

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL092-563</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>R</b><br><b>09/27/2022</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>NEW BEGINNINGS HEALTH CARE</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>5309 KYLE DRIVE</b><br><b>RALEIGH, NC 27616</b> |
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| V 000              | <p><b>INITIAL COMMENTS</b></p> <p>An annual, follow up and complaint survey was completed on 9/27/22. The complaint was unsubstantiated Intake #NC00193112. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents</p> <p>This facility is licensed for 9 and currently has a census of 7. The survey sample consisted of audits of 1 current client and 2 former clients.</p>  | V 000         |   |                    |
| V 298              | <p>27G .1706 Residential Tx. Child/Adol - Operations</p> <p>10A NCAC 27G .1706 OPERATIONS</p> <p>(a) Each facility shall serve no more than a total of 12 children and adolescents.</p> <p>(b) Family members or other legally responsible persons shall be involved in development of plans in order to assure a smooth transition to a less restrictive setting.</p> <p>(c) The residential treatment staff secure facility shall coordinate with the local education agency to ensure that the child's educational needs are met as identified in the child's education plan and the treatment plan. Most of the children will be able to attend school; for others, the facility will coordinate services across settings such as alternative learning programs, day treatment, or a job placement.</p> <p>(d) Psychiatric consultation shall be available as needed for each child or adolescent.</p> <p>(e) If an adolescent has his 18th birthday while receiving treatment in the facility, he may remain for six months or until the end of the state fiscal year, whichever is longer.</p> | V 298         |   |                    |

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

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| V 298              | <p>Continued From page 1</p> <p>(f) Each child or adolescent shall be entitled to age-appropriate personal belongings unless such entitlement is counter-indicated in the treatment plan.</p> <p>(g) Each facility shall operate 24 hours per day, seven days per week, and each day of the year.</p> <p>This Rule is not met as evidenced by:<br/>Based on record review and interview the facility failed to coordinate services across settings to meet the needs of 2 of 2 former clients (FC#3) &amp; (FC#8). The findings are:</p> <p>A. Review on 9/19/22 of FC#3's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 2/5/22 &amp; discharged 8/18/22</li> <li>- diagnoses of Post Traumatic Stress Disorder, Bipolar &amp; Cannabis Abuse</li> </ul> <p>Review on 9/27/22 of a clothing store receipt for FC#3 revealed:</p> <ul style="list-style-type: none"> <li>- dated 8/31/22</li> <li>- total amount on receipt was \$523.89</li> </ul> <p>Review on 9/22/22 of an email from FC#3's guardian dated 9/22/22 revealed:</p> <ul style="list-style-type: none"> <li>- "I told [QP] Qualified Professional &amp; [Licensee] verbally that we would need receipts for the \$500.00 clothing allowance. [QP] informed me to give the check to [Licensee] because she was not at the group home. I gave the check to [Licensee] on 8/29/22 and told her we would need receipts for items spent...our department has not received receipts..."</li> </ul> <p>Review on 9/27/22 of text messages between the</p> | V 298         |   |                    |

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| V 298              | <p>Continued From page 2</p> <p>QP &amp; Licensee revealed:</p> <ul style="list-style-type: none"> <li>- date on the printed copy of the text messages was the date submitted to the surveyor</li> <li>- no date the text messages were exchanged between the QP &amp; Licensee</li> <li>- QP: "[FC#3's guardian] wants to know about the check for [FC#3]...wants to know if you spent the whole 500 and if not can you provide receipt/check for remainder of funds"</li> <li>- Licensee: "I just need her contact information and I can provide the receipt and anything that may have been left"</li> </ul> <p>During interview on 9/22/22 FC#3's guardian reported:</p> <ul style="list-style-type: none"> <li>- receipts were requested in August 2022 for the \$500.00 stipend from the QP &amp; Licensee</li> <li>- their agency had not received any receipts as of today (9/22/22)</li> </ul> <p>During interview on 9/27/22 the Licensee reported:</p> <ul style="list-style-type: none"> <li>- verified \$500 was received from FC#3's guardian in August 2022</li> <li>- the guardian requested receipts of the purchases on 9/23/22</li> <li>- the guardians normally did not request receipts</li> <li>- will send the receipts by Friday (9/30/22)</li> </ul> <p>B. Review on 9/19/22 of former client (FC#8) revealed:</p> <ul style="list-style-type: none"> <li>- admitted 6/7/21 &amp; discharged 9/19/22</li> <li>- diagnoses: Adjustment Disorder with depressed mood, Oppositional Defiant Disorder, ADHD</li> </ul> <p>Review on 9/21/22 of text messages sent by FC#8's Care Coordinator (CC) revealed:</p> <ul style="list-style-type: none"> <li>- text messages were sent between the</li> </ul> | V 298         |   |                    |

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| V 298              | <p>Continued From page 3</p> <p>facility's QP &amp; FC#8's CC</p> <ul style="list-style-type: none"> <li>- no dates listed for the text messages</li> <li>- QP: "she (FC#8) wets the bed"</li> <li>- CC: "I didn't know about wetting the bed. When is the last time she wet the bed"</li> <li>- QP: "she wets her self a lot. She peed in the van on beach trip...she wet her pants two weeks ago"</li> </ul> <p>Review on 9/22/22 of an email dated 9/1/22 FC#8's CC revealed:</p> <ul style="list-style-type: none"> <li>- the email was sent to the facility's QP in regards to the CCA..."...I am just sending this email so we all can be on the same page moving forward and I wanted to try to get this out today, so that we could start working on this tomorrow. I know we had talked about the CCA Addendum still being needed during [FC#8]'s CFT (child &amp; family team) meeting last week on 8-25-2022 given that a 30 day notice was given for [FC#8] on 8-17-2022...while I know that the request for an extension does not have to be honored, I want to first say Thank you [QP] for your willingness to consider the extension given that I did not receive the CCA Addendum until today, 9-1-2022..."</li> </ul> <p>During interview on 9/22/22 FC#8's CC reported:</p> <ul style="list-style-type: none"> <li>- was notified after FC#8 was discharge, she exhibited bedwetting while at the facility</li> <li>- was informed she used the bathroom a lot after being diagnosed with Diabetes, but not bedwetting</li> <li>- FC#8 was given a 30 day discharge 8/18/22</li> <li>- she requested a Comprehensive Clinical Assessment (CCA)</li> <li>- the CCA explained the the clients' progress, concerns/behaviors, levels of care and recommendations</li> <li>- most providers requested the CCA prior to placement</li> </ul> | V 298         |   |                    |

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| V 298              | <p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- " 9 out of 10 providers will not accept a client without the CCA"</li> <li>- the CCA was not received until 9/1/22 which prolonged FC#8's placement</li> </ul> <p>During interview on 9/27/22 the QP reported:</p> <ul style="list-style-type: none"> <li>- the guardian was notified FC#8 used the bathroom a lot but could not "necessarily" say bedwetting was discussed</li> <li>- the therapist updates the CCA &amp; it was not completed on the day of a client's discharge</li> </ul> <p>During interview on 9/27/22 the Licensee reported:</p> <ul style="list-style-type: none"> <li>- staff made her aware of the bedwetting by FC#8</li> <li>- it was best practice to notify the guardian of FC#8's bedwetting</li> <li>- was not aware the CCA was sent late to FC#8's CC &amp; not aware it prolonged FC#8's placement</li> </ul> | V 298         |   |                    |
| V 513              | <p>27E .0101 Client Rights - Least Restrictive Alternative</p> <p>10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE</p> <p>(a) Each facility shall provide services/supports that promote a safe and respectful environment. These include:</p> <ol style="list-style-type: none"> <li>(1) using the least restrictive and most appropriate settings and methods;</li> <li>(2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others;</li> <li>(3) providing choices of activities meaningful to the clients served/supported; and</li> <li>(4) sharing of control over decisions with the client/legally responsible person and staff.</li> </ol>   | V 513         |   |                    |

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| V 513              | <p>Continued From page 5</p> <p>(b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include:</p> <p>(1) using the intervention as a last resort; and</p> <p>(2) employing the intervention by people trained in its use.</p> <p>This Rule is not met as evidenced by:<br/>Based on record review and interview the facility failed to use the least restrictive method for 7 current clients (#1 - #7) and 2 former clients (FC#3 &amp; FC#8, ). The findings are:</p> <p>Review on 9/19/22 of client #5's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 1/13/20</li> <li>- diagnoses: Post Traumatic Stress Disorder (PTSD), Attention Deficit Hyperactivity Disorder (ADHD) (combined)</li> </ul> <p>Review on 9/19/22 of FC#3's record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 2/5/22 &amp; discharged 8/18/22</li> <li>- diagnoses of PTSD, Bipolar &amp; Cannabis Abuse</li> </ul> <p>Review on 9/19/22 of former client (FC#8) revealed:</p> <ul style="list-style-type: none"> <li>- admitted 6/7/21 &amp; discharged 9/19/22</li> <li>- diagnoses: Adjustment Disorder with depressed mood, Oppositional Defiant Disorder, ADHD</li> <li>- August MAR 2022 - Lantus 60 units</li> </ul> <p>Observation on 9/19/22 at 3:15pm revealed:</p> <ul style="list-style-type: none"> <li>- a padlock on the bottom portion of the</li> </ul> | V 513         |   |                    |

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| V 513              | <p>Continued From page 6</p> <p>refrigerator</p> <ul style="list-style-type: none"> <li>- a note on the refrigerator: "this refrigerator must be locked! A client's Diabetic medication is located inside and has to be double locked. If you have any questions, feel free to contact management (Mgt). Clients are NOT allowed in the refrigerator for due to sanitation State rules"</li> </ul> <p>During interview on 9/27/22 client #1 reported:</p> <ul style="list-style-type: none"> <li>- a lock was on the refrigerator due to a previous client's insulin medication being in there</li> </ul> <p>During interview on 9/27/22 client #3 reported:</p> <ul style="list-style-type: none"> <li>- lock was on refrigerator for safety purposes</li> <li>- make sure other clients put nothing in the food</li> <li>- used to be a diabetic client at the facility &amp; her medication was in the refrigerator</li> </ul> <p>During interview on 9/19/22 client #5 reported:</p> <ul style="list-style-type: none"> <li>- the lock was on the refrigerator due to a former client's medication being in there</li> </ul> <p>During interview on 9/27/22 the Qualified Professional reported:</p> <ul style="list-style-type: none"> <li>- FC#8 was diagnosed with diabetes in April 2022</li> <li>- the insulin was kept in the refrigerator</li> <li>- lock was placed on the refrigerator for safety purposes</li> </ul> <p>During interview on 9/19/22 the Licensee reported:</p> <ul style="list-style-type: none"> <li>- FC#8 was a diabetic and was on insulin</li> <li>- the insulin was kept in the refrigerator</li> <li>- was told medications had to be double locked</li> <li>- lock was placed on the refrigerator when FC#8 was diagnosed with diabetes</li> <li>- FC#8 was discharged today (9/19/22) and the lock would be removed</li> </ul> | V 513         |   |                    |

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