



Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-648</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/23/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>TURN AROUND</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>9709 BATTEN COURT MINT HILL, NC 28227</b>
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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><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed 11/23/20. The complaint was substantiated (Intake #NC161911). 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 or Adolescents</p>	V 000	<p>DHSR-Mental Health</p> <p>DEC 21 2020</p> <p>Lic. &amp; Cert. Section</p>	
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(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:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(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</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>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.</p> <p>(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:</p> <p>(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;</p>	V 364	<p>please see attached</p> 	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE <b>Executive Director</b>	(X6) DATE <b>12/6/2020</b>
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V 364	<p>Continued From page 1</p> <p>(2) 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 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; 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>	V 364	<p><i>please see attached</i></p> 	

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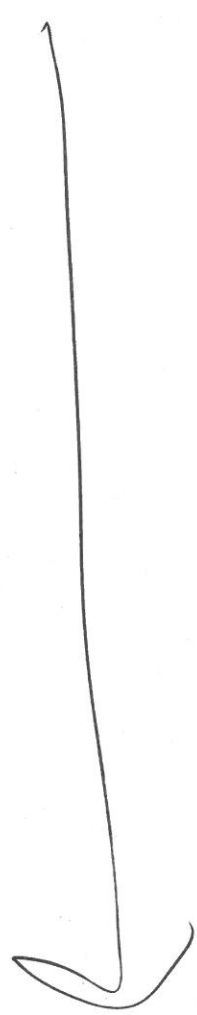
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V 364	<p>Continued From page 2</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who 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> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(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</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <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)</p>	V 364	<p><i>Please see attached</i></p> 	

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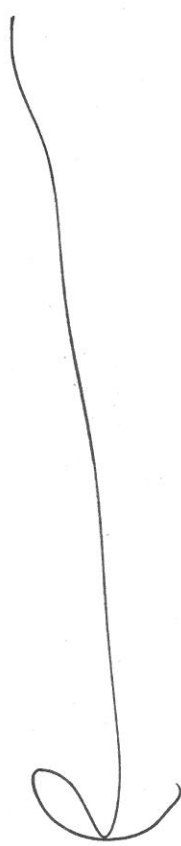
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V 364	<p>Continued From page 3</p> <p>of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <ol style="list-style-type: none"> <li>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</li> <li>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</li> <li>(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;</li> <li>(4) Receive special education and vocational training in accordance with federal and State law;</li> <li>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</li> <li>(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;</li> <li>(7) Participate in religious worship;</li> <li>(8) Have access to individual storage space for the safekeeping of personal belongings;</li> <li>(9) Have access to and spend a reasonable sum of his own money; and</li> <li>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</li> </ol> <p>(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</p>	V 364	<p><i>Please see attached</i></p> 	

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V 364	<p>Continued From page 4</p> <p>for the restriction. The restriction shall be 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 records review and interviews, the facility failed to ensure clients were able to make and receive telephone calls affecting 4 of 4 clients(#1, #2, #3, #4). The findings are:</p> <p>Interview on 11/4/20 with client #1 revealed: -been at the facility for over a year; -can make telephone calls sometimes;</p>	V 364	<p><i>Please see Attached</i></p> 	

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V 364	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-depends on what staff says;</li> <li>-have approved phone list.</li> </ul> <p>Interview on 11/4/20 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>-can make phone calls at certain times;</li> <li>-if good, can make phone calls out;</li> <li>-if on restriction, no phone calls out;</li> <li>-can receive phone calls no matter what.</li> </ul> <p>Interview on 11/4/20 with client #4 revealed:</p> <ul style="list-style-type: none"> <li>-when on restriction, cannot make any outgoing calls;</li> <li>-phone calls can come in.</li> </ul> <p>Interview on 11/6/20 with the Associate Professional(AP) revealed:</p> <ul style="list-style-type: none"> <li>-phone calls can be made from 5pm-8pm;</li> <li>-clients can call people on their approved phone log;</li> <li>-clients cannot make any outgoing calls while on restriction.</li> </ul> <p>Interview on 11/6/20 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-phone calls can be made in intervals 15-20 minutes on 2nd shift;</li> <li>-clients can call if the person is on their approved contact list;</li> <li>-if a client was on restriction, able to receive calls but not able to make any outgoing calls.</li> </ul> <p>Review on 11/4/20 of clients #1, #2 and #3's records revealed no documentation of approved restriction of outgoing phone calls in the treatment plans.</p> <p>Interview on 11/23/20 with the Director of Operations revealed:</p> <ul style="list-style-type: none"> <li>-clients are allowed to make outgoing calls to their legal guardians even when on restriction;</li> <li>-they can receive phone calls for their legal</li> </ul>	V 364	<i>Please see attached</i>	

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V 364	Continued From page 6 guardian at all times; -will clarify with staff regarding client phone calls; -will ensure all staff are aware of the rights of clients to make and receive phone calls per rule.	V 364	<i>please see attached</i>	

Plan of Correction

Turnaround 9709 Batten Court Mint Hill, NC 28227

MHL-060-648

Complaint Survey

V364 G.S. 122C- 62 Additional Rights in 24 Hour Facilities

This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure clients were able to make and receive telephone calls affecting 4 of 4 clients (#1, #2, #3, #4).

As of 11/27/2020 Director of Operations Hawa Hunt circulated an Interagency memo to detail each consumer Client Rights and Additional Rights in 24-hour facilities to highlight: 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. (d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving 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. On 12/15/2020 and 12/16/2020 Executive Director James Hunt will conduct a monthly staffing/training on Client Rights: Additional Rights in 24-hour facilities. The monitoring of this will be ongoing and conducted by the Quality Assurance/Quality Improvement committee annually.

A handwritten signature in black ink, appearing to read "James Hunt", is located in the lower right quadrant of the page.





NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

November 30, 2020

Hawa Hunt, Director of Operations  
New Place, Inc.  
6612 East Harris Blvd, Suite D  
Charlotte, NC 28125

Re: Complaint Survey completed 11/23/20  
Turnaround, 9709 Batten Court, Mint Hill, NC 28227  
MHL # 060-648  
E-mail Address: hawa1908@aol.com  
Intakes: #NC161911

Dear Ms. Hunt:

Thank you for the cooperation and courtesy extended during the complaint survey completed November 23, 2020. The complaint was substantiated. A deficiency was cited.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

**Type of Deficiencies Found**

- A standard level deficiency was cited.

**Time Frames for Compliance**

- Standard level deficiencies must be **corrected** within 60 days from the exit date of the survey, which is January 22, 2021.

**What to include in the Plan of Correction**

- Indicate what measures will be put in place to **correct** the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to **prevent** the problem from occurring again.
- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records.  
**Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.**

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603

MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718

www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

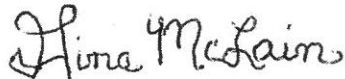
November 30, 2020  
Hawa Hunt  
New Place, Inc.

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Lynn Grier at (704)596-4072.

Sincerely,



Gina McLain  
Facility Compliance Consultant I  
Mental Health Licensure & Certification Section

Enclosures

CC: [qmemail@cardinalinnovations.org](mailto:qmemail@cardinalinnovations.org)  
[dhhs@vayahealth.com](mailto:dhhs@vayahealth.com)  
File