between meals. -There were no options if he was hungry between meals. -He could make phone calls 3 times a week for 15 minutes. -He did not think 15 minutes was enough time to call 2 people. -He used to talk to his grandmother more than that. -Phone calls had been the worst thing to get used to. <p>Review on 11/5/19 of client #1's record revealed:</p> <ul style="list-style-type: none"> -14 year old male admitted 5/13/19. -Diagnoses included Adjustment Disorder with Anxiety. <p>Review on 11/6/19 of client #1's treatment plan dated 5/3/19 did not identify treatment or habilitation needs to restrict access to food or telephone calls.</p> <p>Interview on 11/5/19 client #1 stated:</p> <ul style="list-style-type: none"> -He had been living in the facility about 6 months. -Sometimes he felt he got enough to eat, and sometimes not. -He was not allowed to request a snack if he felt hungry between meals. -They were not allowed second helpings. <p>Observation on 11/6/19 at 1:40 pm revealed signs posted on the refrigerator and pantry door read, "No Members are to be in the Refrigerator."</p> <p>Interview on 11/6/19 the Qualified Professional</p>	V 364		

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V 364	<p>Continued From page 23</p> <p>(QP) stated: -Phone calls have been 7:00pm-8:00pm weekly. -Phone calls have been scheduled on days when clients were less busy. -Phone call rules were according to the house and were not client specific. -Treatment plans would only include rules related to phone calls if a client presented issues such as cursing or calling victims. -Clients participated in choosing foods they wanted to eat and substitutions were given if a client did not want what was served. -He had not looked at the menus.</p> <p>Interview on 11/6/19 with the Associate Professional stated: -The signs were on the refrigerator because they were trying to make sure the clients did not do anything to the food. -Clients only get snacks at the scheduled snack time. Amendments can be made to the grocery list if what they have is not enough.</p>	V 364		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observations and interview, the facility was not maintained in a safe, clean, attractive</p>	V 736		

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(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 736	<p>Continued From page 24</p> <p>and orderly manner. The findings are:</p> <p>Observations on 11/5/19 of the facility between approximately 12:00 pm and 12:30 pm revealed:</p> <ul style="list-style-type: none"> -Laminate flooring planks separating in hall. -Paint worn and stained in hallway and on door facings throughout the facility. -Wall repair at end of the hall had not been painted. -Client #3's six drawer dresser had 2 top drawers missing handles, middle drawers missing one handle off each, and both bottom drawers off track with wood scrapings inside the drawers. <p>Interview on 11/28/18 the Licensee stated:</p> <ul style="list-style-type: none"> -She reported facility repair issues to the owner of the facility. -She was in the process of securing another location due to facility issues. 	V 736		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain the water temperature between 100-116 degrees Fahrenheit. The findings are:</p>	V 752		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-150	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 11/06/2019
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NAME OF PROVIDER OR SUPPLIER HOPE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 3775 OLD LOWERY ROAD SHANNON, NC 28386
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(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 752	<p>Continued From page 25</p> <p>Observations on 11/5/19 between 12:00 pm and 12:30 pm of the facility revealed:</p> <ul style="list-style-type: none"> -The hot water temperature in the shower was 88 degrees Fahrenheit. -This was the only shower/tub in the facility. <p>Interview on 11/5/19 client #1 stated:</p> <ul style="list-style-type: none"> -The water temperature in the shower was cold someday's and too hot someday's. -They could not change the water temperature. The facility would call a repairman to change temperature when needed. -The temperature had been "ok" that morning. <p>Interview on 11/5/19 client #3 stated:</p> <ul style="list-style-type: none"> -They had to turn the water on in the sink to make the water warmer in the shower. -He thought someone had been to the facility to fix the problem. -The water temperature had been "ok" that morning. <p>Interview on 11/28/18 the Licensee stated:</p> <ul style="list-style-type: none"> -She was aware they continued to have problems regulating water temperatures. -She had reported the concern of the hot water temperature changes to the owner of the facility and adjustments had been made. -She was in the process of securing another location for her facility due to this and other facility issues. <p>This deficiency constitutes a recited deficiency and must be corrected within 30 days.</p>	V 752		