

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601078	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/13/2020
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NAME OF PROVIDER OR SUPPLIER THE NORLAND HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1019 NORLAND ROAD CHARLOTTE, NC 28212
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 2-13-20. The complaint was unsubstantiated (intake #NC 00159917). 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 interviews and record reviews, the facility failed to conduct fire and disaster drills on a quarterly basis, repeated for each shift. The findings are:</p> <p>Review on 2-13-20 of the facility's Emergency Drill Report Logs from 2-3-19 to 2-13-20</p>	V 114		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 114	<p>Continued From page 1</p> <p>revealed:</p> <ul style="list-style-type: none"> - the facility operates on 3 eight hour shifts from 7am-3pm (1st shift), 3pm-11pm (2nd shift), and 11pm-7am (3rd shift); - No Fire Drills were held for 3rd shift during 2nd quarter (April - June) 2019; - No Disaster Drills were held for: <ul style="list-style-type: none"> - 3rd shift during 2nd quarter (April - June) 2019; - 1st shift during 3rd quarter (July - September) 2019; - 1st shift during 4th quarter (October - December) 2019; - 3rd shift during 4th quarter (October - December) 2019. <p>Interview on 2-13-20 with Client #1 revealed:</p> <ul style="list-style-type: none"> - admitted 12-30-19; - did not recall any Fire and/or Disaster Drills performed since his admission; - "I know how to get out if we have an emergency;" - felt safe at the facility. <p>Interview on 2-13-20 with Client #2 revealed:</p> <ul style="list-style-type: none"> - admitted 9-19-19; - "have Fire and Disaster Drills every month;" - felt safe at the facility. <p>Interview on 2-13-20 with Client #3 revealed:</p> <ul style="list-style-type: none"> - admitted 12-10-19; - "yes, we have drills, I don't remember the last one but we have them;" - felt safe at the facility. <p>Interview on 2-13-20 with Staff #2 revealed:</p> <ul style="list-style-type: none"> - works 2nd shift; - "Fire and Disaster drills are performed at least 1 time a month;" - the Program Manager oversees the schedule; 	V 114		

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V 114	<p>Continued From page 2</p> <p>- "I try to get mine done at the beginning of the month to get it over with."</p> <p>Interview on 2-13-20 with PM (Program Manager) revealed:</p> <ul style="list-style-type: none"> - drills are performed monthly, per shift; - "some months there are multiple Fire or Disaster drills performed on each shift." <p>Interview on 2-13-20 with QP (Qualified Professional) revealed:</p> <ul style="list-style-type: none"> - "drills are performed monthly per shift;" - "there are some on all shifts." <p>Interview on 2-13-20 with the Director revealed:</p> <ul style="list-style-type: none"> - "we do multiple Fire and Disaster drills on each shift, each month;" - "we do one with each new admission to the facility;" - will make sure drills are performed per shift each quarter. 	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews, and observations, the facility failed to ensure MARs were kept current and included all medication requirements effecting 2 of 3 audited clients (#2 and #3). The findings are:</p> <p>Finding #1:</p> <p>Review on 2-12-20 of Client #2's record revealed:</p> <ul style="list-style-type: none"> - admitted on 9-19-19; - 14 years old; - diagnoses of Major Depressive Disorder, Unspecified Trauma and Stressor Related Disorder; - Physician's orders for the following medications: <ul style="list-style-type: none"> - Sertraline (treatment for depression) 25mg (milligram), 1 tablet daily, dated 10-30-19; - Trazadone (treatment for depression) 100mg tablet, take 1/2 tablet (50mg) dose at HS 	V 118		

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V 118	<p>Continued From page 4</p> <p>(bedtime) as needed, dated 10-30-19; - Methylphenidate (for hyperactivity) 5mg tablet, take 1 tablet twice daily in AM and NOON, dated 10-30-19; - no order located for Trazadone 100mg tablet to be given at bedtime.</p> <p>Review on 2-13-20 of Client #2's MAR dated 11/1/19 - 2/13/20 revealed: - MAR revealed documentation of Trazadone 100mg tablet given daily at bedtime; - physician order located in the MAR was for Trazadone 100mg tablet, take 1/2 tablet (50 mg) dose as needed at bedtime; - no order could be located for Trazadone 100mg tablet to be given at bedtime.</p> <p>Interview on 2-13-20 with Client #2 revealed: - was given daily medications by staff; - does not know what medications he takes or why he takes medications.</p> <p>Interview on 2-13-20 with PM (Program Manager) revealed: - Client #2 had an order change for Trazadone to be given at 100mg daily at bedtime; - could not locate the physician's order showing the change increasing Trazadone from 50mg as needed at bedtime to 100mg at daily at bedtime; - "would contact the Nurse Practitioner to get the order clarified."</p> <p>Finding #2:</p> <p>Review on 2-12-20 of Client #3's record revealed: - admitted on 12-10-19; - 14 years old; - diagnoses of Disruptive Mood Dysregulation Disorder, ADHD (Attention Deficit Hyperactivity</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>Disorder), Conduct Disorder, Oppositional Defiant Disorder, Borderline Intellectual Functioning, Academic/Education Problems;</p> <ul style="list-style-type: none"> - Physician's orders for the following medications: <ul style="list-style-type: none"> - Trazadone (to treat depression) 50mg tablet, take 1 tablet at bedtime, dated 1-8-20; - Focalin XR (to treat ADHD) 20mg capsule, take 1 capsule daily, dated 12-9-19; - Clonidine (to treat ADHD) 0.1mg ER tablet, take 1 tablet at bedtime, dated 12-9-19, with change order dated 12-18-19 to increase Clonidine 0.1mg ER to twice daily; <p>Review on 2-13-20 of Client #3's MARs dated 12/10/19 - 2/13/20 revealed:</p> <ul style="list-style-type: none"> - physician order dated 12-18-19 increasing Clonidine from 0.1mg at bedtime to Clonidine 0.1mg twice daily; - Clonidine 0.1mg ER was not changed on the MAR to reflect the order dated 12-18-19; - new order on 2-5-20 revealed Clonidine 0.1mg ER was increased to BID (twice daily); - Clonidine 0.1mg ER documented as administered twice daily starting on 2-6-20. <p>Review on 2-13-20 of December 2019 MAR revealed:</p> <ul style="list-style-type: none"> - Focalin to be taken in the AM; - Clonidine to be taken in the AM and PM; - the MAR did not include the following for each medication: <ul style="list-style-type: none"> - name, strength, and quantity of drug; - instructions for administering the drug. <p>Review on 2-13-20 of January 2020 MAR revealed:</p> <ul style="list-style-type: none"> - Focalin to be taken in the AM; - Clonidine to be taken in the AM and PM; - Trazadone 50mg to be taken at 7pm; - the MAR did not include the following for each 	V 118		

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V 118	Continued From page 6 medication: - name, strength, and quantity of drug; - instructions for administering the drug. Interview with Client #3 on 2-13-20 revealed: - takes medications daily which are given by staff; - did not know the names of any of his medications or the reasons for taking the medications. Interview with PM on 2-13-20 revealed: - there was an issue with the Pharmacy not getting the December 2019 order to change the Clonidine; - it was an oversight between the Pharmacy and the facility; - there was a clarification order received from the Nurse Practitioner dated 2-5-20 to increase the Clonidine 0.1mg from 1 time daily to BID; - Client #3 started receiving the correct ordered dose of Clonidine on 2-6-20.	V 118		
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 interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:	V 736		

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V 736	<p>Continued From page 7</p> <p>Observation on 2-13-20 at 11:47am of the facility bathroom, used by all clients, revealed:</p> <ul style="list-style-type: none"> - paint on the walls surrounding the bathtub shower was flaking and peeling off the walls; - spots of black mold growing the full length of the shower on the exterior wall, near the ceiling; - the exhaust fan was full of dust with a light bulb blinking continually. <p>Interview on 2-13-20 with Client #3 revealed:</p> <ul style="list-style-type: none"> - the facility was clean; - the clients are responsible for cleaning the house, including the bathroom; - the mold in the bathroom had been there since his admission in December 2019. <p>Interview on 2-13-20 with Staff #2 revealed:</p> <ul style="list-style-type: none"> - no problems with the cleanliness of the facility. <p>Interview on 2-13-20 with the PM (Program Manager) revealed:</p> <ul style="list-style-type: none"> - had not noticed the mold growing on the exterior wall near the ceiling above the shower; - had not noticed the blinking light from the exhaust fan. <p>Interview on 2-13-20 with the QP (Qualified Professional) revealed:</p> <ul style="list-style-type: none"> - it was a clean facility with no maintenance problems noted recently. <p>Interview on 2-13-20 with the Director revealed:</p> <ul style="list-style-type: none"> - was unaware of the mold growing on the exterior wall near the ceiling above the shower; - was unaware of the cleanliness and faulty lighting in the exhaust fan but would look into getting it repaired. 	V 736		

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V 738 V 738	Continued From page 8 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 interviews and observations, the facility failed to ensure buildings were kept free from insects. The findings are: Interview on 2-13-20 with Client #1 revealed: -seen "roaches in my room a while back but it was my fault because I was eating in my room;" -"haven't seen them anywhere else in the house in a long time;" - no other bugs or rodents had been seen in the facility. Interview on 2-13-20 with Client #2 revealed: - had seen roaches "all over the house;" - the roaches were in the bathroom, bedrooms, living room, and kitchen in the past but "it is better;" - the exterminator had treated the house and "tried to get rid of them but can't;" -"just yesterday saw one in the living room;" - no other type of bugs or rodents had been seen in the facility. Interview on 2-13-20 with Client #3 revealed: -seen small roaches recently; -"have seen roaches in my room and the living room;" - no other bugs or rodents had been seen in the	V 738 V 738		

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V 738	<p>Continued From page 9</p> <p>facility.</p> <p>Observation on 2-13-20 at 11:47am revealed: -small insect resembling a roach moved quickly on the countertop in the kitchen; -insect was black in color; -insect was alive.</p> <p>Interview on 2-13-20 with Staff #1 revealed: - had not seen any bugs or roaches lately.</p> <p>Interview on 2-13-20 with the PM (Program Manager) revealed: -there were "water bugs when I first started working here but they're gone;" "haven't seen any other bugs at the facility since I've been working here;" -the exterminator treats the group home monthly and "just sprayed last week."</p> <p>Interview on 2-13-20 with the QP (Qualified Professional) revealed: - had not seen any bugs or roaches recently.</p> <p>Interview on 2-13-20 with the Director revealed: -had done "everything possible to exterminate the home, even relocated the clients and bombed the home to get rid of the roaches;" -"just had the exterminator out again last week to do his routine treatment;" -"don't know what else to do to get rid of the roaches."</p>	V 738		
V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., & Water Systems</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed,</p>	V 750		

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V 750	<p>Continued From page 10</p> <p>constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(3) Electrical, mechanical and water systems shall be maintained in operating condition.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to ensure the facility's electrical and mechanical systems were maintained in operating condition. The findings are:</p> <p>Observation on 2-13-20 at 11:47am of the facility's back patio/medication room revealed the smoke alarm beeping every 60 seconds indicating the need for attention and/or repair.</p> <p>Interview on 2-13-20 with Client #1 revealed: - admission 12-30-19; - the smoke detector "has been beeping like that since admission."</p> <p>Interview on 2-13-20 with Staff #2 revealed: - heard the smoke detector beeping and was unsure how long it had been beeping.</p> <p>Interview on 2-13-20 with the PM (Program Manager) revealed: - when first questioned about it, he replied that he did not hear anything; - the next time it beeped, he admitted to hearing the beep; - was "not sure how long it had been beeping" - no one had looked into getting it repaired.</p> <p>Interview on 2-13-20 with the Director revealed: - unaware of the smoke detector beeping and would get it repaired.</p>	V 750		

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