

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL036-309</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>R</b><br><b>07/09/2021</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>NEW HOPE HOME IV</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>4912 DUNCAN LANE</b><br><b>GASTONIA, NC 28054</b> |
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| V 000              | <p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint, and follow-up complaint was completed on July 9, 2021. The complaint was unsubstantiated (Intake # NC00177126). Deficiencies were cited.</p> <p>The facility is licensed for the following service category: 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><b>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</b></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 children or adolescents; and</p> | V 296         |   |                    |

Division of Health Service Regulation  
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>(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:<br/>Based on interview and record review, the facility failed to maintain minimum staffing ratios affecting 3 of 3 audited clients (Clients #1, #2, and #3). The findings are:</p> <p>Review on 6/30/21 and 7/1/21 of Client #1's record revealed:<br/>Date of Admission of 8/24/20;<br/>-Diagnosed with Mood Dysregulation Disorder;<br/>Oppositional Defiant Disorder;<br/>-17 years old.</p> <p>Review on 6/30/21 and 7/1/21 of Client #2's record revealed:<br/>-Date of Admission of 2/11/21<br/>-Diagnosed with Disruptive Mood Dysregulation Disorder, PTSD, ADHD, Major Depressive</p> | V 296         |   |                    |

Division of Health Service Regulation

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| V 296   | Continued From page 2<br><br>Disorder, Alcohol Use Disorder Mild, Cannabis Use Disorder Moderate, Intellectual Disability Mild;<br>-17 years old.<br><br>Review on 6/30/21 and 7/1/21 of Client #3's record revealed:<br>-Date of Admission of 12/22/20;<br>-Diagnosed with ADHD, Major Depressive Disorder, Oppositional Defiant Disorder, Disruptive Mood Dysregulation Disorder;<br>-12 years old.<br><br>Interview on 6/25/21 with Clients #1, #2, and #3 revealed:<br>-There is generally only one staff working at the facility;<br>-More than one staff works if there are outings.<br><br>Interview on 7/9/21 with the Licensee revealed:<br>-Will ensure two staff work per shift;<br>-Had significant problems with staffing due to the government assistance provided during the pandemic. | V 296   |   |   |
| V 736   | 27G .0303(c) Facility and Grounds Maintenance<br><br>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS<br>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.<br><br>This Rule is not met as evidenced by:  | V 736   |   |   |

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| V 736              | <p>Continued From page 3</p> <p>Based on interview and observation, the facility was not maintained in a safe, clean, and attractive manner. The findings are:<br/>Observation on 7/9/21 at approximately 11:00-11:45am of the facility revealed:<br/>-Multiple freshly spackled areas of the sheetrock in the three bedrooms requiring painting;<br/>- walkway from kitchen to living room has slight uneven floor boards.</p> <p>Interview on 7/9/21 with the Licensee revealed:<br/>-The house was in need of painting for a while but could not be completed during the pandemic;<br/>-Will have the bedrooms painted;<br/>-The areas on the bedroom walls are not newly damaged issues;<br/>-The floor will be repaired on 7/10/21 while the clients are at a local amusement park.</p> | V 736         |   |                    |
| V 752              | <p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT<br/>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.<br/>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by:<br/>Based on interview and observation, the facility failed to maintain hot water temperatures between 100-116 degrees Fahrenheit. The findings are:</p>   | V 752         |   |                    |

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| V 752              | <p>Continued From page 4</p> <p>Observation on 7/9/21 at approximately 11:00-11:45am of the facility revealed:<br/>-Hot water temperatures registered 120 degrees Fahrenheit.</p> <p>Interview on 7/9/21 with the Licensee revealed:<br/>-Had recently had the hot water tank serviced;<br/>-Will ensure the hot water tank is adjusted to bring the hot water temperatures back between 100-116 degrees Fahrenheit;<br/>-No clients or staff have been injured due to water temperature.</p> | V 752         |   |                    |