

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411083	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/21/2020
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NAME OF PROVIDER OR SUPPLIER BLESSED ALMS II LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 3909 BEARS CREEK ROAD GREENSBORO, NC 27406
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 5/21/20. The complaint was substantiated (intake #NC00165118). 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> <p>A sister facility is identified in this report. The sister facility will be identified as sister facility A. Staff and/or clients will be identified using the letter of the facility and a numerical identifier.</p> <p>This statement of deficiencies was amended on 7/28/2020 due to additional information received during and after the informal conference of 7/17/2020. Rule 10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512) was identified as a Type A1 rule violation and is amended to rule 10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109) as a Type A1 rule violation.</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>	V 109		

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

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V 109	<p>Continued From page 1</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 develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 3 of 7 staff (the Qualified Professional #1/Licensee (QPL), Associate Professional/Licensee #2 (APL #2) and staff #3) failed to demonstrate competencies for the population served. The findings are:</p> <p>Review on 3/31/20 of the QPL's record and interview revealed: - Hire Date: 6/1/05</p>	V 109		

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V 109	<p>Continued From page 2</p> <ul style="list-style-type: none"> - Position: Qualified Professional/Licensee - Has a degree and work history that qualifies him as a Qualified Professional. - The QPL stated the APL #2 was his wife. <p>Review on 3/31/20 of the APL #2's record revealed:</p> <ul style="list-style-type: none"> - Hire Date: 5/12/06 - Position: Associate Professional/Licensee - Has a degree and work history that qualifies her as a Associate Professional. <p>Review on 4/2/20 of staff #3's record revealed:</p> <ul style="list-style-type: none"> - Hire Date: 3/1/14 - Position: Paraprofessional - Has a degree and work history that qualifies her as a Paraprofessional. <p>Review on 3/31/20 of client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 1/24/20 - Diagnoses: Attention Deficit Hyperactivity Disorder; and Disruptive Mood Dysregulation Disorder - Age: 15 years-old - Person-Centered Profile (PCP) updated 1/13/20 revealed: " ...has a history of hospitalizations and a previous group home placement. She also has a history of suicidal ideation and harming herself." <p>Review on 5/7/20 of FC #2's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 11/13/19 - Discharge Date: 2/5/20 - Diagnoses: Major Depressive Disorder; Adjustment Disorder; and Post-Traumatic Stress Disorder - Age: 16 years-old - Consumer Information: It was noted that she was admitted to Blessed Alms II LLC but an "incident occurred while at BNB (Sister Facility A) on 2/3/2020." 	V 109		

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V 109	<p>Continued From page 3</p> <p>- Person-Centered Profile (PCP) updated 1/28/20 revealed: "...has a long history of receiving services including Outpatient therapy and intensive In-Home services. Client is also involved in DJJ (Department of Juvenile Justice). Client's behaviors have been increasing, which include running away, making threats, highly risky/sexual behavior, fighting, stealing and truancy issues."</p> <p>- Discharge Summary dated 2/5/20 revealed: "She is not responding to treatment by the group home staff or the LPC (Licensed Professional Counselor) who provides her therapy. She is presenting with opposition and defiance as well as severe lying and manipulation and complete non-compliance in the group home setting. She has failed to advance on the behavior management point/level system as she has not made level since her arrival at the group home ...She is over 60,000 points in the negative (with point/level system). This is due to a combination of failure to adhere to the rules and structure and continued involvement in non-compliant behaviors."</p> <p>Review on 3/31/20 of FC #3's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 10/28/19 - Discharge Date: 1/8/20 - Diagnoses: Unspecified impulse control Disorder; Disruptive Mood Dysregulation Disorder - Age: 15 years-old - Person-Centered Profile (PCP) updated 12/12/19 revealed: "She has refused to participate in treatment, refused to engage in therapy, demonstrated complete non-compliance, with open defiance and opposition. She has demonstrated verbal and physical aggression, with some threatening behaviors." - Medical/Dental Concerns: "None reported." - Review of FC #3's Discharge Summary dated 	V 109		

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V 109	<p>Continued From page 4</p> <p>1/8/20 revealed: "[Client #3] is presently a resident in the Blessed Alms II group home ...She is not responding to treatment by the group home staff or the LPC who provides her therapy. She is presenting with opposition and defiance and lying and manipulation. She has been non-compliant in the group home setting. She has continuously failed to advance on the behavior management point/level system as she has not made level since her arrival at the group home ...She is over 40,000 points in the negative (with point/level system). This is due to a combination of failure to adhere to the rules and structure and continued involvement in non-compliant behaviors, refusing to stay away during the day and verbal aggression when she is awakened."</p> <p>Review on 4/2/20 of FC #4's record revealed: - Admission Date: 11/1/19 - Discharge Date: 1/8/20 - Diagnoses: Major Depressive Disorder; Attention Deficit Hyperactivity Disorder; Post-Traumatic Stress Disorder; and Sexual Abuse of a Child (Victim) - Age: 14 years-old - Discharge Summary dated 1/8/20 revealed: "When she was here in the group home she was having small issues with her personal hygiene and wanting to isolate herself in her room ...She had some difficulty learning her goals and rules ...She had some issues with the point/level system and found herself in the negative (with the point/level system) due to inappropriate sexual communication at the day school."</p> <p>Finding #1: Abuse of FC #3 by the QPL</p> <p>Interviews on 3/31/20 and 5/7/20 with FC #3 revealed: - She was admitted to Blessed Alms II LLC, but</p>	V 109		

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V 109	<p>Continued From page 5</p> <p>indicated the incident occurred at the sister facility A.</p> <ul style="list-style-type: none"> - In December 2019, before Christmas the QPL pushed her down on the floor. - The QPL, the APL #2, staff #2 and staff #3 were present. - FC #2 and client A5 were there also at the sister facility A. - She was staying in client A6's bedroom alone at the sister facility A. - She had yelled because she did not want to stay in her bedroom. - The QPL came into the bedroom and "pushed me with two hands; I was turned sideways." - She landed on her right arm. She had fallen at a prior placement and was already having problems with her left ankle. - "I was crying after I was pushed down and said to [QPL], 'why did you push me down? You hurt my arm.'" - "My left ankle was hurting afterwards also." - "[The QPL] said I stumbled which was not true." - "I told [the APL #2] and [the QPL] and [QP #2] that my ankle was hurting. They (the QPL, the APL #2, and the Qualified Professional (QP) #2) could tell it was hurting because I was limping. It happened before lunch and I limped until that evening." - "I was taken to the doctor about my ankle. It was not the same day as the incident. The doctor gave me medicine for my ankle for the pain." - Note: medical records from her primary care physician indicated she was seen on 11/14/19 for ankle pain. - The QP #2 took her to the doctor about her ankle. She was not seen by the doctor about her arm. - After her fall, the APL #2 told her she was going to call the police because she was not listening to them. 	V 109		

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V 109	<p>Continued From page 6</p> <p>Interviews on 3/26/20 and 5/7/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC, but indicated the incident occurred at the sister facility A. - She, FC #3 and client A5 were having down time at sister facility A in December 2019. - FC #3 was in trouble for stopping up the toilet at the other group home. The APL #2 had put FC #3 in client A6's bedroom for stopping up the toilet. - FC #3 kept coming out of client A6's bedroom so the QPL went into the bedroom. - The QPL "pushed [FC #3] on the floor from her left side." She witnessed what occurred as she stood in the hallway outside of client A6's bedroom. - "She got up crying and holding her foot." - "[The QPL] said if she did not get up, he was going to call the police and she would go to jail. I wanted to tell her she did not do anything wrong but I did not want to get involved." - Staff #2 was in client A6's bedroom when it occurred. - Staff #3 came in after the incident occurred. <p>Interview on 4/20/20 with staff #2 revealed:</p> <ul style="list-style-type: none"> - She denied seeing the QPL push FC #3. - She did not know how FC #3 hurt her foot. - She did not recall QP #2 taking FC #3 to the doctor due to a foot injury. <p>Interview on 4/21/20 with QP #2 revealed:</p> <ul style="list-style-type: none"> - She could not recall how FC #3 hurt her foot. - "[FC #3] hurt her foot Lord Jesus child I don't even remember how it happened. She liked to run up and down the hill that's probably how she did it." - Recalled taking FC #3 to the doctor but could not recall the reason FC #3 was taken to the 	V 109		

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V 109	<p>Continued From page 7</p> <p>doctor.</p> <ul style="list-style-type: none"> - "I don't really remember so maybe we need to talk about something different." <p>Interview on 4/22/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - He did not know for sure how FC #3 hurt her foot in December 2019. - Denied he pushed FC #3 - "[FC #3] was running up and down the hill at Blessed Alms ...[FC #3] hurt her foot at [prior placement]. [FC #3] said she slipped on the stairs at Blessed Alms" - "We didn't do an incident report. [FC #3] said she slipped on the steps that was all." <p>Review on 4/27/20 of FC #3's medical record from her primary care physician revealed: Date: 11/14/19</p> <ul style="list-style-type: none"> - "Here for f/up (follow-up) and review today. C/O (Complaining of) right ankle pain ongoing for a month after falling in the shower, improving but still present - exam unremarkable except for minimal tenderness - supportive pain control." - Date: 11/21/19 - "Patient is brought in today because she accidentally fell at home and has some abrasive injuries on her right lower legs. No active bleeding noted. Aggressive injuries are clean and caregiver and patient advised on hygienic cleansing of wounds with prescription of triple antibiotic dressing changes advised." - No documentation of treatment related to an injury that may have occurred in December 2019 <p>Finding 2: Abuse of FC #2 by the QPL and the APL #2</p> <p>Interviews on 3/25/20 and 3/26/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC, but 	V 109		

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V 109	<p>Continued From page 8</p> <p>the incident occurred at the sister facility A.</p> <ul style="list-style-type: none"> - She returned to the group home from a home visit on Sunday (2/2/20) around 7:30 pm. - The QPL and staff # 4 were present when she returned to the group home. - Client A5 and client A6 were also present. - Prior to going on her home visit, she asked the APL #2 if she should take her dirty clothes home with her and the APL #2 instructed her to leave her dirty clothes at the group home. - On 2/2/20, when she came back to the group home, she asked staff #4 if she could wash her undergarments because she did not have any clean undergarments. She also asked staff #4 if she could wash her new pants. - She knew that "wash day was Wednesday. Only [the APL #2] could give permission to allow you to wash clothes on Sunday." - "[Staff #4] said I could wash my clothes and [the QPL] said, no I could not wash my clothes. [The QPL] said [the APL #2] is not here, so no." - There continued to be a lot of discussion between her and the QPL about washing her clothes. - "I did wash my new pants in the bathroom sink and ...[the QPL] pushed the door open. [The QPL] said, no you are not washing your clothes. I said ok well I have to use the bathroom and [the QPL] said I was not using the bathroom. He never moved out of the bathroom. I finished washing my pants while he stood there in the bathroom. [The QPL] left the group home and I asked [staff #4] to put the pants in the dryer and she did. Then I went to bed." <p>Continued interviews with FC #2 on 3/25/20 and 3/26/20 revealed:</p> <ul style="list-style-type: none"> - She had asked staff #4 the night before to be the first one to take a shower because she did not want to be last because the water would be cold. 	V 109		

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V 109	<p>Continued From page 9</p> <p>-When she woke up the next morning, client #1 was already in the shower so she just went back to sleep.</p> <p>- When she woke back up, it was close to 7am which is the time she is supposed to be ready for school but she went ahead and got in the shower. The APL #2 arrived at sister facility A.</p> <p>- "I got out of the shower at 6:57 am. I heard [the APL #2] knock on the door and say, 'you need to get out of the bathroom now. I was like ok.'</p> <p>- "I just stepped out of the shower and had no towel on. [The APL #2] said, 'are you yelling at me' but I was not yelling ...I said, 'do you want me to come out of here naked?' [The APL #2] pushed the door open and I had nothing on. I looked and [the QPL] was standing right beside of [the APL #2]. I looked in the mirror and I see [the QPL] and then I looked at him and locked eyes with [the QPL]. [The QPL] walked away and said he was not supposed be there.</p> <p>- "I was mad and I cursed at him ...I pulled the door closed and [the APL #2] was pushing her body against the door to keep it open so I grabbed my towel and put it around me. I started crying and I was screaming call my [Legal Guardian (LG)]."</p> <p>- "I kept crying and screaming. [The APL #2] said 'I am going to call [LG], but you can't talk to [LG].' I said 'my [LG] will hear me.' [The APL #2] dialed the phone and put it in her pocket. [The APL #2] and [the QPL] went into another room and closed the door with the phone. I was screaming outside the door, '[LG], [the APL #2] had the door open and I didn't have any clothes on and [the QPL] was standing right there.'"</p> <p>- "I guess [LG] could hear me and my [LG] said to put her on speaker and let me talk to her. My [LG] told me to go get dressed and she was not going to listen to me scream but to call her back when I finished getting ready."</p>	V 109		

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V 109	<p>Continued From page 10</p> <ul style="list-style-type: none"> - She then attempted to finish getting ready. - "I went in the bathroom ...I was brushing my teeth and had water in my hand [the APL #2] turned the water off and then turned the light off. [The APL #2] said, I want you sitting in the living room with her and the other girls. I said I am already late and you won't let me talk to my [LG] and I need to get ready. [The APL #2] then went and turned off the breaker and all the lights went out. [The APL #2] called my [LG] again. [The APL #2] told my [LG] I could not stay in her group home anymore and she was going to do some type of paperwork." - "[The APL #2] called the police and was stomping around the house. She talked like a cheerleader, she was clapping her hands and stomping her feet and saying, 'I am not scared, I am not scared.' Then I tried to put my wash rag and towel in the laundry room. She put her arms across the doorway to block me from getting into the laundry room. I said to [the APL #2] 'can you please move?' I finally ducked under her arms and walked into the laundry room and [the APL #2] said that is assault that I pushed her. She called the police again and said she had a '16 year-old juvenile who put her hands on me.' " - When the police arrived, they asked, "[the APL #2] why she was yelling and asked why it was dark in the house?" - "The police said to [the APL #2], 'you are preventing this child from getting ready for school.' [The APL #2] said to the police, she could not tell her what to do in her group home." - FC #2 finished getting ready while the police were present and then went to school. <p>Interview on 4/7/20 with Client A6 revealed:</p> <ul style="list-style-type: none"> - She resided in the sister facility A where the incident involving FC #2 occurred. - FC #2 came back from a home visit on a 	V 109		

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V 109	<p>Continued From page 11</p> <p>Sunday and told staff she had no clean undergarments to wear. She, client A5, and client A7 were present along with the QPL and staff #3.</p> <ul style="list-style-type: none"> - Sunday was not "wash day." - The QPL told FC #2 she could not wash her clothes. - "It was Sunday and they didn't want us to wash clothes on a Sunday. Even though we don't do anything on Sunday I think we should be able to wash our clothes for school on Sunday." - The following day (Monday) FC #2 spent over 10 minutes in the bathroom getting ready for school. - "[FC #2] still had to brush her teeth and do her hair. We only get 10 minutes in the bathroom. You have to be in the common area at 7 am. [The APL #2] got upset, she told [FC #2] she needed to be in the common area at 7 am and told her she lost 1500 points. [The APL #2] shut off the main breaker in the house and then the cops were called." - "The female officer told [the APL #2] to turn on the breaker so that [FC #2] could finish getting ready for school. [The APL #2] told the officer this is my house and she is going to follow my rules and not go over 10 minutes in the bathroom." - "I was in my room at the end of the hallway and it sounded like [the APL #2] was yelling at the officer." <p>Interview on 4/1/20 with Client #1 revealed:</p> <ul style="list-style-type: none"> - She was in her bedroom when the QPL opened the bathroom door and FC#2 was in the bathroom. - The APL #2 was standing beside of the QPL when he opened the bathroom door. - She was unable to see inside the bathroom but FC #2 stated "[FC #2] was half dressed." <p>Interview on 4/22/20 with the QPL revealed:</p>	V 109		

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V 109	<p>Continued From page 12</p> <ul style="list-style-type: none"> - He worked the evening of 2/2/20. - FC #2 came back from a home visit on 2/2/20 with new clothes and wanted to wash a pair of pants. - He and staff #3 were on duty. He could not recall the other clients who were present. - "We (the QPL and staff #3) told [FC #2] no you can't wash clothes. We went back and forth about that one pair of pants and I finally said go ahead and wash the pants. <p>Interview on 4/22/20 with the APL #2 revealed:</p> <ul style="list-style-type: none"> - She worked the morning of 2/3/20. - On 2/3/20 FC #2 was late getting ready for school. - When FC #2 did not get up on time and took too much time in the bathroom getting ready. - FC #2 had been in the bathroom for "20 minutes." - The clients have to be in the common room by 7 am for group time. - "The only way I could get [FC #2] out of the bathroom was to turn off the lights so I turned off the lights. I asked the others to go to their rooms. [FC #2] came out cussing. That's when I told her I was going to call the police because this is getting way out of hand this is crazy." - "When the police lady came, [FC #2] rushed to tell her story. [FC #2] and I were talking at the same time and police lady told me to be quiet. [FC #2] told her side and the police lady told me to cut on the lights and said don't you want her to go to school. The police lady's priority was getting [FC #2] to school. I said she is not compliant with anything. The issue was not her being ready for school, the issue was she was not compliant with any of our directives and she was verbally and physically aggressive. Our directives were to get her out of the bathroom and sitting down compliant with everyone else. [FC #2] made a big 	V 109		

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V 109	<p>Continued From page 13</p> <p>issue out of all of this."</p> <p>Interview on 4/22/20 with a local Police Officer revealed:</p> <ul style="list-style-type: none"> - She responded to a call from the group home on 2/3/20. - "I remember specifically [the APL #2] on scene was not happy and ended up apologizing to me." - "They (the APL #2 and FC #2) were yelling at each other like two children yelling at each other. I said to [the APL #2] to stop yelling. I talked to [the QPL] about what was going on. [The QPL] said they (the clients) have so many minutes to get ready and then when they go over that time, they turn the electricity off on the clients. [FC #2's] hair was not done. I said, 'isn't it better for the child to finish getting ready for school than to argue and let her be truant for school?' " - The Officer requested the APL #2 and the QPL turn on the power. The APL #2 then got upset with her. - "I asked [FC #2] to get ready for school and she finished getting ready." - She asked if the APL #2 and the QPL had been trained and the QPL said they were both trained in counseling. - "I asked (if they were trained) because they [the APL #2 and the QPL] were bantering back and forth with [FC #2]. I felt [the APL #2 and the QPL] were baiting [FC #2], pushing her buttons and then blaming [FC #2] for being disorderly. They were stalling her by keeping the power turned off. [FC #2] was at first in a heated argument and when I solved the issue, she was completely compliant." <p>Review on 3/27/20 of Incident Response Improvement System (IRIS) revealed:</p> <ul style="list-style-type: none"> - Date of Incident: 2/3/20 - Date last submitted: 2/5/20 	V 109		

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V 109	<p>Continued From page 14</p> <ul style="list-style-type: none"> - Name and Title of person completing this form: [The QPL], Director, QP - "The consumer started her non-compliance on Sunday night when she came back from a home visit to get clothes. She came in angry and first refused to comply with the procedure to inventory any new items brought into the group home. She became even more angry when told she had to bring the new items from her room to be inventoried. The group home did not know why she was angry, but we suspected that she just did not want to come back to the group home. She had acted like this before after a visit. She however did not calm down, and became verbally aggressive using extreme profanity and refused to comply or engage in treatment at all. bedtime was at 8:00, she refused to go to bed and set in the common room until 10:00 before we were finally able to get her to go to bed. This behavior carried over into the next morning. She refused to get out of bed as she was the first to be prompted. She refused to get up and eat or take her medication. The rule is that all consumers have their morning routine completed, be dressed and sitting in the common room by 7:00. This consumer was at this location because she got back late and a decision was made to allow her to spend the night. However she was aware the the rules are the same at both of the group home. She did not get up to shower until 7:15, she did this deliberately and it caused disruption in the scheduling. When confronted by the on coming shift, she became verbally aggressive and called staff very profane name you could think of. She was totally non-compliant and refused to process or engage in her treatment. She demanded to talk to her guardian. The oncoming staff had the overnight staff speak with the guardian to let her know what was going on. the consumer became extremely aggressive, to the point of pushing her 	V 109		

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V 109	<p>Continued From page 15</p> <p>way into the office and trying to take the phone. The staff had to go to a locked wash room to speak to the guardian. this was after the phone was put on speaker for the guardian to speak to the consumer. When the staff tried to go the locked wash room to speak to the guardian due to the consumer being so verbally aggressive. The consumer physically put her hands on the morning staff and pushed her. At that point the police were called. The police arrived and the consumer tried to push her way out the door. Staff intervened and waited for the police to come in. The female officer stood between staff and the consumer as the consumer had put her hand up in staff's face. The officer heard the consumer first. She then attempted to tell the group home staff how she thought they should handle the situation. A police supervisor came to the scene, and told his officer that she should have not intervened that way. That the group home has rules and she should have not suggested them not following their rules. The officer apologized to the group home. She had never handled a call to the group home. This empowered the consumer as she began to make threats as she had the night before that she was going to get the group home shut down. she told the staff to suck her d**K, that all the staff were m****r f*****s, b*****s and many other curse words, and she was going to get them all, she was shutting the group home down. It took some time, but staff was able to get her calmed down to go to school. The director check the group home website for referral, and found that someone had actually went the site, pretended to make a referral and had used all the exact same profane words the consumer used in the group home. They had also threatened to shut the group home down. The next morning the consumer started the same behavior with provocation. Staff finally had to ignore her to get</p>	V 109		

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V 109	<p>Continued From page 16</p> <p>past the episode and get her to school. There is a conference meeting scheduled for 02/05/20 at 11:00am to address this case."</p> <p>Finding #3: Neglect of FC #2 by the QPL</p> <p>Interview on 3/24/20 with FC #2's LG revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC, but the incident occurred at the sister facility A. - On 1/22/20 she had received a text from the QPL that contained pictures of FC #2's forearm. - She could see the engraved word "Die" and symbols covered most of inside area of FC #2's forearm. - It was reported to her that FC #2 did this because "no one listened to her." - She asked the QPL if he had taken FC #2 to the doctor and he responded: "by the time, we saw it, we didn't think she needed to go to the doctor." - The cut word and symbols were still visible on 3/24/20. <p>Interview on 3/25/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - FC #2 was admitted to Blessed Alms II LLC but was moved to the sister facility A due to having "issues." - He was unable to provide a date for when FC #2 was discharged and admitted to the sister facility A. <p>Review on 3/25/20 of Pictures Provided by FC #2's LG revealed:</p> <ul style="list-style-type: none"> - The pictures were noted by FC #2's LG as taken on 2/6/20 by FC #2's LG. - The pictures were noted by FC #2's LG as pictures of FC #2. - One picture was of a forearm covered almost fully with cut symbols and the word "Die." 	V 109		

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V 109	<p>Continued From page 17</p> <p>Interview on 3/25/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - She could not recall the date when she cut the word "Die" and other symbols on her forearm but knew it was a Sunday after she returned from a group home outing at a local Science Center. - She was never seen by a medical provider after staff had seen the cut marks on her arm. - "I drew it with a pen at first and then carved the picture into my skin with a lead pencil." - "I knew if I drew it someone would notice because the whole time, I was there my [LG] was not listening to what they were doing. I knew if she saw that she would ask why I did that because I have never cut myself before." - "[The QPL] and all the staff saw it throughout the week. That Saturday [staff #3] put some alcohol on it because it was a big scab and it was bleeding." <p>Interview on 4/17/20 with the Licensed Professional (LP) revealed:</p> <ul style="list-style-type: none"> - He noticed the cut word "Die" and other symbols on FC #2's arm just as he was leaving the group home one evening. - He had staff #3 contact the QPL and the APL #2 to let them know what was on FC #2's arm. - He was unsure if the QPL or APL #2 took her to a medical provider. - "She was fine and upbeat and not thinking of harming herself or others." <p>Interview on 4/20/20 with staff #3 revealed:</p> <ul style="list-style-type: none"> - She and the LP observed the cut word "Die" and other symbols on FC #2's arm sometime in January 2020. - She contacted the QPL and sent him pictures of FC #2's arm. - The next day FC #2 complained her arm hurt. She contacted the APL #2 and asked if she should put peroxide on the FC #2's arm. The APL 	V 109		

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V 109	<p>Continued From page 18</p> <p>#2 told her she could.</p> <ul style="list-style-type: none"> - "It was ugly looking. It had not scabbed up yet. It had that fresh look, it was red." - "It didn't look bad enough to go to hospital but I am not a doctor." <p>Interview on 4/22/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - He did not know when FC #2 engraved the word "Die" and other symbols on her arm. - FC #2 engraved the word "Die" and other symbols on her arm while at school. - Peroxide was put on the wound by staff #3 "because [FC #2] was picking at it." - FC #2 was not seen by a medical provider for the wound. - "It was discovered. It had healed over. She never complained about pain." <p>Finding #4: Abuse of client #1 by the QPL</p> <p>Interview on 4/1/20 with client #1 revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC, but the incident occurred at the sister facility A. - She slept over at the sister facility A "a lot of times." - The clients from Blessed Alms II LLC would sleep over at the sister facility A when only 2 clients were in Blessed Alms II LLC. - Sometime in March 2020, she, the APL #2 and the QPL had been arguing and the QPL slammed her foot in the front door. Client A6 was also present. - "I was standing at the front door and [the QPL] kept trying to close the door. I would not move so he kept slamming my foot in there (the door)." - "My foot was hurting a little afterwards because I had crocs on." <p>Interview on 4/7/20 with client A6 revealed:</p> <ul style="list-style-type: none"> - Sometime in March 2020, client #1 stood at the 	V 109		

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V 109	<p>Continued From page 19</p> <p>front door and the QPL slammed the door on her toes.</p> <ul style="list-style-type: none"> - "She told [the QPL] she was going to call the cops because it hurt and she was going to press charges. The cops were called." <p>Interview on 4/22/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - Sometime in March 2020, client #1 stood next to the front door. - He told client #1 that "we could not stand here and let all the heat out." - He closed the door 3 or 4 times when client #1 "stuck her foot in the door." - He called the police. - "Every time I tried to close the door [client #1] would stick her foot in the door. She stuck her foot in the door because she was mad about something. I was just trying to close the door. She had on crocs. " - "She never complained about her foot being hurt." - An incident report was not completed. <p>Interview on 4/22/20 with the APL #2 revealed:</p> <ul style="list-style-type: none"> - She was in another room when the QPL closed the door on client #1's foot. - The police were called and she heard client #1 tell the police the QPL closed the door on her foot. - "I kept hearing [the QPL] tell [client #1] to get out of the front door so that he could shut it because it was cold that day. [Client #1] wanted to walk out. She was upset and she wanted to go outside." <p>Finding #5: Abuse of FC #2, FC #3, and FC #4 by the APL #2</p> <p>Interview on 4/2/20 with FC #4 revealed:</p> <ul style="list-style-type: none"> - The APL #2 told client A7 that she "was going to 	V 109		

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V 109	<p>Continued From page 20</p> <p>physically fight [client A7]."</p> <ul style="list-style-type: none"> - The APL #2 would cuss at client A7 and client A7 would cuss at the APL #2. - The APL #2 would state to client A7, "if you hit me, I have the right to hit you back." - The APL #2 called all the clients "dumb almost every single day and call us s***s." <p>Interview on 4/16/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - The APL #2 often cussed at the clients. - "Yes, [the APL #2] cussed all the time. To be a Christian woman she cussed all the time. She would get in our face and say: 'We got her f'd up and this is her d**n group home and we can't tell her what the h**l to do in here.' " <p>Interview on 4/17/20 with FC #3 revealed:</p> <ul style="list-style-type: none"> - The APL #2 cussed at her and the other clients. - "[The APL #2] would say I don't give a D who they tell. [The APL #2] would threaten [Client A7] if she put her hands on her first, she would hit her back." <p>Interview on 4/17/20 with FS #7 revealed:</p> <ul style="list-style-type: none"> - She had heard the APL #2 cuss in front of the clients more than once. <p>Interview on 4/22/20 with staff #3 revealed:</p> <ul style="list-style-type: none"> - The APL #2 got in the clients' faces and yelled at them. - The APL #2 repeated back cuss words that the clients stated. - "[The APL #2] does get into the kids face and yells at them. I know she did do it with [FC #2] and with [client A5]. I know she provokes them. The staff has said on shifts that I didn't work that [the APL #2] caused the incidents with the kids. The staff would say she would argue with clients. When you scream and holler at the kids it escalates things." 	V 109		

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V 109	<p>Continued From page 21</p> <p>- "[The APL #2] will repeat back what the kids will say. The kids will say, 'I don't give a f**k and she will say that is the point, you hear that [staff #4] she doesn't give a f**k.'</p> <p>Interview on 4/22/20 with the APL #2 revealed:</p> <ul style="list-style-type: none"> - Denied that she threatened to physically fight client A7. - Denied that she cussed at clients but repeated cuss words clients might say. - "I might say to staff she said she doesn't give a f**k. I repeat what they say." <p>Finding #6: Abuse of FC #3 by the QPL and the APL #2</p> <p>Interview on 3/31/20 with FC #3 revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC, but the incident occurred at the sister facility A. - The APL #2 would take the mattress off the bed she slept in at sister facility A because she slept too much. - "I was just tired there and gave up on that place so I slept all the time. They were not helping me there." <p>Interview on 4/16/20 with client A7 revealed:</p> <ul style="list-style-type: none"> - FC #3 slept at both Blessed Alms II LLC and the sister facility A. - FC #3 "had accidents in her bed." - One time the QPL took FC #3's mattress and put it in the hallway. - The APL #2 then came into the group home and stated, "I have already talked to [FC #3] about this (wetting the bed)." The APL #2 took FC #3's mattress and put it in a building behind the sister facility A. - "[FC #3] did not have a mattress to sleep on, she slept on the floor. [FC #3] slept on the floor for about 3 weeks." 	V 109		

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V 109	<p>Continued From page 22</p> <p>Interview on 4/20/20 with FC #4 revealed: - The QPL and the APL #2 took FC #3's mattress "because she kept wetting the bed." - "[FC #3] would sleep on the wooden dresser thing, she would lay on the wood with her covers and pillow or in a chair. We did not share a room but I would walk past [FC #3's] room and see that she would sleep like this."</p> <p>Interview on 4/22/20 with the APL #2 revealed: - FC #3 would wet the bed at night. - FC #3 slept in a room with two single beds. The second bed was not being used. - Denied that FC #3 had her mattress taken from her. - FC #3 placed the unused mattress on top of her mattress and urinated on the unused mattress. - "We told [FC #3] could have the bottom mattress (her original mattress) or the one she was peeing on. I told her that. She had never, not had a mattress."</p> <p>Interview on 4/22/20 with the QPL revealed: - FC #3 was in a bedroom with two single beds and no one was sleeping on the other bed. - FC #3 was sleeping on the other mattress due to her nocturnal enuresis problem. - "She was sleeping on the other mattress so she would not pee in her own bed." - "We removed the mattress from the second bed."</p> <p>Finding #7: Abuse of FC #3 by the APL #2</p> <p>Interview on 4/23/20 with FC #3 revealed: - She was admitted to Blessed Alms II LLC. The incident occurred at both Blessed Alms II LLC and the sister facility A. - She was limited by the amount of drink she</p>	V 109		

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V 109	<p>Continued From page 23</p> <p>could have by the APL #2.</p> <ul style="list-style-type: none"> - The APL #2 would pour the water for her. The APL #2 provided a half cup of water/liquid at a time. - There were times when she was thirsty and she would drink water out of her bathroom sink. <p>Interview on 4/22/20 with the APL #2 revealed:</p> <ul style="list-style-type: none"> - Prior to being admitted, FC #3 took medication for nocturnal enuresis. - When FC #3 was admitted, she called FC #3's prior placement but the medication for nocturnal enuresis was never sent. - She and other treatment team members decided to limit FC #3's intake of water/liquids during the day and did not allow FC #3 to drink liquids after 7:30 pm. - Did not know if any staff who took FC #3 to the doctor ever talked to the doctor about FC #3's nocturnal enuresis. <p>Interview on 4/27/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - He had no treatment team meeting notes with regards to decreasing FC #3's liquids during the day and stopping liquids at 7:30 pm. <p>Interview on 4/23/20 with the Collateral Contact at FC #3's current placement revealed:</p> <ul style="list-style-type: none"> - She currently worked with FC #3 in a mental health facility. - FC #3 came to her current facility on Lithium that was prescribed while she lived at Blessed Alms II LLC and the sister facility A. Lithium caused her to drink a lot. - When FC #3 was admitted to her current placement, she used the bathroom 5-6 times at night. - FC #3's current psychiatrist took her off Lithium. Since that time, FC #3 went to the bathroom sometimes 1 time a night. 	V 109		

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V 109	<p>Continued From page 24</p> <p>Finding #8: Verbal abuse of FC #2 and FC #4 by staff #3</p> <p>Interview on 4/16/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC. The incident occurred at both Blessed Alms II LLC and the sister facility A. - Staff #3 threatened to hit clients. - "[Staff #3] said if some child puts their hands on me, 'I am not scared to hit them back.' She said she would not let no child hit her." <p>Interview on 4/2/20 with FC #4 revealed:</p> <ul style="list-style-type: none"> - She was admitted to Blessed Alms II LLC. The incident occurred at both Blessed Alms II LLC and the sister facility A. - Staff #3 threatened to hit clients. - "[Staff #3] said she was not afraid to get in trouble for getting into a physical fight with any of us. She said if any of us hit her she was not afraid to hit us back." - Denied staff #3 ever hit a client. <p>Interview on 4/20/20 with staff #3 revealed:</p> <ul style="list-style-type: none"> - Denied that she threatened to hit clients. - "I think that is wrong to be asked because it is a lie." <p>Review on 5/11/20 of the Plan of Protection dated 5/11/20 written by the Licensed Professional revealed:</p> <p>"What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? Initial provision of the plan of protection will be that all staff involved in the above sited violation will immediately cease to work in the facility until an internal investigation has been completed and</p>	V 109		

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V 109	<p>Continued From page 25</p> <p>an investigation by the Health Care Registry has been completed. In addition:</p> <ul style="list-style-type: none"> -No staff of the agency will push, or physically engage any client while they are in bed, or for any other reason. -Cutting off lights will never be used to address a client's refusal to adhere to getting dressed in the scheduled time allowed. -No staff will approach a bathroom door when a client is refusing to get ready and exit in a timely manner. -Staff will immediately seek medical attention for all clients with even what may be considered minor medical issues. -If a client is sleeping in a non-designated area, staff will not touch the client, but address this issue with the point/level system. -If a client impedes the closing of a door with her foot, the door will remain open until therapeutic interventions with the client can get her calmed down and out of the doorway. -All client mattresses in all bedrooms of the facility will remain in place and never be removed even there is no client in the bed, or for any reason by staff. -During Child and Family Team meetings, medical providers will be considered to address potential medical issues, i.e. enuresis, before implementing subsequent interventions. -No staff will communicate with a client in a threatening manner for any reason at any time. This includes the use of swear words. <p>Describe your plans to make sure the above happens.</p> <p>The LCMHC-S (Licensed Clinical Mental Health Counselor Supervisor) will immediately meet with and familiarize the staff of this protection plan. He will ensure that he orients the acting manager of the plan and her responsibility to hold the staff working with the clients responsible for adhering</p>	V 109		

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V 109	<p>Continued From page 26</p> <p>to the protection plan that is to be implemented immediately. It will be documented in the daily log that all provisions of the protection plan were monitored daily by the acting manager to verify that they were adhered to. A copy of this protection plan will be posted in each staff's box and in the daily log for staff's attention."</p> <p>The incidents at the facility involved 4 female clients (1 current client, and 3 former clients) ages 14, 15, and 16, with various diagnoses not limited to: Attention Deficit Hyperactivity Disorder; Disruptive Mood Dysregulation Disorder; Post-Traumatic Stress Disorder; Sexual Abuse of a Child (Victim); Unspecified impulse control Disorder; and Major Depressive Disorder; Adjustment Disorder. Treatment plans and discharge summaries revealed clients struggled with issues of: suicidal ideation, runaway behaviors, risky sexualized behaviors, fighting, stealing, making threats, truancy issues, and defiance. There were 7 different incidents of abuse that occurred and 1 incident of neglect that occurred at the sister facility A. Five of the abuse incidents and neglect by the QPL included: he did not allow a client to wash her clothes; pushed open a bathroom door to a client who was not dressed because a client was taking too long getting ready; did not obtain medical attention for a client who engraved the word "die" on her arm; slammed a client's foot in the door who would not move; and took the mattress of a client due to nocturnal enuresis which resulted in her sleeping on the floor. The APL #2, who is the Licensee's wife was involved with 4 of the abuse incidents. Abuse by the APL #2 included: she turned off the main breaker on the group home to get a client out of the bathroom; she stood beside the QPL when he pushed open the bathroom door on a client who</p>	V 109		

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V 109	<p>Continued From page 27</p> <p>was not dressed and was taking too long in the bathroom; cussed at clients and threatened to fight a client; took the mattress of FC #3 due to nocturnal enuresis which resulted in her sleeping on the floor; and decreased the liquids of FC #3 who was taking Lithium and drank a lot due to the medication without consulting a medical provider. Staff #3 was involved with 1 abuse allegations. Abuse by staff #3 included: threatened to hit clients.</p> <p>This deficiency constitutes a Type A1 rule violation for serious abuse and neglect and must be corrected within 23 days. An administrative penalty of \$2,000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 109		
V 115	<p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES</p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap</p>	V 115		

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V 115	<p>Continued From page 28</p> <p>are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on interviews, and record reviews, the facility failed to serve or prepare meals for clients that were nutritious. The findings are:</p> <p>Interview on 3/25/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - She was not provided enough food when she lived in the group home. - Clients were never allowed to have snacks. - She lost weight when she lived at the group home. - She weighed 140 pounds when she was admitted and weighed 127 when she was discharged. <p>Interview on 3/31/20 with FC #3 revealed:</p> <ul style="list-style-type: none"> - She was not full when she ate meals at the group home. - At times, clients were not allowed to have seconds at meal time. - "I used to sneak apple juice but they never found out. We all snuck food from in the garage, the juice and chips in the garage. We did this because we were all hungry." 	V 115		

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V 115	<p>Continued From page 29</p> <p>Interview on 4/2/20 with FC #4 revealed:</p> <ul style="list-style-type: none"> - She was not provided enough food when she was living in the group home. - Only one staff allowed the clients to have seconds at meal time. - She and the other clients were not allowed to have snacks. - She lost 40 pounds while she lived at the group home due to the lack of food. - "We never got snacks. If I brought something from my school lunch or if my mom sent back food, they (the staff) would not let me eat it." <p>Interview on 4/17/20 with former staff (FS) #7 revealed:</p> <ul style="list-style-type: none"> - Clients were not fed enough food. - Clients who had brought snacks from home, could eat a snack. - "There were times we were told they could eat seconds and then other times we were told they could not get seconds. It was up and down (the rules about getting seconds) and it was so confusing. [The APL #2] was usually the one who told us to not give seconds." - "...Every girl I saw come in lost weight. I was not concerned they lost too much weight because many were overweight. I was concerned I think they needed more food. I think they needed a snack after dinner especially due to the amount of medicine they took." <p>Interview on 4/21/20 with staff #4 revealed:</p> <ul style="list-style-type: none"> - When clients asked for seconds, they are not allowed to have seconds at meal time. - She worked in the mornings but has heard clients no longer receive snacks. - "No, she (the APL #2) doesn't allow extra food (seconds)." <p>Interview on 4/22/20 with the QPL revealed:</p>	V 115		

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V 115	Continued From page 30 - Clients were provided "seconds and thirds" at meal time. - Clients were provided fruit for snack. - The clients who lost weight did so because they wanted to lose weight. Interview on 4/22/20 with the APL #2 revealed: - Clients are provided seconds at meal time. - Clients are not provided snacks. - Client A5 lost weight and did so because she wanted to lose weight. Client A5 purged her food. - "I cut out snacks years ago because I was told by a state representative that we do not have to give them snacks. The clients were stealing food and would eat the whole box of snacks and I stopped buying snacks."	V 115		
V 298	27G .1706 Residential Tx. Child/Adol - Operations 10A NCAC 27G .1706 OPERATIONS (a) Each facility shall serve no more than a total of 12 children and adolescents. (b) Family members or other legally responsible persons shall be involved in development of plans in order to assure a smooth transition to a less restrictive setting. (c) The residential treatment staff secure facility shall coordinate with the local education agency to ensure that the child's educational needs are met as identified in the child's education plan and the treatment plan. Most of the children will be able to attend school; for others, the facility will coordinate services across settings such as alternative learning programs, day treatment, or a job placement. (d) Psychiatric consultation shall be available as needed for each child or adolescent. (e) If an adolescent has his 18th birthday while	V 298		

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V 298	<p>Continued From page 31</p> <p>receiving treatment in the facility, he may remain for six months or until the end of the state fiscal year, whichever is longer.</p> <p>(f) Each child or adolescent shall be entitled to age-appropriate personal belongings unless such entitlement is counter-indicated in the treatment plan.</p> <p>(g) Each facility shall operate 24 hours per day, seven days per week, and each day of the year.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to operate 24 hours a day, 7 days a week, each day of the year effecting 1 of 1 current client (#1), and 3 of 3 former clients (FC) (FC #2, FC #3, and FC #4). The findings are:</p> <p>Interview on 4/1/20 with client #1 revealed: - She was admitted to Blessed Alms II LLC but slept over at the sister facility A "a lot of times." - The clients from Blessed Alms II LLC would sleep over at the sister facility A when only 2 clients were in Blessed Alms II LLC.</p> <p>Interview on 3/27/20 with client #1's legal guardian revealed: - Her daughter was admitted to Blessed Alms II LLC but had slept over at the sister facility A. - "I never know when she will be over at the other group home (sister facility A)."</p> <p>Review on 5/7/20 of client #1's record revealed: - She had been admitted to Blessed Alms II LLC. - There was no admission assessment for the sister facility A.</p>	V 298		

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V 298	<p>Continued From page 32</p> <p>Interview on 4/16/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - She was first admitted to the sister facility A. - In December 2019, she was moved to Blessed Alms II LLC. - In January 2020, she was moved back to the sister facility A because she was the only client at Blessed Alms II LLC. <p>Interview on 3/25/20 with FC #2's legal guardian revealed:</p> <ul style="list-style-type: none"> - FC #2 was admitted to the sister facility A. - Then FC #2 was moved to Blessed Alms II LLC (date unknown). - A week after she was moved to Blessed Alms II LLC she was moved back to the sister facility A. <p>Review on 5/7/20 of FC #2's record revealed:</p> <ul style="list-style-type: none"> - She had been admitted to Blessed Alms II LLC. - There was no admission assessment for the sister facility A. - Review of FC #2's Admission Assessment: It was noted that she was admitted to Blessed Alms II LLC but an "incident occurred while at [sister facility A] on 2/3/2020." <p>Review on 3/27/20 of Incident Response Improvement System (IRIS) revealed:</p> <ul style="list-style-type: none"> - Date of Incident: 2/3/20 - "The consumer started her non-compliance on Sunday night when she came back from a home visit to get clothes. She came in angry and first refused to comply with the procedure to inventory any new items brought into the group home. She became even more angry when told she had to bring the new items from her room to be inventoried. The group home did not know why she was angry, but we suspected that she just did not want to come back to the group home. She had acted like this before after a visit. She 	V 298		

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V 298	<p>Continued From page 33</p> <p>however did not calm down, and became verbally aggressive using extreme profanity and refused to comply or engage in treatment at all. bedtime was at 8:00, she refused to go to bed and set in the common room until 10:00 before we were finally able to get her to go to bed. This behavior carried over into the next morning. She refused to get out of bed as she was the first to be prompted. She refused to get up and eat or take her medication. The rule is that all consumers have their morning routine completed, be dressed and sitting in the common room by 7:00. This consumer was at this location because she got back late and a decision was made to allow her to spend the night.</p> <p>Interview on 3/31/20 with FC #3 revealed: - She was admitted to Blessed New Alms II LLC but slept over at sister facility A. - She slept over at sister facility A when the rest of the clients at Blessed Alms II LLC were away on overnights.</p> <p>Review on 5/7/20 of FC #3's record revealed: - She was only admitted to Blessed Alms II LLC. - There was no admission assessment for the sister facility A.</p> <p>Interview on 4/2/20 with FC #4 revealed: - She lived in both group homes. - She first lived in Blessed Alms II LLC and was then moved to the sister facility A on 11/20/19.</p> <p>Review on 5/7/20 of FC #4's record revealed: - She was only admitted to Blessed Alms II LLC. - There was no admission assessment for the sister facility A.</p> <p>Interview on 4/22/20 with the Qualified Professional #1/Licensee (QPL) revealed:</p>	V 298		

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V 298	Continued From page 34 - Clients were moved from one group home to the other group home he owns. - "When we have no electricity or during the holidays and the kids are left we have gotten them together with the other kids (at the other group home). We talk to the guardians or parents about this."	V 298		
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities § 122C-62. Additional Rights in 24-Hour Facilities. (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: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (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 (3) Contact and consult with a client advocate if there is a client advocate. 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. (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: (1) Make and receive confidential 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; (2) Receive visitors between the hours of 8:00	V 364		

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V 364	<p>Continued From page 35</p> <p>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;</p> <p>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 prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for</p>	V 364		

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V 364	<p>Continued From page 36</p> <p>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> <ol style="list-style-type: none"> (1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him; (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 (3) Contact and consult with a client advocate, if there is a client advocate. <p>The rights specified in this subsection may not be restricted by the facility and each minor client 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</p>	V 364		

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V 364	Continued From page 37 treatment or habilitation in a 24-hour facility has the right to: (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; (2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary; (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; (4) Receive special education and vocational training in accordance with federal and State law; (5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs; (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; (7) Participate in religious worship; (8) Have access to individual storage space for the safekeeping of personal belongings; (9) Have access to and spend a reasonable sum of his own money; and (10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes. (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 plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be	V 364		

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V 364	<p>Continued From page 38</p> <p>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 record review the facility failed to ensure privacy during telephone calls; failed to allow communicate and consult with parents or guardians; and made clients attend worship services affecting 1 of 1 current client (client #1) and 3 of 3 former clients (FC) (FC #2, FC #3, and FC #4). The findings are:</p> <p>Review on 3/31/20 of client #1 record revealed:</p>	V 364		

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V 364	<p>Continued From page 39</p> <ul style="list-style-type: none"> - Admission Date: 1/24/20 - Diagnoses: Attention Deficit Hyperactivity Disorder; and Disruptive Mood Dysregulation Disorder - Age: 15 years-old - Review of client #1's Person-Centered Profile (PCP) updated 1/13/20 revealed: "...has a history of hospitalizations and a previous group home placement. She also has a history of suicidal ideation and harming herself." -No documentation of the need to limit phone calls or that phone calls needed to be monitored. <p>Review on 5/7/20 of FC #2's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 11/13/19 - Discharge Date: 2/5/20 - Diagnoses: Major Depressive Disorder; Adjustment Disorder; and Post-Traumatic Stress Disorder - Age: 16 years-old - Review of FC #2's Person-Centered Profile (PCP) updated 1/28/20 revealed: "...has a long history of receiving services including Outpatient therapy and intensive In-Home services. Client is also involved in DJJ (Department of Juvenile Justice). Client's behaviors have been increasing, which include running away, making threats, highly risky/sexual behavior, fighting, stealing and truancy issues." -No documentation of the need to limit phone calls or that phone calls needed to be monitored. <p>Review on 3/31/20 of FC #3's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 10/28/19 - Discharge Date: 1/8/20 - Diagnoses: Unspecified impulse control Disorder; Disruptive Mood Dysregulation Disorder - Age: 15 years-old - Review of FC #3's Person-Centered Profile (PCP) updated 12/12/19 revealed: "She has 	V 364		

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V 364	<p>Continued From page 40</p> <p>refused to participate in treatment, refused to engage in therapy, demonstrated complete non-compliance, with open defiance and opposition. She has demonstrated verbal and physical aggression, with some threatening behaviors."</p> <p>- Medical/Dental Concerns: "None reported." -No documentation of the need to limit phone calls or that phone calls needed to be monitored.</p> <p>Review on 4/2/20 of FC #4's record revealed: - Admission Date: 11/1/19 - Discharge Date: 1/8/20 - Diagnoses: Major Depressive Disorder; Attention Deficit Hyperactivity Disorder; Post-Traumatic Stress Disorder; and Sexual Abuse of a Child (Victim) - Age: 14 years-old -No documentation of the need to limit phone calls or that phone calls needed to be monitored. Finding #1:</p> <p>Interview on 4/2/20 with client #1 revealed: - Phone calls can be made on Monday, Wednesday and Fridays. - Her phone calls are limited to 5 minutes. - She was not allowed to make private phone calls. - She was not allowed to talk to her legal guardian privately.</p> <p>Interview 3/31/20 and 4/16/20 with FC #3 revealed: - When she lived in the group home, her phone calls were monitored and limited to 5 minutes. She could not make telephone calls on the weekends. - "I am in a higher level (Psychiatric Residential Treatment Facility) and they (staff) give us more time here (to make calls) than they did there."</p>	V 364		

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V 364	<p>Continued From page 41</p> <p>Interview on 4/2/20 with FC #4 revealed:</p> <ul style="list-style-type: none"> - When she lived in the group home, phone calls had to be made in the kitchen or den. - She could not make a telephone call in her bedroom. - She was allowed to make a 5-minute telephone call, two times during the week. <p>Interview on 4/22/20 with the Qualified Professional #1/Licensee (QPL) revealed:</p> <ul style="list-style-type: none"> - Telephone calls are monitored by staff. - The clients do not have treatment goals/strategies that indicate phone calls should be monitored. - New clients can make 5-minute phone calls on Monday, Wednesday and Friday. - Clients who have been on level 1 can make 10-minute calls Monday-Friday. - Clients who have increased in the level system get an additional 5 minutes for each level. - He created the telephone call system and level system. <p>Finding #2</p> <p>Interview on 4/16/20 with FC #2 revealed:</p> <ul style="list-style-type: none"> - The clients were made to attend church. - "If [the APL #2] said we were going to go to church, we were going to go." <p>Interview on 4/2/20 with FC #4 revealed:</p> <ul style="list-style-type: none"> - She was made to attend church. - "They (the Associate Professional/Licensee #2 (APL #2) and the QPL) got mad because I said I was atheist and forced me to go to church." <p>Interview on 4/17/20 with former staff (FS) #7 revealed:</p> <ul style="list-style-type: none"> - The clients attended church. There was one 	V 364		

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V 364	<p>Continued From page 42</p> <p>client who did not want to go to church but she had to attend.</p> <p>- "The rules changed (about going to church) depending on how many staff were available."</p> <p>Interview on 4/22/20 with the APL #2 revealed:</p> <p>- Clients were not made to attend church.</p> <p>- "They (the clients) chose to go to church they asked us, 'when are we going to church?' because we take them out to eat. If they don't want to go to church, they have the option to sit in the van or the foyer of the church."</p> <p>Interview on 4/22/20 with the QPL revealed:</p> <p>- Clients attended the same church he and the APL #2 attended.</p> <p>- Clients were not forced to attend church.</p> <p>- "Most (clients) want to go and for those who don't want to go church we have a staff stay here (at the group home) with them. We have them sit in the foyer at church or we have a section in the back of the church. We always take them out to eat afterwards so they want to go."</p>	V 364		
V 367	<p>27G .0604 Incident Reporting Requirements</p> <p>10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p> <p>(a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall</p>	V 367		

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V 367	<p>Continued From page 43</p> <p>be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information:</p> <p>(1) reporting provider contact and identification information;</p> <p>(2) client identification information;</p> <p>(3) type of incident;</p> <p>(4) description of incident;</p> <p>(5) status of the effort to determine the cause of the incident; and</p> <p>(6) other individuals or authorities notified or responding.</p> <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever:</p> <p>(1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or</p> <p>(2) the provider obtains information required on the incident form that was previously unavailable.</p> <p>(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:</p> <p>(1) hospital records including confidential information;</p> <p>(2) reports by other authorities; and</p> <p>(3) the provider's response to the incident.</p> <p>(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of</p>	V 367		

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V 367	<p>Continued From page 44</p> <p>Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18). (e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p> <ol style="list-style-type: none"> (1) medication errors that do not meet the definition of a level II or level III incident; (2) restrictive interventions that do not meet the definition of a level II or level III incident; (3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph. <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to report all Level II incidents that occurred during the provision of billable services to the LME (Local Management Entity) within 72 hours</p>	V 367		

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V 367	<p>Continued From page 45</p> <p>of becoming aware of the incident. The findings are:</p> <p>Finding #1</p> <p>Interview on 4/22/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - He did not know for sure how FC #3 hurt her foot in December 2019. - Denied he pushed FC #3 - "[FC #3] was running up and down the hill at [sister facility] ...[FC #3] hurt her foot at [prior placement]. [FC #3] said she slipped on the stairs at [the sister facility]." - "We didn't do an incident report. [FC #3] said she slipped on the steps that was all." <p>Finding #2</p> <p>Interview on 4/22/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - He did not know when FC #2 cut the word "Die" and other symbols on her arm. - FC #2 engraved the word "Die" and other symbols on her arm while at school. - Peroxide was put on the wound by staff #3 "because [FC #2] was picking at it." - FC #2 had not seen by a medical provider for the wound. - "It was discovered. It had healed over. She never complained about no pain." - An incident report was not completed. <p>Finding #3</p> <p>Interview on 4/22/20 with the QPL revealed:</p> <ul style="list-style-type: none"> - Sometime in March 2020, client #1 stood next to the front door. - He told client #1 that "we could not stand here and let all the heat out." - He closed the door 3 or 4 times when client #1 "stuck her foot in the door." 	V 367		

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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 367	<p>Continued From page 46</p> <ul style="list-style-type: none"> - He called the police. - "Every time I tried to close the door [client #1] would stick her foot in the door. She stuck her foot in the door because she was mad about something. I was just trying to close the door. She had on crocks. " - "She never complained about her foot being hurt." - The police were called. - An incident report was not completed. 	V 367		