

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL051-150</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>11/10/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RHCC CAMBRIDGE PLACE CASAWORKS &amp; P</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>CAMBRIDGE PLACE - VARIOUS SUITES</b> <b>SMITHFIELD, NC 27577</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on 11/10/21. Complaint Intake #NC00182475 was substantiated. Deficiencies were cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G .4100 Residential Recovery Programs for Individuals with Substance Abuse Disorders and Their Children.</p>	V 000	<p>On December 17<sup>th</sup> 2021 staff training on client rights. Training includes written guidelines as it pertains to client rights.</p> <p>Personal cell phones use at the facility is a privilege, however cell phone guidelines have been modified and client have access to use program office phone in privacy during their stay in the program.</p> <p>All program rules, policy and guidelines will be provided to client pre-admission (referral package), and upon intake to ensure that the client is making an informed decision when entering the program.</p>	
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times.</p> <p>(b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made</p>	V 364	<p><i>Kim Taylor MSW LGS LGSW</i> <i>GG</i> 12/8/2021</p>	

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

Received by  
 Mental Health Licensure  
 & Certification 12/10/2021

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V 364	<p>Continued From page 1</p> <p>collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes;</p>	V 364		

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V 364	<p>Continued From page 2</p> <p>and</p> <p>(10)Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise. Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p>	V 364		

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V 364	<p>Continued From page 3</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the</p>	V 364		

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V 364	<p>Continued From page 4</p> <p>client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure clients' rights to free access to personal belongings were not restricted as specified in G.S. 122C-62(b) for 1 of 3 audited clients (#1). The findings are:</p> <p>Review on 11/9/21 client #1's record revealed:</p>	V 364		

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V 364	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>- Admission Date: 8/25/21</li> <li>- Diagnoses: Opioid Disorder, Cocaine Use Disorder, Severe and Cannabis Use Disorder, Severe</li> </ul> <p>Interview on 11/9/21 client #1 reported:</p> <ul style="list-style-type: none"> <li>- Drug screens were performed once a month if not twice.</li> <li>- Facility staff took her personal phone for 30 days when she had a positive drug screen.</li> <li>- If there was an emergency, and the client did not have their cell phone, they were told to turn their porch light on and staff would check on them.</li> <li>- On one occasion, her twin boys turned on the porch light (accidentally) and it took an hour for staff to respond.</li> </ul> <p>Interview on 11/9/21 the Clinical Counselor reported:</p> <ul style="list-style-type: none"> <li>- Drug screens were performed for cause, suspicion and whenever a client left the site, when they returned to the facility.</li> <li>- They average drug screens once a week.</li> <li>- For a positive drug screen: clients received individual counseling, then they met with the treatment team.</li> <li>- Consequences for a positive drug screen: clients would not be able to order out for food and they "might" lose their personal cell phone.</li> <li>- If an emergency occurred, the clients were to come out, flash their porch light or turn the porch light on.</li> <li>- Staff would check on them.</li> <li>- Some clients had personal laptops, which the facility does not take away, and could make calls through the laptop.</li> <li>- The clients did not have land line phones in their apartments.</li> </ul>	V 364		

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V 364	<p>Continued From page 6</p> <p>Interview on 11/9/21 the Program Director reported:</p> <ul style="list-style-type: none"> <li>- The clients did not have land line phones in their apartments</li> <li>- Taking personal cell phones after a positive drug screen was a treatment team decision.</li> <li>- The treatment team determined the length of the time, it was 30 days.</li> <li>- Removal of the cell phone was a preventative measure to prevent clients from contacting people to bring them drugs.</li> <li>- Most of the contacts in the client's personal cell phones were negative people in their lives that did not want the client to succeed.</li> <li>- Clients could use a tablet (if they have one) to contact positive people, or use the phone in the office.</li> <li>- The consequence of taking the phone after a positive drug screen was not disclosed in the client handbook on admission.</li> <li>- She did not perceive the consequence as a client rights violation, but as a safety issue with access to those people who don't want them to succeed.</li> </ul> <p>Interview on 11/9/21 the Peer Support Specialist reported:</p> <ul style="list-style-type: none"> <li>- The clients did not have land line phones in their apartments.</li> <li>- Personal cell phones were taken from clients with positive drug screens.</li> <li>- Clients used their personal cell phones to contact individuals to bring them drugs.</li> <li>- If a client needed staff, and did not have their phone, they would turn on their porch light to signal to staff to check on them.</li> </ul>	V 364		

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<p>V 736</p> <p>V 736</p>	<p>Continued From page 7</p> <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 observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 11/09/21 at 10:45 am revealed: Apartments: 101- globe over downstairs light missing leaving the light bulb exposed 104 - walls dirty with crayon marks, hand prints - kitchen sink faucet loose and moved when turning on water 105- the front window blinds were broken and missing several blinds and the backdoor blinds were missing several blinds - the upstairs walls had dirty hand prints, smudges and crayon writing on the wall 106 -crayon marks,smudges and hand prints on the walls throughout the apartment -walls in the bedroom had crayon and magic marker writing on walls 108- refrigerator handle broken, two out of four light bulbs out in bedroom #1's bathroom pencil writing on the walls throughout the apartment</p> <p>Interview on 11/09/21 client #1 stated:</p>	<p>V 736</p> <p>V 736</p>	<p>The identified issues have been discussed with the landlord. Painting and repairs have begun and work should be completed by the beginning of next year.</p> <p>Individuals responsible for monitoring the condition of the site is the Facility Manager Caroline Sanders and Program Director Kim Taylor. Weekly checks will take place and month report will be completed.</p> <p><i>Kim Taylor MSW LCATS LGSW</i> CTS 12/8/2021</p>	



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V 736	<p>Continued From page 8</p> <ul style="list-style-type: none"> <li>-had reported the broken refrigerator handle a week ago at the community meeting</li> <li>-the community meeting was when they reported things that were broken or needed to be fixed in our apartment</li> <li>-blinds were broken when she moved in the apartment</li> </ul> <p>Interview on 11/09/21 the Program Director stated:</p> <ul style="list-style-type: none"> <li>-they gave the landlord a list of things that needed to be repaired</li> <li>-the landlord reported they would paint</li> <li>-had talked with landlord about upgrades to the apartments</li> <li>-a community meeting had be held weekly to receive reports of what needed to be fixed in the apartments</li> <li>-blinds had been replaced within the last 90 days</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		