

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0411083</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/26/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BLESSED ALMS II LLC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3909 BEARS CREEK ROAD GREENSBORO, NC 27406</b>
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 8-26-21. 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 295	<p>27G .1703 Residential Tx. Child/Adol - Req. for A P</p> <p>10A NCAC 27G .1703 REQUIREMENTS FOR ASSOCIATE PROFESSIONALS</p> <p>(a) In addition to the qualified professional specified in Rule .1702 of this Section, each facility shall have at least one full-time direct care staff who meets or exceeds the requirements of an associate professional as set forth in 10A NCAC 27G .0104(1).</p> <p>(b) The governing body responsible for each facility shall develop and implement written policies that specify the responsibilities of its associate professional(s). At a minimum these policies shall address the following:</p> <p>(1) management of the day to day day-to-day operations of the facility;</p> <p>(2) supervision of paraprofessionals regarding responsibilities related to the implementation of each child or adolescent's treatment plan; and</p> <p>(3) participation in service planning meetings.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the</p>	V 295		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 295	<p>Continued From page 1</p> <p>facility failed to ensure to have at least one direct care staff who meets the requirements of Associate Professional. The findings are:</p> <p>Review on 8/25/21 of client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission Date 8/18/21</li> <li>- Age 15</li> <li>-Diagnoses- Attention Deficit Hyperactivity Disorder, Oppositional Defiant Disorder</li> </ul> <p>Review on 8/26/21 of Staff #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Date of Hire 5/30/21</li> <li>- Job Title Paraprofessional</li> </ul> <p>Review on 8/26/21 of Associate Professional's (AP) record revealed:</p> <ul style="list-style-type: none"> <li>- Date of Hire 3/18/13</li> <li>- Job Description was for Paraprofessional</li> <li>- No Job Title as AP or Program Manager</li> </ul> <p>Review on 8/26/21 of the Director's record revealed:</p> <ul style="list-style-type: none"> <li>- Date of Hire 6/1/05</li> <li>- Job Title Director</li> </ul> <p>Interview on 8/26/01 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- AP was the group home manager</li> <li>- AP handles the day to day operations</li> <li>- AP is who she asks about upcoming appointments</li> <li>- AP is the staff person responsible for staff schedules</li> <li>- AP was responsible for grocery purchases</li> </ul> <p>Interview on 8/25/21 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- She worked with the AP</li> <li>- Staff #1 identified AP as her supervisor</li> </ul>	V 295		

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V 295	<p>Continued From page 2</p> <p>Interview on 8/26/21 with AP revealed:</p> <ul style="list-style-type: none"> <li>- She was the Program Manager and AP</li> <li>- She has no bachelor's degree</li> <li>- She went to school in Florida and her credits would not transfer</li> <li>- She has tried to enroll at a local community college, but is not currently taking classes there</li> <li>- She is not currently pursuing any degree</li> </ul> <p>Interview on 8/26/21 with the Director revealed:</p> <ul style="list-style-type: none"> <li>- AP was responsible for the day to day operations at the facility</li> <li>- AP was the group home manager</li> <li>- Identified her as the program manager on the staff census form</li> <li>- They recently promoted AP to program manager</li> <li>- The Director acknowledged the AP was supposed to have a bachelor's degree</li> </ul> <p>Interview on 8/26/21 with Assistant Director revealed:</p> <ul style="list-style-type: none"> <li>- She indicated she was the AP</li> <li>- She never worked more than 30 hours a week in the facility</li> <li>- She worked more at the sister facility</li> <li>- She did not complete a bachelor's degree</li> </ul>	V 295		
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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V 296	<p>Continued From page 3</p> <p>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 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>	V 296		

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V 296	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure the minimum number of direct care staff required were present when children or adolescents were present and awake. The findings are:</p> <p>Review on 8/25/21 of client #1's record revealed: - Admission Date 8/18/21 - Age 15 - Diagnoses- Attention Deficit Hyperactivity Disorder, Oppositional Defiant Disorder</p> <p>Review on 8/25/21 of client #2's record revealed: - Admission Date 6/8/21 - Age 14 - Diagnoses- Major Depressive Disorder, Recurrent, Moderate, without Psychotic Features, Sexual Abuse</p> <p>Review on 8/26/21 of Staff #1's record revealed: - Date of Hire: 5/30/21 - Job Title Paraprofessional</p> <p>Review on 8/26/21 of Associate Professional's (AP) record revealed: - Date of Hire 3/18/13 - Job Description was for Paraprofessional - No Job Title as AP or Program Manager</p> <p>Review on 8/26/21 of the Director's record revealed: - Date of hire was 6/1/05 - Job Title Director</p> <p>Observations and Interview on 8/25/21 revealed: - At approximately 11:50 am. only one staff, (AP) was present in facility</p>	V 296		

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V 296	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>- At approximately 12:05 pm the Director arrived</li> <li>- Director stated there was only one client present in the facility</li> <li>- At approximately 12:10 pm a vehicle arrived at the facility</li> <li>- Director stated, "that's the staff that was supposed to be here at 11:30 am"</li> <li>- At approximately 12:15 pm staff # 1 entered the facility.</li> <li>- Client #2 was the only client at the facility</li> <li>- Client #2 was laying in her bed during the walk through of the facility</li> </ul> <p>Interview on 8/25/21 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- There was only one staff mostly in the mornings</li> <li>- One staff in the mornings when the other client goes to school</li> <li>- One or two staff in the facility overnight</li> </ul> <p>Interview on 8/25/21 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>- one staff worked alone, since there were only two clients</li> <li>- When she went to bed it was one staff</li> <li>- When she woke up it was one staff</li> <li>- Additional staff came in at 7:00 am</li> </ul> <p>Interview on 8/25/21 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- There were times when only one staff was present with clients</li> <li>- It doesn't happen often when one staff is there with the clients</li> <li>- Staff stay at the facility until the next staff arrive</li> </ul> <p>Interview on 8-25-21 with the AP revealed:</p> <ul style="list-style-type: none"> <li>- There were times when only one staff person was working</li> <li>- The occurrence of that was, "not often at all"</li> <li>- "just real quick in the morning ..."</li> <li>- There was usually one staff working weekdays, "...after we are getting everybody else ready for</li> </ul>	V 296		

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V 296	Continued From page 6  school"  Interview on 8/25/21 and 8/26/21 with Director revealed: - He is aware that there was supposed to be two staff present. - They need to hire additional staff, "since we're understaffed"	V 296		