

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL001-259	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/13/2021
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NAME OF PROVIDER OR SUPPLIER A MOTHER'S LOVE	STREET ADDRESS, CITY, STATE, ZIP CODE 1227 WESTMORLAND DRIVE BURLINGTON, NC 27215
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(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
V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on December 13, 2021. The complaint (intake #NC00183729) unsubstantiated. Deficiencies cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 1300 Residential Treatment for Children or Adolescents</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <ol style="list-style-type: none"> (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained. 	V 112		

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

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to assure one of three client's (#1) treatment plans were reviewed and updated at least annually. The findings are:</p> <p>Review on 12/13/21 of client #1's record revealed: -She was admitted on 10/24/18 - diagnoses of Attention Deficit Disorder and Oppositional Defiant Disorder. Further review revealed a treatment plan with an expiration date of 3/24/20.</p> <p>During interview on 12/13/21 the Owner confirmed; - they didn't complete an annual update for client #1.</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>Based on record reviews and interviews the facility failed to develop and implement strategies to address elopement affecting one of one current clients (#1). The findings are:</p> <p>Review on 6/18/2020 of client #1's record revealed: - Admission date of 12/28/18. - Diagnosis of Schizophrenia - Treatment Plan dated 4/23/19. Further review revealed client #1's plan did not include interventions nor strategies to address his behaviors of elopement.</p> <p>Review on 7/13/2020 of staff #1's record revealed: - Hire date of 11/27/09.</p> <p>Review on 7/13/2020 of staff #2's record revealed: - Hire date of 8'20.</p> <p>Review on 7/17/2020 of an incident report dated 6/26/20 revealed: "[client #1] acting out we called the police at 8:21am. They talked to [client #1]. She needs help they picked her up and she was hospitalized."</p> <p>Review on 7/17/2020 of an incident report dated 6/29/20 revealed: "Around 1:00pm [client #1] called the [police department] and they talked to [client #1]. She threaten to hurt staff."</p> <p>Review on 7/17/2020 of an incident report dated 6/30/20 revealed: "[client #1] was argue with her roommate [roomate]</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>about the phone. They both was arguing back and forward, so I asked them both to calm down and they did for a few minutes. Then [client #1] called [roomate] a cuss word and said she word hurt [roomate] so I got on the phone and call my supervisor and repeat what was going on at the group home and my supervisor told me what to do and how to handle the situation."</p> <p>During an interview on 7/1/2020 the Qualified Professional stated :</p> <ul style="list-style-type: none"> - "[client #1] should have been gone. I've told them she needed more resources." - the following behaviors: verbal aggression, elopement, and many hospitalizations. - "When she is hospitalized she returns to the facility with no other interventions." - she's responsible for developing treatment plans, but was unable to explain interventions to safeguard client #1's behaviors. - "It's not my business. You need to talk to them about the strategies for her." - No treatment team meetings to discuss strategies. - She was unable to explain why client #1's treatment plan did not have any goals, interventions, and strategies to address her behaviors of elopement and frequent hospitalizations. <p>During an interview on 7/1/2020 the House Manager stated :</p> <ul style="list-style-type: none"> - She acknowledged client #1 had behaviors of aggression, property distruction, and many hospitalizations. - "We are in the process in getting her guardianship changed, which hopefully allow more services for her." - She confirmed no meetings to discuss treatment strategies and interventions. 	V 112		

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V 112	Continued From page 4 - She confirmed an approximately 4 hospitalizations within the past months. No meetings with the hospital prior to discharge to discuss appropriate interventions. -"We just call the police when she get's out of control"	V 112		