

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-648</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/22/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>TURN AROUND</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>9709 BATTEN COURT</b> <b>MINT HILL, NC 28227</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint and follow up survey was completed on 3-22-22. Two complaint were unsubstantiated (NC00185077, NC00185646), and one was substantiated (NC00186468). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 1700. Residential treatment Staff Secure for Children and Adolescents.</p> <p>This facility is licensed for four and currently has a census of three. The survey sample consisted of three current clients.</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> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the</p>	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>provider stating why such consent could not be obtained.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure Person centered Plan met the needs of the clients effecting one of three audited clients (Client #1). The findings are:</p> <p>Review on 3-15-22 of Client #1's person centered Plan dated 8-10-21 and last updated 3-3-22 revealed:</p> <p>-12-1-21 The team decided that [Client 31] can begin job seeking in order to help her enhance her independent living skills and financial responsibility. She will also be allowed to have her cell phone to coordinate scheduling, assure safety."</p> <p>-3-3-22 This goal will remain in place as it is becoming more and more difficult for [Client #1] to maintain her anger. She does not want to comply with any adult authority figures as she feels she is entitled to have over extended client rights such as leaving and returning when she wants to, to have access to extra priviledges to include contraband."</p> <p>-Goal includes; "[Client #1] will learn, develop, and implement independent living skills as: evidenced by gaining employment, utilizing 2 hours of unsupervised community integration, having access to her cell phone each day from 8am-8pm."</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>Interview on 3-14-22 with Clinical Therapist revealed: -Client #1 has a part time job at a local pizza restaurant. "She gets 2 hours in the community unsupervised. She got a tattoo. She left March the 6th around 5:30 she got someone in an SUV to pick her up.. She called the house manager 3-11-22. She told house manager she was coming back."</p> <p>Interview on 3-16-22 with Staff #1 revealed: -Client 31 had gone AWOL (absent without leave) once. -Client #1 had called him from her job and wanted to be picked up. -Client #1 works "4-5- days a week", sometimes until late at night.</p> <p>Interview on 3-16-22 with the facility manager revealed: -Client #1 has two hours of unsupervised time. -Client #1 did go AWOL one time and was gone for several days.</p> <p>Interview on 3-17-22 with Client #1's guardian revealed: -The facility didn't consider her work schedule as part of her two hours of unsupervised time. -Client #1 is not doing well at the facility because of her behaviors.</p> <p>Interview on 3-21-22 with the Director revealed: -"The team agreed to let her have a cell phone and two hours unsupervised. She will do whatever she wants. She is a sizable young lady and very volatile. I told them to use their best judgement."</p>	V 112		

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V 112	Continued From page 3  Client #1 refused to speak to surveyor.  Interview on 3-22-22 with the Chief operating Officer revealed: -Client #1 is employed and also has 2 hours of unsupervised time in the community. -They would reword the Person Centered Plan to reflect all of Clients #1's time that she was away from the facility. -Client #1 had been given a discharge notice due to her behaviors.	V 112		
V 293	27G .1701 Residential Tx. Child/Adol - Scope  10A NCAC 27G .1701 SCOPE (a) A residential treatment staff secure facility for children or adolescents is one that is a free-standing residential facility that provides intensive, active therapeutic treatment and interventions within a system of care approach. It shall not be the primary residence of an individual who is not a client of the facility. (b) Staff secure means staff are required to be awake during client sleep hours and supervision shall be continuous as set forth in Rule .1704 of this Section. (c) The population served shall be children or adolescents who have a primary diagnosis of mental illness, emotional disturbance or substance-related disorders; and may also have co-occurring disorders including developmental disabilities. These children or adolescents shall not meet criteria for inpatient psychiatric services. (d) The children or adolescents served shall require the following: (1) removal from home to a community-based residential setting in order to facilitate treatment; and (2) treatment in a staff secure setting.	V 293		

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V 293	<p>Continued From page 4</p> <p>(e) Services shall be designed to:</p> <p>(1) include individualized supervision and structure of daily living;</p> <p>(2) minimize the occurrence of behaviors related to functional deficits;</p> <p>(3) ensure safety and deescalate out of control behaviors including frequent crisis management with or without physical restraint;</p> <p>(4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and</p> <p>(5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting.</p> <p>(f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care.</p> <p>This Rule is not met as evidenced by: Based on interview and record review the facility failed to coordinate with other individuals and agencies within the child or adolescent's system of care effecting one of three clients (Client #1). The findings are:</p> <p>Review on 3-17-22 of Incident Response Improvement System report dated 3-14-22 revealed; -" On 3-6-22 the consumer work up early in the morning got dressed and left the facility</p>	V 293		

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V 293	<p>Continued From page 5</p> <p>despite staff encouraging her to remain. A missing person report was filed. She returned around 8pm."</p> <p>Review on 3-21-22 of police report dated 3-6-22 revealed: -5:15, "Running away from group home."</p> <p>Review on 3-6-22 of email dated 3-6-22 from a local police officer revealed: -"We had yet another runaway this morning from this location. This one is the juvenile who they say they don't know how old she..."</p> <p>Review on 3-20-22 of email dated 2-20-22 from local police officer revealed: -"...just wanted to let you know one of the runaways got picked up by the staff and they never bothered to notify us that she had been found...On march 12, 2022 at 712 hours [Local Police officer] responded to [facility address] in reference to [Client #1] returning back to the group home. [Local police officer] made contact with employee [facility manager] who advised when she got to the group home this morning her manager advised her to he picked up [Client 31] from work...and brought her back. [Local police officer] advised [facility manager] to tell her manager when he returns that once he locates one of the runaways in the future he needs to call the police then...."</p> <p>Interview on 3-14-22 with a Local Police officer revealed: -Often when they get a call that someone has run away, there is nobody at the facility when they go there to take a report. -When they try to call the facility managers phone, no one answers. -In the past they have picked up the client,</p>	V 293		

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V 293	<p>Continued From page 6</p> <p>but no one answers the phone and three is no one at the facility to turn the client over to.</p> <p>Interview on 3-16-22 with the facility manager revealed: -Their policy is to call the police if the client gets out of their sight, and then notify the police when the client returns.</p> <p>Interview on 3-16-22 with Staff #1 revealed: -He had picked Client #1 up from her job after she had called him to come get her. -He brought her back to the facility.</p> <p>Interview on 3-21-22 with the Local Police Dispatcher revealed: -Client #1 returned to the facility on 3-11-22 but no one from the facility had let them know until the following morning.</p> <p>Interview on 3-22-22 with the Chief Operating Officer revealed: -They would ensure that the police were notified immediately when a client returned to the facility.</p>	V 293		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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>	V 736		

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V 736	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on observation the facility failed to be maintained in a clean, pleasant manner. The findings are:</p> <p>Observation on 3-16-22 at approximately 5:00pm revealed:</p> <ul style="list-style-type: none"> <li>-Torn linoleum around the washer and dryer.</li> <li>-Dirty and stained carpet in clients bedroom.</li> <li>-Mold in the shower track of clients bathroom.</li> <li>-Dirty walls throughout the facility.</li> </ul> <p>Interview on 3-22-22 with the Chief Operating Officer revealed:</p> <ul style="list-style-type: none"> <li>-They would ensure that the facility was cleaned and any needed repairs would completed.</li> </ul> <p>This deficiency constitutes a recited deficiency and must be corrected within 30 days.</p>	V 736		