

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL079-73	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/21/2020
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NAME OF PROVIDER OR SUPPLIER FAITH HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 1115 ROSEMONT DRIVE REIDSVILLE, NC 27320
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 10/21/20. (Intake ID # NC00170302 was unsubstantiated and complaint Intake ID# NC00170690 was substantiated). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children and Adolescents.</p>	V 000	<p>1. A Residential staff meeting will be held on 12/15/20 to address the following:</p> <ul style="list-style-type: none"> • Utilize video footage of incident on 10/1/20 involving staff and clients to educate current staff on alternative ways to intervene, de-escalate, and supervise clients while in this setting. • Introduce new curriculum "Love and Logic" to be utilized in each of the residential facilities to serve as additional resources in dealing and treating adolescents with 	
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) 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>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 110		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE
DHSR - Mental Health (X6) DATE

STATE FORM

6899 WTJ411

If continuation sheet 1 of 8

Melanie Jordan
Quality Director

NOV 6 2020
Lic. & Cert. Section

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V 110	<p>Continued From page 1</p> <p>for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on observation, interviews and records review the facility staff failed to demonstrate the knowledge, skills and ability for the population served for 1 of 8 staff (Former Staff (FS) #6). The findings are:</p> <p>Review on 10/13/20 of Former Client (FC)#3's revealed: - Admission date: 9/17/20 - Age: 17 - Diagnoses: Oppositional Defiant Disorder, Post Traumatic Stress Syndrome (PTSD)</p> <p>Review on 10-13-20 of FC#3's Person Centered Plan (PCP) dated 10/12/20 - last revised revealed: "9/15/20 - [FC#3] continues to struggle in the home and community setting. [FC#3] lacks a stable environment (home area environment) engage in treatment, enroll in school and to build trusting relationships. [FC#3] was involuntarily committed to [area mental health unit] due to aggressiveness towards staff and property destruction. She (FC#3) is medically and psychiatrically ready for discharged as of 9/15/20. Continued behavior problems include: verbal and physical aggression, property destruction, impulsivity, anger outburst and placement disruption. [FC#3]'s family association continues to be a barrier to treatment."</p>	V 110	<p>Challenging behaviors.</p> <ul style="list-style-type: none"> • CPI instructor will be present to complete a CPI refresher for all staff. • Inform that weekly monitoring of video footage will be completed of each shift to ensure appropriate job competencies are met. <p>Residential Director Latoya Slade and Quality Director Melaine Tudor will host staff meeting and monitor</p>	
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V 110	<p>Continued From page 2</p> <p>9/23/20 - "Department of Social Services (DSS) Social Worker for [FC#3] came to group home to be present for [FC#3's] initial medication management appointment with [Primary Practitioner]. [FC#3] told PCP that she was not going to comply with her medication change and was not going to take her new medication (Lamictal). [FC#3] communicated with her Social Worker that she is being disrespected and does not like her current placement at Youth Haven Services Faith Home."</p> <p>10/12/20 - FC#3 and another Faith House peer stole a Faith House members car and drove to near by city. FC#3 was arrested and transported to neighboring county department of Juvenile Justice and is awaiting court.</p> <p>Recommend that [FC#3] be linked and transitioned to a Psychiatric Residential Treatment Facility (PRTF) per Youth Haven Therapist Licensed Clinical Social Worker."</p> <p>Goals: 1. decrease disruptive behaviors 4 out of 7 days of the week at the group home and school setting, FC#3 will build a therapeutic relationship with the team, the client will try to implement agreed upon interventions throughout the week and communicate with the team about progress. 2. Increase effective communication as evidenced by identifying thoughts and feelings that trigger angry feelings, FC#3 will share their thoughts and feelings and emotions honestly and appropriately with the team, Staff will provide structured 24/7 residential services with rules, routine and structure. 3. FC#3 will increase emotional regulation as evidences by a decrease in physical/verbal aggression, Outpatient therapy once a week, medication management a minimum of once a month. 4. DSS Guardian will manage contact with FC#3's family as evidence by monitoring the clients communication with</p>	V 110	<p>weekly video footage as well as implement new curriculum for staff.</p> <p>Plan of completion for staff meeting and CPI refreshers: 12/5/20</p> <p>Ongoing weekly monitoring will continue to occur: ongoing</p>	
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Signed: *Melanie Judor*
Quality Director
Katelya Glade
Residential Director

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V 110	<p>Continued From page 3</p> <p>family members, develop a approved contact list for the group home to identify healthy supports.</p> <p>Review on 1/14/20 of Former Staff (FS) #3's record revealed: Date of Hire: 5/8/18 Job Description dated: 5/4/18 Training in Mental Health/Substance Abuse/Developmental Disabilities (mh/sa/dd) dated: Crisis Prevention Intervention (Cpi) training date: 2/19/20</p> <p>Review on 1/14/20 of the Associate Professionals (AP) record revealed: Hire Date 7/14/17 Job Description dated: 7/17/14 Training in mh/sa/dd dated: 5/4/18 Cpi training date: 1/9/20</p> <p>Review on 10/13/20 of the facility's video surveillance dated 10/1/20 from revealed: - 3:30 pm verbal comments go back and forth between FC#3 and FS#6. FS#6 stated 'Your (FC#3) headed for destruction' and 'nobody wants to smell your diseased cat.' - 4:02 pm of video reveals FS#6 telephoned Residential Director stating that "this girl (FC#3) is unbelievable." - 4:45 pm through 5:02 pm reveals verbally threatening back and forth between FC#3 and FS#6. FC#3 threatened to damage FS#6's car and FC#3 telephoned her [family member] and places what sounds like a hit (asking a family member to take care of this problem (FS#6) . FS#6 threatens to 'whoop your (FC#3) a** when your eighteen'. - 5:02 pm FS#6 is seen in the footage leaving the facility through the front door where FC#3 is</p>	V 110		
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V 110	<p>Continued From page 4</p> <p>standing. Remainder of footage does not show FC#6 re-entering group home. FS#6 states to FC#3 'stupid ass b***h'.</p> <p>Interview on 10/13/20 with FS #6 revealed:</p> <ul style="list-style-type: none"> - "I had been out from work for a couple of months and returned on September thirty (9/30/20) I believe. I had a chance to review her PCP and medications and then I met her (FC#3) that day (9/30/20). I remember telling [FC#3] that I will be fair and ask that house rules and structure is followed by everyone. And that I would be available if she should need to talk or needed something. She (FC#3) seemed calm and introduced herself and it seemed just fine. - The next morning (10/1/20) I came in for a few hours. [FC#3] was aggressive towards staff and seemed to have been trying to turn staff against each other. - I left and then returned around three o'clock (3:00 pm) for the next shift (10/1/20). The day staff updated us (Associate Professional (AP)) on what the day was like. [FC#3] had been trying everyone's patience. I also learned that [FC#3] had been running away from the group home and lying since she basically was admitted. - [FC#3] then told [AP] that she is afraid of me. [FC#3] said I tried to fight her this morning (10/1/20). - I'm sitting in the living room, trying to keep some distance from [FC#3] but she is relentless in coming at me with threats, telling me she is not going to listen to me. She calls a family member and tells that family member to take care of me. That sort of sounded like a threat to my life. - Then she says she is going to damage my car. This just kept going on and on. -The [AP] was also working with me and he had started texting the [Residential Director] what 	V 110		

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V 110	<p>Continued From page 5</p> <p>was happening that to bring in another staff. - I don't feel proud about what I said, and I feel ashamed but I had had enough. It seemed and I did say something about her mother, and some other things. I'm sure they are on the video. - No matter what she (FC#3) said to me I know I should have just removed myself earlier. I went out of the group home to my car and never left the grounds until [Staff #1] arrived. It was the next morning that I was dismissed from my job."</p> <p>Interview on 10/16/20 with FC#3 revealed: -"[FC#6] kept threatening me saying she was going to kick my a*s. So, I went back and forth with her. No one gonna threaten me. She (FS#6) left the first time and didn't do anything. But when she left the second time she kicked me in the back of the legs, around the calves area. There was a red mark. I wasn't gonna listen to her (FS#6). I don't have to listen to anyone that disrespects me. I actually can do what I want. If I wanted to leave the group home, I would leave and I did."</p> <p>Observation on 10/16/20 at approximately 12:30 pm of FC#3's left, and right calf areas did not reveal any marks or healing bruises.</p> <p>Interview on 10/14/20 with the AP revealed: - "I came into work that day (10/1/20) and was updated by the other staff on what was going on throughout the day. -[FC#3] had been having a typically day of not listening and not being able be redirected. [FC#3] pretty much did what she wanted. I tried to ask her to come out of another peer's room and she wouldn't. [FC#3] wouldn't do chores for me either. - It was close to four o'clock (4:00pm) when</p>	V 110		
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V 110	<p>Continued From page 6</p> <p>[FC#3] came to me with a smile on her face and said, 'I don't feel safe around [FS#6]'. [FC#3] first said [FS#6] tried to fight [FC#2] then said she tried to fight her.</p> <ul style="list-style-type: none"> - I could see she (FC#3) was trying to start something. - I continually tried to redirect and talk to her (FC#3) about reasons why she didn't need to do this (start an altercation with anyone) - The verbal back and forth began between [FS#6] and [FC#3]. I was between them both. [FC#3] was near the kitchen door and front entrance door. [FS#6] was sitting in the living room. - I had texted [the Residential Director] with what was going on. I didn't want to leave the area to use the house phone. Then around five thirty [Staff #1] came in to relieve [FS#6] and deescalate what was going on. <p>I'm not sure why [FS#6] continued with [FC#3] in a verbal altercation</p> <ul style="list-style-type: none"> - [FS#6] left out the front entrance and never kicked [FC#3]. <p>Interview on 10/13/20 with the Facility Director revealed:</p> <ul style="list-style-type: none"> - FC#3 has been a difficult client to manage - It was appropriate to admit her but then it was difficult to help her find ways to help herself in managing her emotion and behaviors - FC#3 would test each staff. FC#3 didn't seem to be able to form a relationship with anyone. FC#3 didn't have any respect or concern for the group home structure, rules, other house peers or others property - "[FS#6] has been with us for a couple of years and was a good staff. She had been going through some health issues. When she returned to work (9/30/20) and interacted with [FC#3] it was just not good. [FC#3] was able to push her 	V 110		

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V 110	Continued From page 7 and [FS#6] just didn't not respond as she should have. All the staff know not to be dragged into verbal altercations with any of the clients. - After we learned there had been verbal altercation between the two and a allegation of [FS#6] kicking [FC#3] we reviewed the video footage and discovered [FS#6] did not physically touch [FC#3], [FS#6] did however, say some things to [FC#3] that was inappropriate and should have never been said. She was terminated immediately (10/1/20)."	V 110		