

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-648	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/25/2019
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NAME OF PROVIDER OR SUPPLIER TURN AROUND	STREET ADDRESS, CITY, STATE, ZIP CODE 9709 BATTEN COURT MINT HILL, NC 28227
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 11-25-19. Three complaints were unsubstantiated (#NC00157164, #NC00157294, #NC00157527) and one complaint was substantiated, #NC00157968). 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 293	<p>27G .1701 Residential Tx. Child/Adol - Scope</p> <p>10A NCAC 27G .1701 SCOPE</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(d) The children or adolescents served shall require the following:</p> <p>(1) removal from home to a 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>	V 293		

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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>(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>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to ensure coordination between agencies within the child or adolescents treatment of care, effecting 2 of 3 former clients (client #1 and client #2). The findings are:</p> <p>Review on 10-31-19 of police report initiated on 10-17-19 and ending 10-30-19 for client #1 revealed: -On October 17, 2019 at approximately 1050 (10:50 am) [police officer] was dispatched to the [facility]...contacted the reporting party...stated</p>	V 293		

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V 293	<p>Continued From page 2</p> <p>that [client #1] and [client #2] ran away from the group home at approximately 0750 (7:50 am)...he and another employee attempted to locate the females but were unsuccessful."</p> <p>- "October 19, 2019...followed up with [staff #1] was informed that the two juveniles have yet to return but believes they will come back tonight.."</p> <p>- "October 21...attempted to contact [staff #1]..left a voicemail requesting the she call him back...contacted group home via telephone and spoke with [staff #2] asked if she had any information pertaining to the girls case workers. [Staff #2] advised she didn't have any information but her supervisor did...her supervisor would be arriving later today and will contact...October 22, 2019...never received a returned call from [staff #2] or her supervisor."</p> <p>Review on 11-6-19 of AWOL (absent without leave) policy revealed:</p> <p>- "4. It will be the responsibility of the Executive Director or Director of Operations to contact the consumer's legal guardian within 1 hour of the AWOL."</p> <p>- "5. If the consumer has not returned to the facility the residential staff will call the police to file a missing person report."</p> <p>Interview on 10-31-19 with local detective #1 revealed:</p> <p>- he couldn't get people to return his phone calls when he was trying to get information..</p> <p>- They got the call on the 17th, on the 19th they spoke to a staff member who said she believed they would be home that evening.</p> <p>- They had a difficult time getting the facility to give them information.</p> <p>Interview on 11-14-19 with a local police officer</p>	V 293		

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V 293	<p>Continued From page 3</p> <p>revealed:</p> <ul style="list-style-type: none"> -He had no problem getting information from the facility staff of the Director of Operations. -He did state that he wished the facility would call sooner when clients went AWOL, he thought it would make it easier to find them sooner. <p>Interview on 11-20-19 with local detective #2 revealed:</p> <ul style="list-style-type: none"> -She had placed a call the previous day and no one had called her back yet. -Local detective #1 had also placed a call the previous day and no one had returned the call. -They had a folder on the facility as there were many AWOL's and other issues there. <p>Interview on 11-6-19 with the Director of Operations revealed:</p> <ul style="list-style-type: none"> -She provided all the known information to officers and guardians when clients went AWOL. -When she learned new information she shared that whit them also. <p>Interview on 11-25-19 with the Executive Director and the Director of Operations revealed:</p> <ul style="list-style-type: none"> -The police station had all of the numbers they needed to get in touch with them. -They would make sure they gave the local detectives the numbers again to ensure everything was up to date. -They discussed the possibility of a short seminar to help educate everyone of group home rules and policies. 	V 293		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be</p>	V 736		

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V 736	<p>Continued From page 4</p> <p>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 observation and interviews the facility failed to be maintained in a pleasant attractive manner. The findings are:</p> <p>Observation on 10-23-19 at approximately 4:00 pm and 11-25-19 at approximately 9:30 am of the facility windows/doors revealed: -Two regular sized windows and one floor length window boarded up.</p> <p>Interview on 11-7-19 with the facility maintenance man revealed: -The facility was in the process of changing all windows to plexi-glass. -He was working on replacing the windows.</p> <p>Interview on 11-6-19 with the Director of Operations revealed: -All of the clients bedrooms did have a window that the clients could get out of in an emergency. -They were changing all the windows to plexi-glass and they had to be ordered.</p>	V 736		