

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-319	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/18/2021
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NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE

RIVERBEND RESIDENTIAL SERVICES #2 **527 FAIR BLUFF ROAD**
ORRUM, NC 28369

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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V 000 INITIAL COMMENTS
An annual and complaint survey was completed on August 18, 2021. The complaint was unsubstantiated (intake #NC00180075). A deficiency was cited.

This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.

V 296 27G .1704 Residential Tx. Child/Adol - Min. Staffing

10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS

- (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.
- (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:
 - (1) two direct care staff shall be present for one, two, three or four children or adolescents;
 - (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and
 - (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.
- (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:
 - (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;
 - (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and

V 000 The measures that will be put in place to correct the deficiency is information and training provided to staff. On 8/27/2021 staff supervision included a review of the staffing ratio requirements for a .1700 facility. The requirement reviewed was DHHS 27G.1704 Residential Tx. minimal staffing requirements are when one, two, three, or four children or adolescents are present at the group home two direct care staff shall be present. Qualified Professional stressed the importance of having two staff on shift at all times. Staff present acknowledged their understanding of the requirement. QP stressed the importance of making sure the house manager aware if staff are going to be out or call ahead in case of an emergency, so that another direct care staff will replace them to remain in compliance. Staff will continue to receive training and material that

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DHSR - Mental Health

SEP 15 2021

Lic. & Cert. Section

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

[Handwritten signature]
CEO/INT Training
Director
9/8/21

Division of Health Service Regulation

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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: Based on record reviews, observation and interviews the facility failed to provide the minimum number of direct care staff required. The findings are:</p> <p>Review on 08/18/21 of client #1's record revealed; - 16 year old male. - Admission date of 03/22/21. - Diagnoses of Disruptive Mood Dysregulation Disorder (DMDD), Conduct Disorder, Attention Deficit Hyperactivity Disorder (ADHD)-Combined Type and Autism Spectrum Disorder.</p> <p>Review on 08/18/21 of client #2's record revealed; - 15 year old male.</p>	V 296	<p>will be informative about children/adolescents with mental health disorders/behaviors and the effectiveness of having two staff when unexpected events may occur. A review was conducted of Riverbend's policies and procedures related to Residential Treatment were conducted. Policies and procedures reflect current requirements.</p> <p>The measures that will be put in place to prevent this from occurring again are the schedule will be maintained with two staff on every shift. If one calls out there will be another staff that will be available to replace to maintain the two staff that are required. House manager and shift leader will update the schedule as needed to make sure there is a consistency of two staff for every shift. House manager and shift leader will make contact via telephone and face to face to ensure that staff are maintaining the daily two staff ratio per shift. Licensee will</p>	
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V 296	<p>Continued From page 2</p> <ul style="list-style-type: none"> - Admission date of 09/21/20. - DMDD, ADHD-Combined Type, Mild Intellectual Developmental Disability, Conduct Disorder. <p>Observation on 08/18/21 at approximately 10:20am revealed:</p> <ul style="list-style-type: none"> - Client #1 and client #2 were at the facility with the Associate Professional (AP)/House Manager (HM). - The AP/HM was the only staff member at the facility. <p>Interview on 08/18/21 the AP/HM stated:</p> <ul style="list-style-type: none"> - She was currently the only staff at the facility with client #1 and client #2. - Staff #8 had gone to the store and would be coming back to the facility. - She thought the staffing ratio was waived due to Covid. - She understood 2 staff were required at the facility when at least 1 to 4 clients were at the facility. <p>Interview on 08/18/21 the Licensee stated:</p> <ul style="list-style-type: none"> - There should be 2 staff scheduled for each shift at the facility. - She was not sure why only one staff was at the facility with 2 clients. 	V 296	<p>make contact with house manager and view weekly schedule to make sure they are being consistent in maintaining the two staff protocol. House manager and shift leader will make contact weekly and house manager will continue to have supervision monthly and provide trainings to help ensure that the minimal staffing requirements for DHHS is upheld.</p>	



6688 NC Hwy 41 North, Lumberton NC 28358

Phone (910) 618-9260 Fax: (910)737-6505 Email: riverbendservices@riverbendservicesinc.com

September 8, 2021

Division of Health Service Regulation
Attention: Keith Hughes
2718 Mail Service Center
Raleigh, North Carolina 27699-2718

RE: Riverbend Residential Services, Inc.
MHL-078-319

DHSR - Mental Health

SEP 15 2021


Dear Mr. Hughes:

Lic. & Cert. Section

Enclosed is the Plan of Corrective Action from the deficiencies noted during the August 18, 2021, annual survey. All areas noted have been or will be corrected by 08/27/2021.

Should you have any questions or need additional information, I can be contacted at (910) 618-9260 or arouse@riverbendservicesinc.com. Thank you for your assistance in ensuring that Riverbend provides a safe environment for all children and adolescents served.

Sincerely,



Angie Rouse Greene
CEO/QM & Training