

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601227	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/18/2022
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NAME OF PROVIDER OR SUPPLIER MERANCAS COTTAGE	STREET ADDRESS, CITY, STATE, ZIP CODE 6750 SAINT PETERS LANE, SUITE 300 MATTHEWS, NC 28105
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 7-18-22. Two Complaints were substantiated (#NC 00189431 and #NC00189071) and one complaint was unsubstantiated (#NC00189893). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 1900 Psychiatric Residential Treatment for Children and Adolescents.</p> <p>This facility is licensed for six and currently has a census of five. The survey sample consisted of three current clients.</p>	V 000		
V 314	<p>27G .1901 Psych Res. Tx. Facility - Scope</p> <p>10A NCAC 27G .1901 SCOPE</p> <p>(a) The rules in this Section apply to psychiatric residential treatment facilities (PRTF)s.</p> <p>(b) A PRTF is one that provides care for children or adolescents who have mental illness or substance abuse/dependency in a non-acute inpatient setting.</p> <p>(c) The PRTF shall provide a structured living environment for children or adolescents who do not meet criteria for acute inpatient care, but do require supervision and specialized interventions on a 24-hour basis.</p> <p>(d) Therapeutic interventions shall address functional deficits associated with the child or adolescent's diagnosis and include psychiatric treatment and specialized substance abuse and mental health therapeutic care. These therapeutic interventions and services shall be designed to address the treatment needs necessary to facilitate a move to a less intensive community setting.</p> <p>(e) The PRTF shall serve children or adolescents</p>	V 314	<p>Correction:</p> <p>1. Therapist completed a safety plan with the client on 6/30/2022 and provided it to the cottage supervisor and team.</p> <p>2. The client was removed from 1:1 7/3/2022.</p> <p>Prevention:</p> <p>1. PRTF leadership team will review and consolidate policies and procedures for suicide prevention and 1:1 in addition to communication plan to ensure needs are conveyed to all staff providing care to the client.</p> <p>2. PRTF team will review language of orders to ensure all staff understand the requirements and adequate staff are available to meet client needs.</p> <p>Monitoring:</p> <p>1. Clinician, nursing, and MD, will work closely with direct care team to monitor and reassess client every 24-48 hours to determine need and ensure staffing requirements are met.</p>	<p>By: 7/3/2022</p> <p>By: 9/18/2022</p> <p>By: 9/18/2022</p>

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By cvhicks at 9:19 am, Aug 04, 2022

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Hannah Dunham, Chief Performance & Quality Officer 8/3/2022

TITLE
Hannah Dunham

(X6) DATE

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V 314	<p>Continued From page 1</p> <p>for whom removal from home or a community-based residential setting is essential to facilitate treatment.</p> <p>(f) The PRTF shall coordinate with other individuals and agencies within the child or adolescent's catchment area.</p> <p>(g) The PRTF shall be accredited through one of the following; Joint Commission on Accreditation of Healthcare Organizations; the Commission on Accreditation of Rehabilitation Facilities; the Council on Accreditation or other national accrediting bodies as set forth in the Division of Medical Assistance Clinical Policy Number 8D-1, Psychiatric Residential Treatment Facility, including subsequent amendments and editions. A copy of Clinical Policy Number 8D-1 is available at no cost from the Division of Medical Assistance website at http://www.dhhs.state.nc.us/dma/.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure coordination of care, effecting one of five clients (Client #1). The findings are:</p> <p>Review on 6-27-22 of Client #1's record revealed: -Admitted 3-9-22. -13 years old. -Diagnoses of Post Traumatic Stress Disorder, Disruptive Mood Dysregulation Disorder, Attention-Deficit Hyperactivity Disorder, combined type, Specific Learning Disorder, with impairment in reading, and Specific Learning Disorder, with impairment in mathematics, and</p>	V 314		

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V 314	<p>Continued From page 2</p> <p>other reactions to severe stress.</p> <p>-Comprehensive Clinical Assessment dated 8 -21-21 revealed; "The youth stated he starts to hurt himself when he gets over being mad, and then he gets angry again. The youth stated he starts banging his head on a wall. The youth stated that he tried to stab himself in the past but "could not go through with it." The youth stated he has made statements about wanting to die or kill himself in the past but did not mean what he said. According to the psychological evaluation from 5/20/21, the youth has a history of swallowing rocks, hitting himself with items, attempting to cut himself, stab himself with scissors and pencils, and running into busy roadways. According to the psychological evaluation from 5/20/21, the youth was once observed sleeping in his bed while "clinging scissors."</p> <p>-Person Centered Plan last updated 6-21-22 revealed: Client was recently taken to Novant Emergency Department on 5/30/2022 after attempting to self-harm by wrapping a shoelace around his neck. Client is in need of continued intensive support....goals include; will learn and implement anger management skills that reduce irritability, anger, and aggressive behavior.</p> <p>-Supervision safety order requested by Therapist on 5-3-22 and signed by the doctor requested that Client #1 have 1:1 supervision until evaluated again.</p> <p>Interview on 6-27-22 with Client #1 revealed:</p> <p>-He had never had 1:1 supervision.</p> <p>-He had never tried to injure himself with pencils or paperclips but did try to wrap a shoelace around his neck and hang himself.</p> <p>Interviews on 6-27-22 with Clients #2, #3, and #4 revealed:</p> <p>-They did not know anything about a client</p>	V 314		

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V 314	<p>Continued From page 3</p> <p>getting 1:1 supervision.</p> <p>Interview on 6-27-22 with Staff #1 revealed: -He had never seen Client #1 self harm, but had heard him talk about it to get staff attention. -He had not seen any client get 1:1 supervision.</p> <p>Interview on 6-27-22 with Staff #2 revealed: -He had never seen Client #1 self harm. -He has never seen Client #1 with scratches or blood to indicate he had self harmed. -They supervise him closely.</p> <p>Interview on 6-29-22 with Registered Nurse #1 revealed: -Client #1 was supposed to be on 1:1 supervision but he was not. -There was not supposed to be anything in his room, but they would find things like scissors that he has sneaked from the class room. -Client #1 had a history of self harm, but had not harmed himself in "awhile."</p> <p>Interview on 7-18-22 with the Chief Performance and Quality Officer revealed: -They had addressed the situation and would be changing the language of the orders to reflect that the clients would be under close supervision but not necessarily 1:1 supervision. -They were also improving communication to insure that everyone was aware of medical orders for the clients.</p>	V 314		
V 738	<p>27G .0303(d) Pest Control</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (d) Buildings shall be kept free from insects and</p>	V 738		

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V 738	<p>Continued From page 4</p> <p>rodents.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to be maintained free from insects. The findings are:</p> <p>Review on 7-14-22 of email from Construction Section of Department of Health and Human Services dated 7-14-22 revealed:</p> <p>-"I have only been briefed on the findings and have not reviewed the SOD (Statement of Deficiencies) yet. The summary is that [Construction Section Surveyor] the Construction Section surveyor, is substantiating the complaint that the facility has had bed bugs based on the treatment records and because he saw two dead bugs in a recently vacated bedroom that had been heat treated. His findings indicate that the facility's efforts have been effective at removing them and preventing them from getting worse, because he didn't find signs of them nesting or breeding i.e. no fecal stains, eggs or other life stages. The citation will likely be based on them not having cleaned up the debris and dead bed bugs after treatment. We will be expecting them to implement a plan to include treatment and cleaning schedules so that new activity can be rapidly identified and treatment initiated to minimize the effect on the clients."</p> <p>Review on 6-29-22 of Exterminator bill dated 3-14-22 revealed: -Exterminators had been out on three occasions and treated for bedbugs.</p>	V 738	<p>Correction:</p> <ol style="list-style-type: none"> 1. The client's room was heat treated by an exterminator and professionally cleaned. 2. The client's room was repainted and a new bed frame and mattress were replaced by facilities team. 3. Room was heat treated for bed bugs by facilities team with heat treatment equipment before moving new client into the room. <p>Prevention:</p> <ol style="list-style-type: none"> 1. New clients' belongings will be heat treated for bed bugs in "Heat Box" before being moved into the room. 2. If new activity is discovered in existing spaces the room will be professionally treated and subsequently heat treated by the facilities team. Clients' personal items will be heat treated and bed frame and mattress will be replaced. <p>Monitoring:</p> <ol style="list-style-type: none"> 1. Rooms will be checked weekly during weekly walk through for bed bugs in addition to other facility related concerns by the facilities team. 	<p>Completed 7/12/2022</p> <p>By 9/18/2022</p> <p>By 9/18/2022</p>

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V 738	<p>Continued From page 5</p> <p>Interview on 6-27-22 with Staff #1 revealed: -He had been at the facility since march 2022. -I told them several times it was bedbugs. It took awhile. But they have got rid of that and dealt with that. They changed the whole bed. It was in one kids room and another kid had it. They got it quick."</p> <p>Interview on 6-27-22 with Staff #2 revealed: -He had never seen any bedbugs.</p> <p>Interview on 6-27-22 with Client #1 revealed: -His room had bedbugs and he had bites all over his arms. -Someone had sprayed his room, but that had not worked. -His room still has bedbugs.</p> <p>Interview on 6-27-22 with Client #3 revealed: -The bedbugs had been in his room, but they gave him a new bed and he hasn't seen any since.</p> <p>Interview on 6-27-22 with Client #4 revealed: -The bedbugs had not been in his room, but in one of the other client's room.. -The facility had replaced that bed.</p> <p>Interview on 6-29-22 with Former Staff #3 revealed: -The bedbugs had never been treated by a professional. -One of the client had bedbugs all over his room. -One of the clients had showed him bites "all over" his hands and feet.</p> <p>Interview on 7-1-22 with the Exterminator</p>	V 738		

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V 738	<p>Continued From page 6</p> <p>revealed:</p> <p>-"They should have more than one invoice, we were out there a couple of times.. It started about 9 months ago. I got a complaint. I never seen one yet. The last visit that I went, I treated everything. These guys (facility) took everything outside. I never saw one but it was definitely treated by a professional, me. It was treated 3-4 times when ever they got a complaint."</p> <p>Interview on 7-1-22 with Registered Nurse #1 revealed:</p> <p>-She had seen the bedbugs in the room in Client #1's room.</p> <p>-Client #1 had complained about the bedbugs in his room again.</p> <p>Interview on 7-18-22 with the Chief Performance and Quality Officer revealed:</p> <p>-The facility had recently gotten a "hotbox" and were changing their admission policy to try to ensure that bedbugs did not get into the facility.</p>	V 738		