

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-302	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/07/2020
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NAME OF PROVIDER OR SUPPLIER SOUTHEASTERN BEHAVIORAL HEALTHCARE	STREET ADDRESS, CITY, STATE, ZIP CODE 109 WEST CENTRAL STREET MAXTON, NC 28364
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on February 7, 2020. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .1100 Partial Hospitalization For Individuals Who Are Acutely Mentally Ill; 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities For Individuals With Severe and Persistent Mental Illness; 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program; 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program.</p>	V 000		
V 177	<p>27G .1203 (B) Psychosocial Rehab - Operations</p> <p>10A NCAC 27G .1203 OPERATIONS (b) Employment Services. Each facility shall provide transitional or supported employment services to facilitate client entry into competitive employment.</p> <p>(1) When supported employment services are provided by the facility, each client shall be one for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of severe mental illness.</p> <p>(2) When supported employment is to be provided by the facility, one of the following models shall be used:</p> <p>(A) job coaching and supervision of individuals in an industry or business;</p> <p>(B) mobile crew service jobs of eight or fewer workers in the community under the training and supervision of a crew leader; or</p> <p>(C) small business enterprises operated with eight or fewer workers with training and supervision provided on site.</p> <p>(3) When transitional employment services are provided by the facility:</p>	V 177		

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

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V 177	<p>Continued From page 1</p> <p>(A) There shall be an agreement between the facility and employer for a specific job and the job shall first be performed by a facility staff member to determine its technical requirements.</p> <p>(B) The selection of a client to fill a placement is the responsibility of the facility and the individual client.</p> <p>(4) When supported employment services are provided through a vendorship arrangement between the psychosocial rehabilitation program and the Division of Vocational Rehabilitation, the rules in Section .5800 of this Subchapter shall apply.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to provide transitional or supported employment services for clients enrolled in the Psychosocial Rehabilitation Facilities For Individuals With Severe and Persistent Mental Illness (PSR) program. The findings are:</p> <p>Review on 2/7/2020 of client #3's record revealed: -26 year old male admitted 1/26/16. -Diagnoses included unspecified depressive disorder and moderate intellectual developmental disability. -Attended the PSR program.</p> <p>Interview on 2/5/2020 client #3 stated: -He was trying to get his "ID (identification)." -He had been coming here for a long time. -He helped in the kitchen. He was learning how to count money and clean. -His mother had tried to help him get his ID. -His mother had taken him to a local store where</p>	V 177		
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V 177	<p>Continued From page 2</p> <p>he was interested in working. -The facility had not taken him to this store or tried to help him get a job site.</p> <p>Review on 2/7/2020 of client #4's record revealed: -54 year old female admitted 10/17/16. -Diagnoses included major depressive disorder, post traumatic stress disorder (PTSD), and social anxiety disorder. -Attended the PSR program.</p> <p>Interview on 2/5/2020 client #4 stated: -She had been coming to PSR for 8 years. This included attending PSR in a nearby town, and at this facility for 3 years. She was switched to this PSR because it was closer to her home. -During PSR they would socialize, have breakfast, review current events in the news, take a break outside, play games, color and put their pictures on the wall. -They would have some classes on topics such as health issues. -They would talk about getting a job, how to complete an application. Staff would help them fill out job applications if needed. -She was not aware of anyone being taken on a job interview. -She was not aware of staff taking them to a job site.</p> <p>Interview on 2/5/2020 the Program Coordinator stated: -She was the PSR program coordinator. -Her job responsibilities were to make sure the program operated and that clients had activities to develop social skills, community independent living skills, and money management skills. -They did not provide supported employment. -They did not have agreements between the</p>	V 177		

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V 177	Continued From page 3 program and employers for specific jobs. -They did not offer crew service jobs or job coaching/supervision. -Pre-employment services were provided to include learning how to be independent. -If a client brought in a job application and needed help filling it out, staff would help them. -The client "jobs" at the PSR were to clean up their work area.	V 177		
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 observations and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are: Observations of the facility on 2/5/2020 at approximately 10:15 am revealed: -Kitchen: Dirty pots and pans in sink; 2 broken cabinet drawers, 1 missing the drawer front. -Ladies restroom: 1 of 2 cabinet doors over the toilet was missing the knob. Dust collected on ceiling vents and wall adjacent to 1 of the vents. Ceiling tiles sagging and separated from the support frame -Outlet covers missing from 2 outlets in 2 conference rooms. -Baseboard panel was separating approximately	V 736		

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V 736	Continued From page 4 6 inches in length behind main entrance door of conference room #1. -Men's restroom: No hot/cold faucet handles were present on bathroom sink. Fecal matter was observed on bottom of toilet seat and around rim of toilet bowl. Ceiling vent was protruding from ceiling tile by approximately 2 inches. Interview on 2/5/2020 Staff # 30 stated: -They prepare breakfast and lunch in the kitchen each day. -The pots and pans in the sink were from the morning breakfast.	V 736		
V 738	27G .0303(d) Pest Control 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and rodents. This Rule is not met as evidenced by: Based on observations and interview, the facility was not kept free from insects. The findings are: Observations of the facility on 2/5/2020 at approximately 10:15 am revealed: -Dead bugs and bug casings about the size of a pencil eraser had collected in the lower kitchen cabinets. -A sticky insect paper hanging from the ceiling above the stove with over 40 dead flies adhered to the surface. Interview on 2/5/2020 Staff #30 stated:	V 738		

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V 738	Continued From page 5 -He had not seen any mice. -There had been no bed bugs reported. -The facility had a problem with flies. -The sticky fly paper was changed every week.	V 738		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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. 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: Observations on 2/5/2020 between 10:15 am and 10:45 am of the facility revealed: -The hot water temperature in the lady's bathroom 122 degrees Fahrenheit. -The hot water temperature in the men's bathroom 121 degrees Fahrenheit. -The hot water temperature in the kitchen was 121 degrees Fahrenheit.	V 752		