

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>mh1060-959</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>08/04/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ECHELON 1</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4508 CARRIAGE DRIVE CIRCLE CHARLOTTE, NC 28205</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on 8-4-21. Defeciciencies were 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		
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> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be</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>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 observation and interview the facility failed to ensure minimum staffing. The findings are:</p> <p>Observation on 8-2-21 at approximately 12:20 revealed: -Three clients playing basketball, one staff on the porch watching them. -Second staff arrives approximately 10-15 minutes later.</p> <p>Interview on 8-2-21 with Client #1 revealed: -There was usually tow staff at the facility.</p> <p>Interview on 8-2-21 with Client #2 revealed: -There had never been a problem when there had been only one staff working.</p> <p>Interview on 8-2-21 with Staff #1 revealed:</p>	V 296		

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V 296	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-Staff #2 was only gone "15-20 minutes."</li> <li>-It was all right since the three clients were playing basketball.</li> <li>-"Sometimes we take 2 kids, sometimes it is not necessary."</li> </ul> <p>Interview on 8-2-21 with Staff #2 revealed:</p> <ul style="list-style-type: none"> <li>-There was never only one staff scheduled.</li> <li>-The only time one staff is scheduled was if there was only 1-2- clients at the facility.</li> <li>-That day she had ben at the facility since 12:00, one client was still in school.</li> <li>-"Since there was only 3 kids, it was OK for one staff to be here."</li> <li>-She thinks that one of the directors had told her it was all right for one staff to be there.</li> </ul> <p>Interview on 8-2-21 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>-The ratio at the facility was supposed to be two to one.</li> <li>-It was not "atypical" for staff to leave and get something to eat.</li> <li>-"I'm assuming she took two clients with her."</li> </ul> <p>Interview on 8-3-21 with the Executive Director revealed:</p> <ul style="list-style-type: none"> <li>-All staff had been trained and knew that there was supposed to be two staff at all times.</li> <li>-They could not watch staff continually to make sure they stayed at the facility.</li> </ul>	V 296		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive</p>	V 736		

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V 736	<p>Continued From page 3</p> <p>odor.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews the facility failed to be maintained in a clean, safe, attractive manner. The findings are:</p> <p>Observation on 8-2-21 at approximately 3:30 pm revealed:</p> <ul style="list-style-type: none"> <li>-Dining room: graffiti that says "f**k [male name]" scratched into the wall. Floor molding on wall next to kitchen was off and laying on the floor.</li> <li>-Living room had a crack in the ceiling</li> <li>Kitchen had torn linoleum and 3 cabinets missing handles</li> <li>-Hall bathroom tub was dirty, and the sink drained very slowly</li> <li>-Master bathroom had graffiti in the shower and on ceiling there was mold in the shower and cracks in ceiling</li> <li>-Master bedroom had ceiling paint peeling and graffiti scratched into the window tinting.</li> </ul> <p>There was a large hole in the wall to the left of the door (outside wall) approximately 12 x 6 through the sheetrock, the light switch works but the toggle is broken off</p> <ul style="list-style-type: none"> <li>-Back single room had paint that was peeling from ceiling and wall, obscenities were written on the walls.</li> <li>-Hall bedroom had a patched hole with graffiti, plaster broken 6 x 6 hole.</li> <li>-Steps in front porch were crooked.</li> </ul> <p>Interview on 8-2-21 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-When asked about the graffiti, particularly</li> </ul>	V 736		

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V 736	Continued From page 4  the obscenities in the dining room, she replied "that is what these kids do." -The maintained of the house was her responsibility.  Interview on 8-4-21 with the Executive Director revealed: -He had been trying to get someone out to the facility to do repairs, but with COVID, things were taking longer. -He would make sure the issues were addressed.	V 736		
V 752	27G .0304(b)(4) Hot Water Temperatures  10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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.  This Rule is not met as evidenced by: Based on observations and interviews the facility failed to ensure that the hot water was between 100 degrees and 116 degrees in places that clients had access to hot water. The findings are:  Observation on 8-2-21 at approximately 3:00 pm revealed: -The hot water in both the sink and the shower in the master bedroom were 90 degrees.  Interview on 8-2-21 with Client #2 revealed:	V 752		

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V 752	<p>Continued From page 5</p> <p>-He lives in the bedroom with the shower and does not have any issues with the water temperature.</p> <p>Interview on 8-4-21 with the Executive Director revealed: -He would make sure the water temperature was adjusted.</p>	V 752		