

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-857	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/09/2021
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NAME OF PROVIDER OR SUPPLIER FRESH START HOME FOR CHILDREN	STREET ADDRESS, CITY, STATE, ZIP CODE 1929 MURRYHILL ROAD GREENSBORO, NC 27403
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint, and follow up survey was completed on 09/09/2021. The complaints were unsubstantiated (Intake #NC00180513 and #NC00180330). 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 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 odor.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observations, and interviews, the facility was not maintained in a safe manner. The findings are:</p> <p>Review on 09/02/2021 of Client #1's record revealed: -Admission date of 03/10/2021 -Diagnoses of Post-Traumatic Stress Disorder (PTSD), Disruptive mood disorder, Attention Deficit/Hyperactivity Disorder (ADHD), Conduct Disorder (Adolescent Onset type) -Age 17</p> <p>Review on 09/02/2021 of Client #2's record revealed:</p>	V 736		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 736	<p>Continued From page 1</p> <p>-Admission date of 06/20/2020 -Diagnoses of Adjustment Disorder, Oppositional Defiant Disorder (ODD) and Moderate Depression -Age 15</p> <p>Review on 09/02/2021 of Client #4's record revealed: -Admission date of 03/22/2021 -Diagnoses of Major Depressive Disorder, ADHD by history, History of Self Injurious Behaviors (SIB) -Age 15</p> <p>Observation of the facility on 08/31/2021, from 04:30 PM through 04:43 PM of Client #1, 2 and 3's bedroom windows revealed: -Client #1's bedroom had 1 window. Window had a flat head screw in the frame, which prevented it from opening. -Client #2's bedroom had 2 windows. Window #1 opened partially; approximately an inch and a half and window #2 had a flat head screw in the frame, preventing it from opening. -Client #3's bedroom had 1 window. Window opened partial; approximately 1-2 inches.</p> <p>Interview on 08/31/2021 with Client #1 revealed: -She didn't know about the screws in the other residents' windows.</p> <p>Interview on 08/31/2021 with Client #2 revealed: -She didn't know they (the screws) were there.</p> <p>Interview on 08/31/2021 with Client #3 revealed: -Never noticed the screws in the windows.</p> <p>Interview on 08/31/2021 with Client #4 revealed: -Client #4 resided in Client #1's bedroom when</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>she (Client#4) first entered the program. She (Client#4) later moved out of the room, where Client#1 now resides.</p> <p>-Noticed the screw in the window around 03/22/2021.</p> <p>-She was told it was done to keep them (clients) from escaping.</p> <p>-Heard that people had broken in and out of the windows before.</p> <p>Interview on 09/03/2021 with Staff #1 revealed: - "The girls mentioned it (screws in the window) to me, but I did not mention to the [Qualified Professional (QP)]."</p> <p>Interview on 08/31/2021 with the Associate Professional (AP) revealed: -"I had no idea screws were in the windows."</p> <p>Interview on 08/31/2021 with the QP revealed: -"I had no idea they (screws) were in the windows. I do not know who could have put them in there. We passed the fire inspection and construction so I'm not sure how long they have been there. Maintenance can come from [nearby city] to remove screws."</p> <p>Review on 08/31/2021 of Plan of Protection, dated 08/31/2021 and handwritten by the QP revealed: -What immediate action will the facility take to ensure the safety of the consumers in your care? "Group Home maintenance will be coming from [nearby city] to come to remove the screws ..." -Describe your plans to make sure the above happens. "Group Home AP and QP will be here at the Group Home to watch the maintenance man remove the screws from the windows ..."</p> <p>The facility client's diagnoses included; Major</p>	V 736		

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V 736	Continued From page 3 Depressive Disorder, ADHD by history, History of SIB, Adjustment Disorder, ODD, PTSD, Disruptive Mood Disorder, and Conduct Disorder (Adolescent Onset). Observation of the facility revealed Client # 1 and #2 bedroom windows would not open due to flat head screws in the frame. In addition, Client#3's bedroom window was able to open partially. As a result, immediate evacuation or exit of the facility during a fire or any other emergency through the bedroom windows would have been prevented, which placed all clients at substantial risk of serious harm. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days. An administrative penalty of \$500.00 is imposed. If the violation is not corrected within 23 days, an administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	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, record reviews, and interviews, the facility failed to maintain safe water temperatures between 100-116 degrees	V 752		

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V 752	<p>Continued From page 4</p> <p>Fahrenheit (°F). The findings are:</p> <p>Observation of the facility on 08/31/2021 between approximately 04:20 PM-4:50 PM revealed elevated water temperatures in the following areas:</p> <ul style="list-style-type: none"> -Bathroom sink 119 °F -Bathroom shower 125 °F -Kitchen sink 128 °F <p>Review on 08/31/2021 of facility temperature log from August 1, 2021- August 31, 2021 revealed:</p> <ul style="list-style-type: none"> -120 °F on 08/05/2021 -120 °F on 08/11/2021 -121 °F on 08/16/2021 -120 °F on 08/23/2021 -121 °F on 08/25/2021 <p>Interview on 09/03/2021 with Client #1 revealed: -"It's (water) ok, never been burnt. I can adjust it.."</p> <p>Interview on 08/31/2021 with Client #2 revealed: -Never been burned by it (water) -"I just adjust it (water) ..."</p> <p>Interview on 08/31/2021 with Client #3 revealed: -"The water is not too hot for me. It is to my liking ..." -Never been burned and feel the water temperature was appropriate -"If it's too hot, I turn the hot water down ..."</p> <p>Interview on 08/31/2021 with Client #4 revealed: -Always noticed the water was hot and just added more cold water -Never been burned</p> <p>Interview with the Associate Professional (AP) on 09/02/2021 revealed:</p>	V 752		

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V 752	<p>Continued From page 5</p> <p>-"No one said anything about water too hot. We do a daily water temp check and it was never that high (128)."</p> <p>Interviews with the Qualified Professional (QP) on 08/31/2021, 09/1/2021, and 09/02/2021 revealed:</p> <p>-"We haven't heard anything about the water being too hot. We do a water temp check daily. I didn't realize it was that high (128). The gauge is in the basement and staff have access to it. I don't know if someone messed with it or not. Staff have access to the basement. I don't recall it being that high and the girls have not said anything."</p> <p>-"Water temperature reader broke yesterday (08/30/2021) ..."</p>	V 752		