

Division of Health Service Regulation

Community Treatment Alternatives

Date Survey Completed: December 8, 2021

Response to Statement of Deficiencies (Rosena Drive)

**10A NCAC 27G .0203 (V109) Competencies of Qualified Professionals and Associate Professionals:**

Licensed Professional (LP) along with Qualified Professional (QP) has reviewed the plan for individual member served to ensure that an appropriate plan is in place to address specific behaviors, and other identified treatment needs. Person Centered Plan (PCP) Planning and Development training was held with QP. Training consisted of the reviewing of clinical assessments, evaluations, and reports. Monthly Child and Family Team (CFT) meeting has been scheduled with member and legally responsible person, including other identified supports and collaborating providers. QP has reviewed member's plan to ensure that plan reflect strategies to address each specific behavior, treatment need and issues. QP staff to ensure that member's plan has goals, strategies, interventions, outcomes, and supports that address each individual diagnosis and treatment needs. LP will conduct a monthly review of member service record to ensure that an appropriate plan has been developed and is being implemented for member. LP will meet with QP monthly to discuss and provide assistance as necessary, with recognizing any behaviors, so that goals and strategies are being implemented. QP staff will ensure that plan reflect strategies, interventions, outcomes and supports that address the appropriate treatment needs and services of the member. CEO to ensure that QP has access to the necessary training opportunities, including tools and other materials deemed appropriate to ensure QP is able to demonstrate the knowledge, skills, and abilities required by the population served. **Completion Date: 12/06/2021. Ongoing.**

**10A NCAC 27G .0204 (V110) Competencies and Supervision of Paraprofessionals:**

CEO has reviewed the Human Resources (HR) record; specifically trainings and training record, and supervision plan for House Manager. CEO met with LP and House Manager, and discussed in great detail, trainings that focus on the treatment needs of the population served. Training has been identified for House Manager. CEO to ensure training opportunities for House Manager is available for her to participate in, so that able to demonstrate the knowledge, skills, and abilities required by the population served. LP will ensure that House Manager's supervision plan reflects how to appropriately address member needs, day-to-day operations and coordination of care. **Completion Date: 12/06/2021. Ongoing.**

**10A NCAC 27G.0205 (C-D) Assessment and Treatment/Habilitation or Service Plan (V112):**

LP, along with QP, has reviewed the plan for member served, to ensure that an appropriate plan is in place to address specific behaviors, and other specific treatment needs. PCP Planning and Development training was held with QP. PCP Planning and Development training consisted of the reviewing of clinical assessments, evaluations, and reports and meeting with member and legally responsible person, and other identified supports, collaborating providers and agencies, to ensure that member's plan reflects treatment strategies to meet the needs of the member. Member's plan has been reviewed to identify and coordinate member's upcoming CFT meeting. During CFT meeting, plan will be updated, as needed, to reflect strategies to address each specific treatment need. QP to ensure that member's plan has been developed, and updated within the appropriate timeframes. QP to ensure that member's plan implements treatment strategies to meet the needs of the member. Clinical Director will perform a monthly review of member's records. Record review will include a review of member's plans and supporting documentation, to ensure treatment strategies to meet the needs of members are being implemented. **Completion Date: 12/08/2021. Ongoing.**

**10A NCAC 27G. 0209 (c) Medication Requirements (V118)**

ED held a staff meeting with staff. ED discussed and reviewed the agency's policy and procedure regarding Medication Requirements. Training held with staff consisted of a review of agency's policy and procedure regarding Medication Requirements and the completion of MARs. MARs have been modified to reflect a color-coding system that will assist in preventing medication errors. Associate Professional (AP) to conduct a monthly review of member service records to include the review of member's MAR to ensure that prescription and non-prescription drugs are being administered on the written order of a person authorized by law to prescribe drugs, that member's MAR has been completed correctly, are current, and is present in member's record. **Completion Date: 12/06/2021. Ongoing.**

**10A NCAC 27G .1701 Scope (V293)**

House Manager has reviewed CTA internal training and supervision policies and procedures. Clinical Director held a staff meeting with all staff to discuss individualized supervision and structure of daily living, treatment planning, medication reviews, incident reporting, and review of client rights in a 24-Hour facility. An internal audit and review of all current staff personnel records were reviewed, and staff lacking required trainings was identified. Required trainings were held with identified staff. Personnel records have been updated to reflect these trainings. Supervision plans for each Residential Counselor was reviewed by House Manager. House Manager will ensure that upon hire of all staff, as well as at least annually and as needed, that an individualized supervision plan be developed and implemented as written within 30 days. Supervision and training shall focus on ensuring that all staff is able to demonstrate knowledge, skills and abilities required by the population served, including interventions and strategies to be utilized to minimize the occurrence of behaviors related to functional deficits, ensure safety

and deescalate out of control behaviors, assist in the acquisition of adaptive functioning in self-control, communication, and social skills, and support skills needed to step-down to a less intensive treatment setting. House Manager will conduct an audit of all personnel records on a monthly basis to ensure that monthly supervision is being provided to all Residential Counselors with the child/adolescent population for the period of time as specified in Rule .0104. LP will also review monthly supervision plans for Residential Counselors to ensure that they continue to demonstrate knowledge, skills and abilities required by the population served. CEO will ensure staff has and is provided all required trainings. CEO to conduct quarterly reviews of all staff charts to ensure that all staff has actively participated and completed necessary core trainings at time of hire, annually thereafter and as needed. CEO will ensure that all competency level tests have been completed after training, and filed in personnel records. Staff training and supervision log will be maintained in all personnel records as evidence of competencies of all staff. LP to ensure that communication is being maintained with all other service providers and collaborating agencies. LP to monitor each member service needs by ensuring coordination of care is occurring. **Completion Date: 12/03/2021. Ongoing.**

**10A NCAC 27G .1704 V296:**

CEO held staff meeting with all staff to address staffing issues. CEO will ensure that facility meets minimum staffing requirements of at least two staff for every one through four children present in the home or community. CEO will perform unannounced checks on every shift to ensure that there are two staff present at all times on every shift. CEO will ensure that staff schedule reflects the appropriate staffing ratio of at least two staff for every one through four children, and that they are present in the home or community. CEO to ensure that an appropriate protocol is in place for staff unable to cover a shift and that protocol also speaks to violations for “no calls, no shows.” **Completion Date: 12/06/2021. Ongoing.**

**10A NCAC 27G .0303 (c) V736:**

CEO has made contact with a professional lawn service provider to assist with the removal of leaves in front yard and gutters, as well the removal of weeds that had grown out of the gutters near front door. CEO has made contact with a professional maintenance service provider, and has had broken window repaired. Agency’s Safety Committee has performed an internal health and safety inspection that included an observation of front and back yard, windows in all locations of resident, including the bedrooms of residents. Safety Committee to perform internal inspections on a monthly basis and communicate findings and any needs and issues to CEO. CEO will ensure that residential facility and its grounds are maintained in a safe, clean, attractive and orderly manner. **Completion Date: 12/02/2021. Ongoing.**