

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-140	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/03/2021
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NAME OF PROVIDER OR SUPPLIER WILLOW MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 1419 SE GREENVILLE BOULEVARD GREENVILLE, NC 27858
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on September 3, 2021. Deficiencies 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 120	<p>27G .0209 (E) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(e) Medication Storage:</p> <p>(1) All medication shall be stored:</p> <p>(A) in a securely locked cabinet in a clean, well-lighted, ventilated room between 59 degrees and 86 degrees Fahrenheit;</p> <p>(B) in a refrigerator, if required, between 36 degrees and 46 degrees Fahrenheit. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container;</p> <p>(C) separately for each client;</p> <p>(D) separately for external and internal use;</p> <p>(E) in a secure manner if approved by a physician for a client to self-medicate.</p> <p>(2) Each facility that maintains stocks of controlled substances shall be currently registered under the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.</p> <p>This Rule is not met as evidenced by: Based on observation, record reviews and interviews, the facility failed to ensure</p>	V 120		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 120	<p>Continued From page 1</p> <p>medications were stored separately per client affecting 3 of 4 audited clients (#1, #2 and #3) and failed to keep internal and external medications stored separately affecting 1 of 3 audited clients (#3). The findings are:</p> <p>Finding #1</p> <p>Review on 09/01/21 of client #1's record revealed: -Admission date of 03/23/21. -Diagnoses of Bipolar Disorder, Paraphilic Disorder, Attention Deficit Hyperactivity Disorder, Sexualized behaviors with family members and sexual abuse as a child.</p> <p>Review on 09/01/21 of client #2's record revealed: -Admission date of 02/09/21. -Diagnoses of Post Traumatic Stress Disorder, Oppositional Defiant Disorder, Impulse Control Disorder and Conduct Disorder.</p> <p>Review on 09/01/21 of client #3's record revealed: -Admission date of 08/12/21. -Diagnoses of Post Traumatic Stress Disorder, Specific Learning Disability, with an impairment in math, History of neglect, physical and sexual abuse.</p> <p>Observation on 09/02/21 at approximately 1:30pm of the client #1, client #2 and client #3's medication revealed: -A large black box with a lock on the front of the box. -All of the medication was stored in the box for every client and was not stored separately.</p> <p>During interview on 09/02/21 the Program</p>	V 120		

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V 120	<p>Continued From page 2</p> <p>Manager revealed: -He would ensure the medication was stored separately for each client.</p> <p>Finding #2 Review on 09/01/21 of client #3's record revealed: -Admission date of 08/12/21. -Diagnoses of Post Traumatic Stress Disorder, Specific Learning Disability, with an impairment in math, History of neglect, physical and sexual abuse.</p> <p>Review on 09/01/21 of client #3's current drug regimen revealed stored in a large black locked box revealed: -Guanfacine HCL ER 3mg -Hydrochlorothiazide 25mg -L-Methylfolate 15mg -Risperidone 1mg -Vitamin D3 2000 unit softgel -Docusate Sodium 100mg -Ferrous Sulfate 325mg -Sertraline HCL 50mg -Trazodone 50mg -Triamcinolone 0.1% cream</p> <p>Observation on 09/02/21 at approximately 1:30pm of client #3's medications revealed the Triamcinolone 0.1% cream was stored with the internal medications.</p> <p>During interview on 09/02/21 with the Program Manager revealed: -He would ensure all of the medication were stored separately.</p>	V 120		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing	V 296		

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V 296	<p>Continued From page 3</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 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</p>	V 296		

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V 296	<p>Continued From page 4</p> <p>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 record reviews and interviews, the facility failed to ensure the two direct care staff were present for one, two, three or four children or adolescents. The findings are:</p> <p>Review on 09/01/21 of client #1's record revealed: -An admission date of 03/23/21. -Diagnoses of Bipolar Disorder, Paraphilic Disorder, Attention Deficit Hyperactivity Disorder, Sexualized behaviors with family members and sexual abuse as a child. -A treatment plan dated 03/24/21. -No goals or strategies regarding transporting client #1 1:1 with facility staff.</p> <p>Review on 09/01/21 of client #3's record revealed: -An admission date of 08/12/21. -Diagnoses of Post Traumatic Stress Disorder, Specific Learning Disability, with an impairment in math, History of neglect, physical and sexual abuse. -A treatment plan dated 08/09/21. -No goals or strategies regarding transporting client #3 1:1 with facility staff.</p> <p>During interview on 09/01/21 client #1 revealed:</p>	V 296		

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V 296	Continued From page 5 -If he attended any appointments outside of the facility one staff would transport him to his appointments. During interview on 09/01/21 the Program Manager revealed: -He was usually the staff that transported the clients to their appointments. -The clients were transported by one staff. -He was aware the 1:1 transport needed to be specified in each clients treatment plan. -He would contact the Qualified Professional to have the information added to each clients treatment plan.	V 296		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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. This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are: Observation on 09/01/21 at approximately 11:15am revealed: -The hall bathroom had several cracked tile on the floor throughout the bathroom and the air exchange vent was rusted and brown. -Client #4's bathroom had cracked and broken tile	V 736		

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V 736	<p>Continued From page 6</p> <p>on the shower floor and the air exchange cover in the bathroom was rusted and dirty.</p> <p>-Client #2's bedroom had a red substance on the closet door and the walls next to the bed were damaged.</p> <p>-The vent cover behind the kitchen table was rusted on the cabinet doors and exterior of cabinets were dirty.</p> <p>During interview on 09/01/21 the Program Manager revealed:</p> <p>-The sister facility had been remodeled and a lot of work had been completed.</p> <p>-The Licensee was doing one house at a time and the facility needed a lot of updating due to being an older home.</p> <p>-The updates for the facility should begin soon.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		