

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL004-016	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/29/2020
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NAME OF PROVIDER OR SUPPLIER CORNERSTONE TREATMENT FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE 129 WALLCE ROAD WADESBORO, NC 28170
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaints and follow-up survey was completed on January 29, 2020. The complaint #NC00160490 was substantiated. Complaints #NC00160181and #NC00160438 were unsubstantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment for Children and Adolescents.</p>	V 000		
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(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:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(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</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>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.</p> <p>(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:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by</p>	V 364		

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

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V 364	<p>Continued From page 1</p> <p>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 own money;</p> <p>(9) Retain a driver's license, unless otherwise</p>	V 364		
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V 364	<p>Continued From page 2</p> <p>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> <p>The rights specified in this subsection may not be restricted by the facility and each minor client</p>	V 364		

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V 364	<p>Continued From page 3</p> <p>may exercise these rights at all reasonable times.</p> <p>(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> <p>(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;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(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;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(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;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation</p>	V 364		

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V 364	<p>Continued From page 4</p> <p>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 interviews, and observation, the facility failed to: a) Ensure clients were allowed to keep and use personal clothing under appropriate supervision affecting 3 of 3 clients (Clients #1, #2, and #3) and b). Ensure that clients have the opportunity to make and receive confidential telephone calls affecting 3 of 3 clients (Clients #1,</p>	V 364		

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V 364	<p>Continued From page 5</p> <p>#2, and #3). The findings are:</p> <p>Review on 1/29/20 of Client #1's record revealed: -Admission date of 10/14/19. -Diagnoses of Post Traumatic Stress Disorder; Unspecified Disruptive Impulsive Control; Conduct Disorder; Attention Deficit Hyperactivity Disorder, Combined Presentation; Child Physical Abuse; Child Neglect. -Current treatment plan dated 12/17/19 does not indicate the removal or refrain from using personal clothing.</p> <p>Review on 1/29/20 of Client #2's record revealed: -Admission date of 12/21/18. -Diagnoses of Disruptive Mood Disregulation Disorder; Rule Out Post Traumatic Stress Disorder; Attention Deficit Hyperactivity Disorder, Combined Presentation (per history); Child Physical Abuse; Child Neglect. -Current treatment plan dated 1/7/20 does not indicate the removal or refrain from using personal clothing.</p> <p>Review on 1/29/20 of Client #3's record revealed: -Admission date of 11/19/19. -Diagnoses of Disruptive Mood Dysregulation Disorder; Conduct Disorder, Childhood Onset Type; Attention Deficit Hyperactivity Disorder, Combined Presentation; Child Sexual Abuse; Child Neglect (per history). -Current treatment plan dated 1/6/20 does not indicate the removal or refrain from using personal clothing.</p> <p>Review on 1/29/20 of the agency's website's Questions and Answers revealed Q- What items do I need to bring for my child on the day of admission? A -The facility provides uniform clothing,</p>	V 364		

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V 364	<p>Continued From page 6</p> <p>underwear, slippers and hygiene items. Q: Are residents allowed to make and receive phone calls? A: Yes. Communication with our residents is encouraged. You will be provided with a phone call schedule shortly after admission to ensure each resident has an opportunity to call loved ones.</p> <p>Interview on 1/29/20 with Client #1 revealed: -She had to wear uniforms during education time. -She was allowed to change into her regular clothes after education time. -She was only able to use the phone on certain days of the week and at certain times.</p> <p>Interview on 1/29/20 with Client #2 revealed: -She had to wear uniforms during education time. -She was allowed to change into her regular clothes after education time. -She was able to use the telephone, but she had nobody to call. -Other girls were able to call their family on certain days of the week and at certain times.</p> <p>Interview on 1/29/20 with Client #3 revealed: -She had to wear uniforms during education time. -She was allowed to change into her regular clothes after education time. -She was only able to use the phone on certain days of the week and at certain times.</p> <p>Observation on 1/29/20 at approximately 1:15 PM of the facility revealed: -All students were wearing uniforms.</p> <p>Interview on 1/29/20 with the Executive Director revealed: -All students worn their uniforms during education time.</p>	V 364		

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V 364	Continued From page 7 -Students were able to change into their regular clothes afterwards. -Person from Disability Rights had come and explained the general statutes regarding client rights in a 24 hour facility. -Schedules to use the telephone was implemented in order to not allow disruption of education time and for clients not to use it all at the same time. -If a student really needed to use the phone, they were allowed by the staff at any time. -She acknowledged that students had to wear their uniform during education time and that they were able to make use of the telephone only at their scheduled times.	V 364		
V 736	27G .0303(c) Facility and Grounds Maintenance 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. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to ensure facility grounds were maintained in a clean, safe and attractive manner. The findings are: Observation on 1/29/20 between 1:17 p.m. and 1:30 p.m. of the facility revealed: -Hallway- There was a large section of paint chipping away from wall outside of bedroom #2. There was a golf size hole on the wall next to	V 736		

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V 736	<p>Continued From page 8</p> <p>bathroom #1.</p> <ul style="list-style-type: none"> -Bedroom #1- Edges between flooring and walls were dark and stained in brown color. -Bedroom #2- Edges between flooring and walls were dark and stained in brown color. -Bedroom #3- Edges between flooring and walls were dark and stained in brown color. There was a large crack inside the closet. -Bedroom #4- Edges between flooring and walls were dark and stained in brown color. -Bedroom #5- Edges between flooring and walls were dark and stained in brown color. -Bedroom #6- Edges between flooring and walls were dark and stained in brown color. There were several sections of paint peeled off on the wall and repaired patches on the wall needed to be repainted. -Bedroom #7- Edges between flooring and walls were dark and stained in brown color. There were sections of paint peeled off from the wall next to the light switch. -Bedroom #8- Edges between flooring and walls were dark and stained in brown color. Scratches on the wall. -Bedroom #9- Edges between flooring and walls were dark and stained in brown color. Patches of paint were peeled off near the window. -Bathroom #B- Paint was peeled off by the light switch. -Bathroom #C- Handle from faucet came off. -Activity Room- Several stains/markings observed on the ceiling. Walls were dirty/stained. <p>Interview on 1/29/20 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -She was aware that the facility needed to be repainted at certain places. -Indicated that the paint was being peeled off from the residents at the facility. -She was aware of floorings being stained along 	V 736		

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V 736	<p>Continued From page 9</p> <p>the edges that meet the walls. Attributed it to wax being built up after floors get waxed.</p> <p>-She was not aware that the handle from bathroom #C had come off.</p> <p>-Maintenance staff was present on premises and making needed repairs.</p> <p>-Maintenance staff was to replace handle from faucet in bathroom #C and touch up on places needing paint.</p> <p>-She confirmed the facility failed to ensure facility grounds were maintained in a clean, safe and attractive manner.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		