

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl026-709	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 04/12/2021
NAME OF PROVIDER OR SUPPLIER PEARL'S ANGEL CARE, INC		STREET ADDRESS, CITY, STATE, ZIP CODE 1423 GRANDVIEW DRIVE FAYETTEVILLE, NC 28314		
(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	INITIAL COMMENTS A complaint and follow up survey was completed on April 12, 2021. The complaint was substantiated (Intake #NC00175648). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.	V 000		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or	V 118	DHSR - Mental Health MAY 14 2021 Lic. & Cert. Section	

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

1 TITLE

(X6) DATE

STATE FORM

6899

IEV911

If continuation sheet 1 of 13

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V 118	<p>Continued From page 1</p> <p>checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to administer medications as ordered by a physician and failed to keep MARs current affecting two of three clients (#2 and #3). The findings are:</p> <p>Finding #1: Review on 04/09/21 of client #2's record revealed: - 18 year old male. - Admission date of 06/11/20. - Diagnoses of Conduct Disorder-Adolescent Onset, Attention Deficit Hyperactivity Disorder and Unspecified Depressive Disorder.</p> <p>Review on 04/12/21 of client #2's physician orders revealed: 03/12/21 - Zoloft (Sertraline-treats depression) 100 milligrams (mg) - take one tablet daily.</p> <p>2/17/21 - Claritin (Loratadine-treats allergies) 10mg - take one tablet daily.</p> <p>12/02/20 - Trazodone (anti-depressant) 100mg - take 2 tablets at bedtime. - Atarax (Hydroxyzine-treats anxiety) 25mg - take</p>	V 118	<p>QP – informed all staff effective immediately they will receive a Letter of Warning and Disciplinary Action” if the medication is not properly administered and recorded on the MAR sheet.</p>	4/12/21

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V 118	<p>Continued From page 2</p> <p>one tablet at bedtime.</p> <p>10/28/20</p> <ul style="list-style-type: none"> - Flonase (Fluticasone-treats allergies) 50 micrograms (mcg) - 2 sprays into each nostril every day. <p>Review on 04/08/21 of client #2's April 2021 MAR revealed:</p> <ul style="list-style-type: none"> - Sertraline was transcribed as take 1 and 1/2 tablet (150mg) by mouth every morning. No staff initials to indicate the Sertraline was administered on 04/01/21. - Claritin - no staff initials to indicate administration on 04/01/21. - Trazodone - no staff initials to indicated administration on 04/01/21, 04/06/21 and 04/07/21. - Atarax - no staff initials to indicated administration on 04/01/21, 04/06/21 and 04/07/21. - Flonase - no staff initials to indicated administration on 04/01/21, 04/03/21 thru 04/07/21. <p>Interview on 04/08/21 client #2 stated he received his medications as ordered.</p> <p>Finding #2:</p> <p>Review on 04/09/21 of client #3's record revealed:</p> <ul style="list-style-type: none"> - 17 year old male. - Admission date of 02/08/21. - Diagnoses of Post Traumatic Stress Disorder, Disruptive Mood Dysregulation Disorder and Reactive Attachment Disorder. <p>Review on 04/12/21 of client #3's physician orders dated 01/26/21 revealed:</p> <ul style="list-style-type: none"> - Zyprexa (Olanzapine - anti-psychotic) 2.5mg - 	V 118			

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V 118	Continued From page 3 take twice daily. - Lithium Carbonate (treats Bipolar Disorder) 300mg - take 2 tablets at bedtime. - Clonidine (treats blood pressure) - 0.1mg - take 2 tablets at bedtime. Review on 04/08/21 of client #3's April 2021 MAR revealed the following blanks: - Olanzapine - 07/01/21 and 04/04/21 at 7am and 04/01/21 and 04/04/21 thru 04/07/21. - Lithium Carbonate - 04/01/21, 04/05/21 and 04/07/21. - Clonidine - 04/01/21, 04/06/21 and 04/07/21. Interview on 04/08/21 client #3 stated he received his medications daily. Interview on 04/08/21 and 04/12/21 the Associate Professional/Licensee stated: - Staff had received additional training in medication administration. - the clients received their medications and staff may not sign off on MARs. - She would follow up on medication administration issues. This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 118		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing 10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (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. (b) The minimum number of direct care staff	V 296		

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V 296	Continued From page 4 required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents; (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (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. (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. (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.	V 296			

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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</p>	V 296		

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

PEARL'S ANGEL CARE, INC

**1423 GRANDVIEW DRIVE
FAYETTEVILLE, NC 28314**

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V 296	Continued From page 4 required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents; (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (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. (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. (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.	V 296		

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V 296	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews the facility failed to provide the minimum number of direct care staff required. The findings are:</p> <p>Review on 04/09/21 of client #1's record revealed: - 14 year old male. - Admission date of 02/04/21. - Diagnoses of Conduct Disorder-Adolescent Onset and Adjustment Disorder.</p> <p>Review on 04/09/21 of client #2's record revealed: - 18 year old male. - Admission date of 06/11/20. - Diagnoses of Conduct Disorder-Adolescent Onset, Attention Deficit Hyperactivity Disorder and Unspecified Depressive Disorder.</p> <p>Review on 04/09/21 of client #3's record revealed: - 17 year old male. - Admission date of 02/08/21. - Diagnoses of Post Traumatic Stress Disorder, Disruptive Mood Dysregulation Disorder and Reactive Attachment Disorder.</p> <p>Observation on 04/08/21 at approximately revealed: - Staff #2 was alone at the facility with client #1, client #2 and client #3. - Staff #2 was the only staff at the facility with 3 clients. - Staff #1 and the Associate Professional (AP)/Licensee arrived at approximately 10:10am.</p>	V 296	<p>QP - inform all staff that they must contact management when they are late for work or absent from work. The staff member on shift must also contact management if the scheduled staff member does not come to work. Management must be contacted verbally, no text, no voicemail message or written contact.</p>	4/12/21	

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V 296	Continued From page 6 Interview on 04/08/21 client #1 stated there was always 2 staff at the facility. Interview on 04/08/21 client #2 stated there was always 2 staff at the facility. Interview on 04/08/21 client #3 stated there was always 2 staff at the facility. Interview on 04/08/21 staff #2 stated: - He was the only staff currently at the facility. - Another staff was in route to the facility. - There was usually always 2 staff at the facility. Interview on 04/08/21 staff #1 stated: - She had worked the previous shift (11pm to 7am). - She had gone home and was coming back to the facility. - There was usually always 2 staff at the facility. Interview on 04/08/21 and 04/12/21 the AP/Licensee stated: - She did not know there was only one staff at the facility on 04/08/21. - Staff should not leave one staff at the facility. - She was aware 2 staff were required to be at the facility while clients were in the home.	V 296		
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	V 364		

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V 364	Continued From page 7 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 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; (3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals; (4) Make visits outside the custody of the facility unless: 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; b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the	V 364			

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V 364	Continued From page 8 Division of Adult Correction of the Department of Public Safety; or 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; (5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week; (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; (7) Participate in religious worship; (8) Keep and spend a reasonable sum of his own money; (9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and (10) Have access to individual storage space for his private use. (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	V 364		

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V 364	Continued From page 9 client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise. Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to: (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. 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; (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,	V 364			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl026-709	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 04/12/2021
NAME OF PROVIDER OR SUPPLIER PEARL'S ANGEL CARE, INC			STREET ADDRESS, CITY, STATE, ZIP CODE 1423 GRANDVIEW DRIVE FAYETTEVILLE, NC 28314		
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V 364	Continued From page 10 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 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	V 364			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl026-709	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 04/12/2021
NAME OF PROVIDER OR SUPPLIER PEARL'S ANGEL CARE, INC		STREET ADDRESS, CITY, STATE, ZIP CODE 1423 GRANDVIEW DRIVE FAYETTEVILLE, NC 28314			
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V 364	<p>Continued From page 11</p> <p>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 record reviews and interviews, the facility restricted the rights of 1 of 3 clients (#1) by restricting their ability to make and receive telephone calls. The findings are:</p> <p>Review on 04/09/21 of client #1's record revealed:</p> <ul style="list-style-type: none"> - 14 year old male. - Admission date of 02/04/21. - Diagnoses of Conduct Disorder-Adolescent Onset and Adjustment Disorder. <p>Review on 04/12/21 of the facility "Explanation of Client Rights" revealed:</p> <ul style="list-style-type: none"> - "...To communicate and consult with your parent or guardian, individual having legal custody of you. To make and receive phone calls, the convenient times are Tue (Tuesday), Thur (Thursday), and Sun (Sunday) 7pm-8pm (due to scheduled meetings, therapy, and medical appointments on the other days of the week)..." <p>Interview on 04/08/21 client #1's guardian stated:</p> <ul style="list-style-type: none"> - She had attempted to recently speak with client #1 and was denied. - She was told she could only speak with client #1 on Tuesdays, Thursdays or Sundays. 	V 364	<p>Director – revised the telephone Policy to read:</p> <p>"the consumers may receive phone calls from parent, legal guardian or individual having legal custody of them."</p> <p>The convenient times of Tuesday, Wednesday and Sunday has been omitted.</p>	4/19/21	

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V 364	Continued From page 12 Interview on 04/12/21 the Associate Professional/Licensee stated: - Client guardians should be allowed to speak with clients. - There was some confusion when client #1's guardian called. - She had addressed call issues at the facility and client rights.	V 364			