

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-857	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/21/2020
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NAME OF PROVIDER OR SUPPLIER FRESH START HOME FOR CHILDREN	STREET ADDRESS, CITY, STATE, ZIP CODE 1929 MURRYHILL ROAD GREENSBORO, NC 27403
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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 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on October 21, 2020. The complaint was substantiated (intake #NC00168723). A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 10A NCAC 27G .1700: Residential Treatment Staff Secure for Children or Adolescents</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight</p>	V 296		

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

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V 296	<p>Continued From page 1</p> <p>children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility staff failed to ensure two direct care staff were present, the minimum number required, when clients were present and awake in the facility, for three (client #1, client #2 and client #3) of three clients. The findings are:</p> <p>Review on 10-9-20 and 10-13-20 of client #1 's facility record revealed:</p> <ul style="list-style-type: none"> - admitted 6-2-20 - 15 years old - diagnosed with: <ul style="list-style-type: none"> - Post Traumatic Stress Disorder - Oppositional Defiant Disorder - Assessed on 5-14-20: 	V 296		

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V 296	<p>Continued From page 2</p> <ul style="list-style-type: none"> - multiple incidences of assaulting staff and peers - easily distracted - intrudes - makes threats of harm - destroys property - History of AWOL (absent without leave), stealing, lying and oppositional <p>Review on 10-9-20 and 10-13-20 of client #2 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted - 15 years old - diagnosed with <ul style="list-style-type: none"> - Bipolar Disorder - Attention-Deficit Hyperactivity Disorder Combined Type - Generalized Anxiety Disorder - assessed 4-27-20: <ul style="list-style-type: none"> - history of multiple psychiatric placements - endorses feelings of anxiousness and depressed mood - impulsivity - physically aggressive and destructive <p>Review on 10-9-20 and 10-13-20 of client #3 ' s facility record revealed:</p> <ul style="list-style-type: none"> - admitted 8-12-20 - 16 years old - diagnosed with: <ul style="list-style-type: none"> - Oppositional Defiant Disorder - Mood Disorder - Attention-Deficit Hyperactivity Disorder - Parent-Child Relational Disorder - assessed 7-15-20: <ul style="list-style-type: none"> - lying - oppositional - unruly and hyperactive - sexually inappropriate behaviors 	V 296		

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V 296	<p>Continued From page 3</p> <ul style="list-style-type: none"> - AWOL (absent without (permission to leave) - assaultive - impulsive - stealing - truancy <p>Interview on 10-13-20 with client #2 revealed:</p> <ul style="list-style-type: none"> - there were times when only one staff worked - most recently between Friday night 10-9-20 and Monday morning 10-12-20, a single staff worked alone for a 12 hour shift. - exact time not remembered by client #2 <p>Interview on 10-19-20 with staff #3 revealed:</p> <ul style="list-style-type: none"> - there were, "supposed to be two," staff on duty at all times - there were times when one staff worked alone - "There might be a time when someone is running late. It shouldn ' t be more than a 5- or 15-minute span (of time working alone)." <p>Interview on 10-20-20 with client #1 ' s legal guardian revealed:</p> <ul style="list-style-type: none"> - there was only one staff at the facility when she brought client #1 to the facility on June 2, 2020 - the one staff was there with client #1 for about an hour - the other staff had taken all the clients out of the facility alone, with no other staff, as far as she could tell <p>Interview on 10-19-20 with the Associate Professional (AP) revealed:</p> <ul style="list-style-type: none"> - there were, "supposed to always be two," staff on duty - there had been at least once when there 	V 296		

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V 296	<p>Continued From page 4</p> <p>was a staff person working alone - "There was a time when we had an emergency and there was only one staff here for about 10 or 15 minutes."</p> <p>Interview on 10-21-20 with the Executive Director/Qualified Professional revealed: - clients can become angry or upset very fast - staff have to be present and aware of client 's issues - "Often it ' s client to client and staff has to see it and intervene - 2 staff are supposed to be working at all times - "I found out the other day there was only one staff working. That was [AP], but she didn ' t call me like she was supposed to. 7:00 am to 7:00pm. I talked to her about it. It was on a Saturday, I think two weeks ago. I ' ve retrained her and reminded her of our protocols."</p>	V 296		