

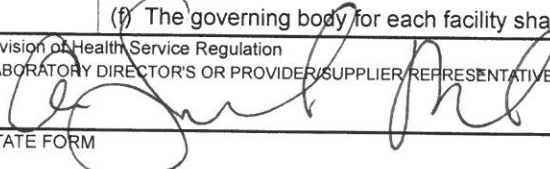
Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-336	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/15/2019
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NAME OF PROVIDER OR SUPPLIER BRIGHTER DAYZ LLC #2	STREET ADDRESS, CITY, STATE, ZIP CODE 205 ARMSTRONG DRIVE BELMONT, NC 28012
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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 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 10/15/19. The complaints (NC00154340 and NC00155351) were substantiated. The complaint (NC00155645) was unsubstantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Level III</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 employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall</p>	V 109	<p style="text-align: center;">DHSR-Mental Health</p> <p style="text-align: center; color: red;">DEC 04 2019</p> <p style="text-align: center;">Lic. & Cert. Section</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE

Director

(X6) DATE

11/24/19

Plan of Correction

➤ **Date of Submission:**

November 22, 2019

➤ **Provider Name:**

Brighter Dayz, LLC

➤ **Phone:**

704-777-9194

704-280-1331

➤ **Provider contact:**

Emilio Blasse Jr./Casandra Miller

➤ **Email:**

cassie.brighterdayz@gmail.com

efblasse@gmail.com

➤ **Mailing Address:**

401 Hawthorne Lane Suite 110-229

Charlotte, NC 28204

A. Finding:

10A NCAC 27G .0203 QP Competency

Corrective Action Steps:

Brighter Dayz LLC will ensure that all clients who are being considered for admission into the Brighter Dayz Level III residential treatment program will be subjected to screening. During this screening, clients will be asked a series of questions, aimed at determining their suitability to the program. Brighter Dayz LLC will then complete an Admission Assessment (on company letterhead) which will be stored in the client file, and available for review. In the event that a client does not have a PCP, Brighter Dayz LLC will draft a treatment plan which will also be housed within the client file. These documents will be compiled and reviewed by the ED/QP prior to receiving an authorization from any MCO.

In addition, Brighter Dayz LLC will schedule a CFT for all clients within the 30 day time frame to ensure safety and comply with the requirement. During these meetings the QP will document the progression or regression of the aforementioned goals. Brighter Dayz LLC will discuss these observations during CFT meetings, where all members of the treatment team will be present. ED/AP/QP/LPC will also provide input and update the document every **30 days** with the progress of the client. The PCP will be updated and stored in the client file, and disseminated to any relevant parties as evidence.

Responsible Party:

Executive Director

Qualified Professional

Associate Professional

Evidence:

Assessment completed within 10 days before admission

Treatment Plan: Completed upon admission, and every 30 days thereafter

B. Finding:

10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals

Corrective Action Steps:

Brighter Dayz LLC will ensure that no client be allowed to spend the night at the Director's house, a member of the direct care staff's house, or any other location other than the approved Level III Residential Group Home. AP/QP and direct care will ensure that clients remain in their designated resting area, and observations will be documented in the service note entered within the share note database and reviewed daily.

Responsible Party:

Associate Professional
Qualified Professional
Direct Care Staff

Evidence: Daily observation by Staff, Service note entered in Share note

C. Finding:

10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan

Corrective Action Steps:

Brighter Dayz LLC will ensure that all clients who are being considered for admission into the Brighter Dayz Level III treatment program will be subjected to screening. During this screening (either by Facetime or face to face), clients will be asked a series of questions, aimed at determining their suitability to the program. Questions are designed to address needs/strengths, diagnoses, educational and medical needs. The in house LPCS can/will also partake in the meeting addressing the clinical concerns, and reviewing clinical documents provided. At the conclusion, Brighter Dayz LLC team members will meet to determine the treatment plan and if the client will be admitted. QP/ED will then complete an Admission Assessment (on company letterhead) which will be stored in the client file, and available for review.

Brighter Dayz LLC will ensure that a PCP and/or treatment strategy is in place for each client within our care. This document will be constructed upon admission into the group home and reviewed by QP/ED. This document will be compiled and reviewed by the ED/QP prior to receiving an authorization from any MCO. Brighter Dayz will conduct a review of the existing client files in order to ensure that all clients have accurate PCP's/treatment plans in place that is consistent with the current level of care (Level III).

Responsible Party:

Executive Director
Qualified Professional
Associate Professional
LPCS

Evidence:

Assessment completed within 10 days before admission
PCP/Treatment plan drafted prior to MCO authorization, updated every 30 Days thereafter

D. Finding:

10A NCAC 27G .1704 Minimum Staffing

Corrective Action Steps:

Brighter Dayz will require that the ED/AP/QP are at the group home every day until new direct care staff are hired, and on-boarded and trained in order to ensure compliance with staffing requirements. Brighter Dayz LLC will post an advertisement on Indeed.com for additional direct care staff, and create a schedule that has a minimum of two staff that are assigned for each shift. The direct care staff who are considered for employment will have relevant group home experience, as well as an understanding of Brighter Day LLC procedures. Brighter Dayz LLC will also work to ensure that a minimum of two staff is present at all times when dealing with clients, to ensure that all clients are safe within the home. In the event of a call-out or no show, Brighter Dayz LLC will have a repository of staff available for on call coverage.

Responsible Party:

Executive Director
Qualified Professional
Associate Professional

Monitoring: Monthly Schedule with two staff scheduled prepared by ED

E. Finding:

10A NCAC 27G .1706 Operations

Corrective Action Steps:

Clients within the group home will be able to rest in their designated resting area, while being monitored by two members of the direct care staff at all times to ensure safety. Also, clients will only be allowed to spend the night at the facility they are assigned. ED/QP/AP will ensure that each client is at their respective locations. Direct Care staff will also monitor clients, especially the overnight shift, ensuring clients are in the facility they are assigned, and remain in their assigned resting area; uninterrupted.

Responsible Party:

Executive Director

Associate Professional
Qualified Professional
Direct Care Staff

Evidence: Daily observation by staff, documentation of service note in share note

F. Finding:

10A NCAC 27G .1708 Transfer/ Discharge

Corrective Action Steps:

Brighter Dayz LLC will ensure that no client will be transferred/discharged without giving parent/legal guardian 30 days notice in writing. During this period, Brighter Dayz LLC will **assist** in finding placement, and ensure that at a minimum a PCP, CCA/Addendum are up to date, in order to aid in finding placement, and provide these documents to the required parties within a reasonable timeframe.

ED will ensure that a 30 day written notice will be sent to parent/legal guardian notifying them of a client discharge/transfer. The ED/QP/AP/LPCS will also ensure that the PCP, CCA/Addendum are placed in the client file and document referrals made. This information will also be relayed to the appropriate parties.

Responsible Party:

Executive Director
Qualified Professional
Licensed Professional

Evidence: E-mail with PCP, CCA/Addendum, e-mail correspondence with DSS/MCO, dissemination of aforementioned documents to relevant parties.

G. Finding:

10A NCAC 27G .0604 Incident Reporting Requirements

Corrective Action Steps:

Brighter Dayz LLC will ensure that all Incident Reports, especially those involving members of law enforcement responding, be documented within the IRIS system. Brighter Dayzz LLC will ensure that all strategies/techniques entailed within the PCP are exhausted prior to reaching out to the police in an effort to restore order and control. A senior administrator will be present daily which will help mitigate any outbursts, AWOL attempts, improving the overall safety for our clients.

Brighter Dayz LLC conducted retraining on Incident reporting requirements via mandatory direct care staff meeting held on October 25, 2019. Brighter Dayz LLC will ensure that all direct care staff and those with any monitoring responsibility were required to participate. Oversight of this process will be that of the Agency QP and will be monitored by the LPC on an ongoing basis.

Responsible Party:

Qualified Professional
LPCS

Evidence: QP submissions page in IRIS, IRIS submission documentation kept in group home

H. Finding:

10A NCAC 27E .0104 Seclusion physical restraint and isolation time out and protective devices used for behavioral control

10A NCAC 27E .0108 Training in Seclusion, Physical Restraint and Isolation

Corrective Action Steps:

Brighter Dayz LLC has retrained all Direct Care staff in the proper techniques to perform physical restraints. All clients will be restrained according to NCI interventions/techniques. Restraints are discouraged but if the client ends up on the floor at any point, Brighter Dayz LLC staff must put a pillow under the client's head to ensure safety. Brighter Dayz LLC endured that the instructor discussed the importance of not using restrictive interventions for any retaliatory means. Brighter Dayz LLC Executive Director relayed that staff who do not follow protocol will be immediately terminated. Also, as a part of training each staff member demonstrated proficiency in performing the proper technique to perform approved restraints. Also, ED/QP and

LPCS will check in with clients weekly during interactions, ensuring restraints are not being performed without anyone's knowledge.

Responsible Party:

Executive Director

Qualified Professional

Licensed Professional

Evidence: Weekly touchpoints with clients/staff to ensure no restraints were performed

I: Finding

10A NCAC 27G .1701 Scope

Corrective Action: Cross reference actions for:

10A NCAC 27G .1704 Minimum Staffing

10A NCAC 27G .1706 Operations

10A NCAC 27G .1708 Transfer/ Discharge

10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan

10A NCAC 27G .0203 QP Competency

10A NCAC 27G .0604 Incident Reporting Requirements

10A NCAC 27E .0104 Seclusion physical restraint and isolation time out and protective devices used for behavioral control

10A NCAC 27E .0108 Training in Seclusion, Physical Restraint and Isolation