

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL036-309</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/25/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NEW HOPE HOME IV</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4912 DUNCAN LANE GASTONIA, NC 28054</b>
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 11-25-19. 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 interview and record review, the facility failed to complete fire and disaster drills at least quarterly and repeated for each shift. The findings are:</p> <p>Review on 11-21-19 of the facility's Fire and Disaster Drill Logs revealed: - No 2nd shift Fire Drill completed for 3rd quarter (July-September) 2019;</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> <ul style="list-style-type: none"> <li>- No 3rd shift Fire Drill completed for 3rd quarter (July - September) 2019;</li> <li>- No 2nd shift Disaster Drill completed for 3rd quarter (July - September) 2019.</li> </ul> <p>Interview on 11-21-19 with Client #2 revealed:</p> <ul style="list-style-type: none"> <li>- She had been living in the facility for 2 weeks;</li> <li>- She had not completed a Fire or Disaster Drill since living in the facility.</li> </ul> <p>Interview on 11-21-19 with Client #3 revealed:</p> <ul style="list-style-type: none"> <li>- She had been living in the facility for approximately 2 months;</li> <li>- She had not completed a Fire or Disaster Drill since living in the facility.</li> </ul> <p>Interview on 11-22-19 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- The facility followed a Fire and Disaster Drill schedule and staff conducted the drills according to the schedule.</li> </ul> <p>Interview on 11-22-19 with Staff #2 revealed:</p> <ul style="list-style-type: none"> <li>- "We did some not too long ago...a couple months ago."</li> <li>- She didn't know how often they were supposed to be conducted.</li> </ul> <p>Interview on 11-22-19 with Staff #3 revealed:</p> <ul style="list-style-type: none"> <li>- Fire and Disaster Drills were completed once a month;</li> <li>- The Drills are prescheduled and sent to us for completion each month;</li> <li>- The Qualified Professional (QP) and the Owner/Licensee were responsible for making sure the Fire and Disaster Drills were completed.</li> </ul> <p>Interview on 11-22-19 with QP revealed:</p> <ul style="list-style-type: none"> <li>- Fire and Disaster Drill are completed on a monthly basis;</li> <li>- The Associate Professional (AP) was</li> </ul>	V 114		

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V 114	Continued From page 2  responsible for scheduling and completing the Fire and Disaster Drills on a monthly basis.  Interview on 11-25-19 with Owner/Licensee revealed: - Weekday 2nd shift hours: 2:00pm-10:00pm, 3rd shift hours: 10:00pm-8:00am; - Weekend shifts: 8:00am-8:00pm and 8:00pm-8:00am; - The Fire and Disaster Drills "were probably not done for that quarter."	V 114		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing  10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (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. (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents; (2) two direct care staff shall be present	V 296		

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V 296	<p>Continued From page 3</p> <p>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 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 records review, observations and interviews, the facility failed to ensure the required staff/client ratio. The findings are:</p> <p>Review on 11-21-19 of Client #1's record revealed: - Admission date of: 7-19-19; - Diagnoses of Unspecified Disruptive Disorder, Impulse Control Disorder, Conduct Disorder, Cannabis Use Disorder; - Age 14 years old.</p> <p>Review on 11-21-19 of Client #2's record revealed: - Admission date of 11-7-19;</p>	V 296		

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V 296	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- Diagnoses of Other Specified Disruptive Disorder, Impulse Control Disorder, Conduct Disorder, Attention Deficit Hyperactivity Disorder;</li> <li>- Age 13 years old.</li> </ul> <p>Review on 11-21-19 of Client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date of 11-21-03;</li> <li>- Diagnoses of Reactive Attachment Disorder, Post Traumatic Stress Disorder;</li> <li>- Age 16 years old.</li> </ul> <p>Review on 11-22-19 of the facility's Timecard Report for November 2019 revealed:</p> <ul style="list-style-type: none"> <li>- Staff #3 worked alone on 3rd shift on 11-7-19 and 11-14-19.</li> </ul> <p>Interview on 11-21-19 with Client #1 revealed:</p> <ul style="list-style-type: none"> <li>- "Sometimes two staff... sometimes one staff... yesterday there was one staff working on 2nd shift."</li> <li>- There was normally one staff working on 3rd shift.</li> </ul> <p>Interview on 11-21-19 with Client #2 revealed:</p> <ul style="list-style-type: none"> <li>- Two staff normally worked on shift;</li> <li>- "Last night, [Staff #2] worked by herself (2nd shift)."</li> <li>- "One or two staff work on 3rd shift but lately only one staff has worked."</li> </ul> <p>Interview on 11-21-19 with Client #3 revealed:</p> <ul style="list-style-type: none"> <li>- There were two staff on duty but one staff on night shift;</li> <li>- "Last night, there was one staff [Staff #2] working (2nd shift)."</li> </ul> <p>Interview on 11-22-19 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- Typically there are two staff working at all times;</li> <li>- "Last night, I was pulled to work at the [sister</li> </ul>	V 296		

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V 296	<p>Continued From page 5</p> <p>facility] for an hour."</p> <p>Interview on 11-22-19 with Staff #2 revealed:</p> <ul style="list-style-type: none"> <li>- Staffing had not been a problem;</li> <li>- Has always had someone working with her on shift.</li> </ul> <p>Interview on 11-22-19 with Staff #3 revealed:</p> <ul style="list-style-type: none"> <li>- Two staff worked on shift at all times. "Usually me and [Staff #5] or [Staff#6]... never worked by myself."</li> </ul> <p>Interview on 11-22-19 with Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- There are two staff scheduled per shift;</li> <li>- She was not aware of the facility being short staffed;</li> <li>- She had assisted when the facility needed her for staffing coverage.</li> </ul> <p>Interview on 11-25-19 with Owner/Licensee revealed:</p> <ul style="list-style-type: none"> <li>- "I pulled [Staff #1] for an hour one evening last week (11-20-19) to be a 3rd staff member at another home for an emergency."</li> <li>- "Sometimes people call out or don't show up."</li> <li>- They have hired more staff that will be starting after the holiday.</li> </ul>	V 296		