

DHSR LIMITED USE STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL080-222	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10-20-2022
NAME OF PROVIDER OR SUPPLIER Revive Housing, LLC.		STREET ADDRESS, CITY, STATE, ZIP CODE 523 North Long Street Salisbury, NC 28144		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE

V000	<p>Initial Comments:</p> <p>An annual, follow up and complaint survey was completed on 10/20/22. The complaint was substantiated (intake #NC00193272). 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 4 and currently has a census of 2. The survey sample consisted of audits of 2 current clients, and 2 former clients.</p>	V000		
V111	<p>27G .0205 (A-B) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(a) An assessment shall be completed for a client, according to governing body policy, prior to the delivery of services, and shall include, but not be limited to:</p> <p>(1) the client's presenting problem; (2) the client's needs and strengths; (3) a provisional or admitting diagnosis with an established diagnosis determined within 30 days of admission, except that a client admitted to a detoxification or other 24-hour medical program shall have an established diagnosis upon admission;</p>	V111		

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V111	<p>(4) a pertinent social, family, and medical history; and</p> <p>(5) evaluations or assessments, such as psychiatric, substance abuse, medical, and vocational, as appropriate to the client's needs.</p> <p>(b) When services are provided prior to the establishment and implementation of the treatment/habilitation or service plan, hereafter referred to as the "plan," strategies to address the client's presenting problem shall be documented.</p> <p>This Rule is not met as evidenced by:</p> <p>Based on records review and interviews, the facility failed to ensure an assessment was completed prior to the delivery of services affecting 1 of 2 clients (#1). The findings are:</p> <p>Review on 10/10/22 of client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission date: 8/26/22 - Age: 13 - Diagnoses: Attention Deficit Hyperactivity Disorder, Combined Type and Disruptive Mood Dysregulation Disorder - No admission assessment <p>Interview on 10/20/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> - The information would have been in the Comprehensive Clinical Assessment (CCA). - The CCA was not completed by their facility. - "Normally we would have attached the CCA." 	V111		
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V114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by:</p> <p>Based on record review and interviews, the facility failed to ensure disaster drills were conducted quarterly on each shift. The findings are:</p> <p>Review on 10/10/22 of Disaster Drills from 10/1/21 to 10/1/22 revealed:</p> <ul style="list-style-type: none"> - For the past year there had been 3 disaster drills completed on: 11/26/21, 2/18/22, and 7/30/22. <p>Interview on 10/7/22 with client #1 revealed:</p> <ul style="list-style-type: none"> - He had not practiced a disaster drill since admission (8/26/22) 	V114		
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V114	<p>Interview on 10/10/22 with client #2 revealed:</p> <ul style="list-style-type: none"> - The group home did not practice disaster drills. <p>Interview on 10/10/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> - The group home had 3 shifts for disaster drills. - His staff had conducted 1 disaster drill each quarter. - He did not know that disaster drills were to be conducted quarterly on each shift. - He would change his form for disaster drills to ensure the drills are conducted quarterly each shift. 	V114		
V132	<p>G.S. 131E-256(G) HCPR-Notification, Allegations, & Protection</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY</p> <p>(g) Health care facilities shall ensure that the Department is notified of all allegations against health care personnel, including injuries of unknown source, which appear to be related to any act listed in subdivision (a)(1) of this section.</p> <p>(which includes:</p> <ul style="list-style-type: none"> a. Neglect or abuse of a resident in a healthcare facility or a person to whom home care services as defined by G.S. 131E-136 or hospice services 	V132		

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V132	<p>as defined by G.S. 131E-201 are being provided.</p> <p>b. Misappropriation of the property of a resident in a health care facility, as defined in subsection (b) of this section including places where home care services as defined by G.S. 131E-136 or hospice services as defined by G.S. 131E-201 are being provided.</p> <p>c. Misappropriation of the property of a healthcare facility.</p> <p>d. Diversion of drugs belonging to a health care facility or to a patient or client.</p> <p>e. Fraud against a health care facility or against a patient or client for whom the employee is providing services).</p> <p>Facilities must have evidence that all alleged acts are investigated and must make every effort to protect residents from harm while the investigation is in progress. The results of all investigations must be reported to the Department within five working days of the initial notification to the Department.</p> <p>Based on record review and interviews, the facility failed to report allegations against health care personnel to the Health Care Personnel Registry for 1 of 5 audited staff (staff #2). The findings are:</p>	V132		
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V132	<p>Review on 10/17/22 of the Incident Response Improvement System (IRIS) revealed: - There was no internal investigation of the 8/29/22 incident that involved staff #2 assaulting FC #3.</p> <p>Interview on 10/17/22 with the Qualified Professional #1 revealed: - The Licensee was contacted about the first incident that occurred on 8/29/22 involving staff #2 and former client (FC) #3. - The Licensee did the internal investigation regarding the first incident on 8/29/22.</p> <p>Interview on 10/17/22 with the Licensee revealed: - He did an internal investigation of the incident that occurred on 8/29/22 involving staff #2 and FC #3 but had no written documentation to verify this.</p> <p>Interview on 10/13/22 with staff #2 revealed: - He felt there was an internal investigation. He did not know how to answer the question about if he had been taken off schedule.</p>	V132		
V296	<p>This deficiency is crossed referenced into 10A NCAC 27D .0304 Protection from Harm, Abuse, Neglect or Exploitation (V512) for a Type A1 rule violation and must be corrected within 23 days.</p> <p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p>	V296		

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V296	<p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents; (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or</p>	V296		
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V296	<p>adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to have two direct care staff present while the clients were awake or asleep affecting 2 of 2 current clients (#1 and #2) and 2 of 2 former clients (FC #3 and #4). The findings are:</p> <p>Interview on 10/10/22 with client #1 revealed: - There had been times in the past month when one staff had been on shift.</p> <p>Interview on 10/10/22 with client #2 revealed: - Sometimes one staff worked at the group home.</p> <p>Interview on 10/11/22 with FC #3 revealed: - At times there was one staff who worked at the group home. - "When [staff #2] worked, it was literally usually [staff #2] because something was always happening, and nobody likes to work with him."</p> <p>Interview on 10/12/22 with FC #4 revealed: - Sometimes staff #2 worked by himself. - "He (staff #2) doesn't like working with other staff."</p> <p>Interview on 10/13/22 with staff #2 revealed: - When the census was low, he worked alone. - He was the only staff who worked alone. - On 9/3/22 when former client #3 was punched in the face by client #1 he was working alone.</p>	V296		
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V364	<p>Interview on 10/27/22 with the Qualified Professional (QP) #1/Registered Nurse (RN) revealed: - She denied there was ever one staff on shift.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p> <p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities. (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: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (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 (3) Contact and consult with a client advocate if there is a client advocate. 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>	V364		
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V364	<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 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</p>	V364		
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V364	<p>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; 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>	V364		
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V364	<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. 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> <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>	V364		
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V364	<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 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.</p> <p>Each evaluation of a restriction shall be documented in the client's record.</p> <p>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,</p>	V364		
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V364	<p>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 interviews and record review the facility failed to ensure privacy during telephone calls affecting 2 of 2 current clients (#1 and #2) and 2 of 2 former clients (FC #3 and #4) The findings are:</p> <p>Interview on 10/7/22 with client #1 revealed: - Staff listen in on his phone calls even when he makes telephone calls to his DSS (Department of Social Services) legal guardian (LG).</p> <p>Interview on 10/10/22 with client #2 revealed: - When he made telephone calls it had to be in the living room. Most of the time the staff are present and listening in on the calls. Sometimes client #1 was present and listening in on his calls. - He was never able to make private telephone calls even to his legal guardian. - If a client was on restriction, they cannot make any telephone calls not even to their legal guardian.</p> <p>Interview on 10/11/22 with FC #3 revealed:</p>	V364		
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V364	<p>- Staff #2 would always sit and listen to “all my calls.” Even his calls to his DSS LG.</p> <p>- His call days were on Mondays and Fridays.</p> <p>- When he was on restriction, the Licensee would not allow him to make phone calls even to his DSS LG.</p> <p>- “I talked to [the Licensee] and told him that my old social worker said I was able to talk to her any time I wanted to and [the Licensee] said that is not how it works.”</p> <p>Interview on 10/12/22 with FC #4 revealed:</p> <p>- When he made telephone calls in the group home, he had to make the calls in the living room.</p> <p>- “The staff would be sitting in the chairs in the living room. [Staff #2] always sits in that chair.”</p> <p>Interview on 10/13/22 with staff #4 revealed:</p> <p>- Clients made telephone calls in the living room.</p> <p>- Other clients and staff were present when clients made telephone calls.</p> <p>- Staff #2 had told him to monitor all the client telephone calls.</p> <p>Interview on 10/13/22 with staff #2 revealed:</p> <p>- Client telephone calls were made in the living room where other clients were sometimes present.</p> <p>- He monitored client phone calls “for the safety of whoever is receiving the phone calls. To make sure they are calling only the people on their approved contact list.”</p> <p>Interview on 10/14/22 with FC #3’s potential adoptive mother revealed:</p>	V364		
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V364	<p>- In July 2022, FC #3 was on a zoom call to participate in his Child and Family Team meeting.</p> <p>- During the zoom meeting she saw another client pop his head into the screen and she heard other clients in the background.</p> <p>- This was a private meeting.</p> <p>Interview on 10/17/22 with the Licensee revealed:</p> <p>- Like staff do on "any psych ward or behavioral health unit" the client telephone calls have to be monitored.</p> <p>- "We are listening for key words or that they might get upset. We are not really listening."</p>	V364		
V512	<p>27D .0304 Client Rights - Harm, Abuse, Neglect</p> <p>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION</p> <p>(a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66.</p> <p>(b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter.</p> <p>(c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.</p> <p>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed</p>	V512		

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V512	<p>by the client. Use of intervention procedures shall be compliance with Subchapter 10A NCAC 27E of this Chapter.</p> <p>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for the employee.</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews, and observations, 1 of 5 audited staff (staff #2) abused 1 of 2 former clients (FC #3) and 4 of 5 audited staff (staff #2, staff #4, the Licensee, and the Qualified Professional (QP) #1/Registered Nurse (RN)) neglected 1 of 2 former clients (FC #3). The findings are:</p> <p>Cross Reference: N.C.G.S. 131E-256(G) HCPR Notification (V132). Based on record review and interviews, the facility failed to report allegations against health care personnel to the Health Care Personnel Registry for 1 of 5 audited staff (staff #2).</p> <p>Interview on 10/18/22 with the Licensee revealed: The cameras in his group home were not working from 8/29/22-9/3/22 (during the dates of the 4 findings).</p> <p>Review on 10/10/22 of FC #3's record revealed: - Admission date: 7/8/21 - Discharge date: 9/9/22 - Age: 14</p>	V512		
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V512	<p>- Diagnoses: Attention Deficit Hyperactivity Disorder; Reaction to Severe Stress; and Disruptive Mood Dysregulation Disorder</p> <p>- Review of FC #3's goals from his Person-Centered Plan (PCP) dated 3/2/22 revealed: "[FC #3] will address his history of trauma and understand its impact on his current life and relationships with the following manifestations: Learn coping skills other than using electronic devices."</p> <p>- Further review of FC #3's PCP revealed: "[FC #3]...reports that his family and belongings are important to him. Treatment team's input...reports that they believe his family and MP3 player are important to him. [FC #3's] DSS (Department of Social Services) guardian reports that she believes that his belongings are his identity, which is important to him."</p> <p>Review on 10/10/22 of the Licensee's record revealed:</p> <ul style="list-style-type: none"> - Hire Date: 6/28/21 - Position: Director - He had a high school diploma. - Has a degree and work history that qualifies him as a paraprofessional. <p>Review on 10/10/22 of the QP #1/RN's record revealed:</p> <ul style="list-style-type: none"> - Hire Date: 6/28/21 - She had a Master of Science in Nursing (Registered Nurse) - Has a degree and work history that qualifies her as a Qualified Professional. <p>Review on 10/10/22 of staff #2's record revealed:</p> <ul style="list-style-type: none"> - Hire Date: 2/3/22 	V512		
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V512	<p>- He had a high school diploma. - Has a degree and work history that qualifies him as a paraprofessional.</p> <p>Review on 10/10/22 of staff #4's record revealed: - Hire Date: 9/16/21 - He had a high school diploma. - Has a degree and work history that qualifies him as a paraprofessional.</p> <p>Review on 10/20/22 of FC #3's hospital medical records revealed: - Admission: 9/3/22 - Discharge: 9/4/22 - "This is a 14-year-old Caucasian male (FC #3) with a past medical history of ADHD (Attention Deficit Hyperactivity Disorder) and ODD (Oppositional Defiant Disorder) who presents to the emergency department via EMS (Emergency Medical Services) after physical altercation where he sustained a facial laceration. Patient reports just prior to arrival he was involved in an argument with another child (client #1) at the foster home (Revive Housing, LLC) and the other child hit him in the face... The patient states that he ran from the foster home and ran to [local store] where he was then picked up by EMS and transported to the emergency department." - "Upon further talking with the patient, he states he does not feel safe in his current foster home (Revive Housing, LLC). He states that one of the staff members (staff #2) has been physically abusive to him. He states that he has been hit in the chest and kicked. He becomes tearful and states he does not want to go back. He is currently denying any</p>	V512		
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V512	<p>suicidal or homicidal ideations. Denies auditory or visual hallucinations.”</p> <p>- “The patient's lacerations were sutured by me. The inner mouth laceration did require repair with some subcuticular sutures.”</p> <p>- “I was able to call the patient's group home, Revive Housing and spoke with [the Licensee]. [The Licensee] tells me that [FC #3] has ‘been going a-wall and went a-wall today when we told him we were taking him to the hospital for his cut.’ [FC #3] apparently crawled through a window and ran to [local store] where police then found him and called EMS. [The Licensee] relates that they have had issues with [FC #3] acting this way in the past, and he can "be manipulative." He denies any known reports of abuse towards [FC #3] from staff members.”</p> <p>- “Patient presents to the ED (Emergency Department) after a physical altercation at the Group Home where he lives. Patient reports that "I ran away to [local store] because one of the kids at the Group Home hit me. He was calling me names and stuff and we started arguing. Staff asked me what I was talking about I told the staff member to ‘shut up because I wasn't talking about nothing.’ Pt (patient) reports that he also told some of the other kids in the home to shut up when they asked who he was talking to. Patient reports that ‘the kid I was arguing with got up and came over to me and hit me in the mouth.’ Patient reports that the staff at the group home said that he needed to come to the ED to get stitches and he did not think he needed them so he ran out of the house and ran to the [local store] which is a little over a mile away from the Group Home. Pt reports that when he saw his mouth in the mirror at [local</p>	V512		
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V512	<p>store] he went to someone at customer service and they called MEDIC and he was brought to the hospital. Patient reports that on this past Monday, one of the staff members was on the phone talking to his adoptive parents, 'He was lying to them and saying things about me, so I hung up the phone on him. When I did this, the staff member put me on the ground and put his knees on my chest. When I tried to move it took his hand and put it on my throat so I couldn't talk.' Pt reports that he reported this at school the next day and they said they were going to investigate. They also called [the Licensee] who owns the Group Home and he said he was going to do an internal investigation."</p> <p>- "[The Licensee] reports that patient got into an altercation with one of his peers at the Group Home and the verbal altercation turned physical with patient getting hit in the mouth. He reports that patient was cursing and calling the peer names when this occurred. He reports that after patient was struck, Group Home Staff wanted to bring patient to the ED to get medical attention for his injury. Patient became upset and thought that he was being brought to the ED for a mental evaluation. He went into his room and when staff went to get him, patient had climbed out of the window of his bedroom and gone AWOL (absent without leave). [The Licensee] reports that the police contacted the Group Home to advise them that patient had been located at [local store] and that they were taking him to the ED. Clinician asked [the Licensee] about the allegations of abuse that patient is making. He reports that patient made these allegations last week and that a report has already been sent to CPS (Child</p>	V512		
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V512	<p>Protective Services) and to the State. The allegations are unfounded.”</p> <p>Interview on 10/14/22 with the CPS Social Worker revealed: - She had not closed her CPS investigation as of 10/14/22.</p> <p>Finding #1</p> <p>Interview on 10/14/22 with FC #3 revealed: - He recalled sitting in the back of the group home van with client #2. In the middle row was FC #4 and FC #5. Staff #2 was driving the van and Former Staff (FS) #7 was in the front passenger seat. Staff #2’s dog was also in the van. - Staff #2 pulled over to the side of the road. “[Staff #2] came to the back of the van and choked me, grabbed me by my neck until I gave him the headphones. I had already passed up my radio, but he wanted my headphones as well.” - “I don’t think [staff #2] should be in group homes anymore because how he treats the residents.”</p> <p>Interview on 10/14/22 with client #2 revealed: - He recalled a time when the group home was going to a medication appointment with staff #2 and FS #7 in the van. He and FC #3 were in the back of the van. FC #4 and FC #5 were in the middle seats. - Staff #2 pulled over and “slid through the center of the van.” - “[Staff #2] grabbed [FC #3’s] neck and pushed his head beyond the seat. [Staff #2] with his other hand grabbed [FC #3’s] radio.</p>	V512		
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V512	<p>- He could not recall what FC #3 said. "I don't think [staff #2] said anything." - Staff #2 took FC #3's radio because FC #3 "was on restriction" and could not have electronics.</p> <p>Interview on 10/13/22 with FS #7 revealed: - In the beginning of August 2022, she, and staff #2 were taking the clients (FC #3, FC #4, FC #5 and client #2) to a medical appointment in the van. - FC #3 wanted to bring his radio and head set with him. - Staff #2 told FC #3 "don't make me jump back there and grab your radio and headset." Staff #2 stated this to FC #3 because staff #2 kept telling FC #3 to pass up his radio and headset. - Staff #2 pulled over and climbed between the seats of the van. Staff #2 and FC #3 "were struggling" and he got the radio from FC #3. She was in the front seat facing forward on the telephone with a medical provider and did not see everything. - She did not know why staff #2 wanted FC #3's radio. - "I know there was struggle because [FC #3] didn't want to give up the head set and MP3 player." - "Taking electronics from [FC #3] triggers him and the electronics kept him calm. I told [the Licensee] about this incident as well." - "Every chance [staff #2] got, he would start with [FC #3]." - "[Staff #2] was always at odds with [FC #3]. [Staff #2] felt like it was his way or no way at all."</p> <p>Interview on 10/13/22 with staff #2 revealed:</p>	V512		
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V512	<p>- He could not recall the specific incident where he took FC #3's radio at the beginning of August 2022.</p> <p>- There were "a few times we had to take [FC #3]'s electronic devices" because FC #3 was not supposed to have electronic devices.</p> <p>- FC #3 could not have electronics because it was in his treatment plan that FC #3 should try to find other coping skills beyond electronics.</p> <p>- He always told the Licensee when he took FC #3's electronics.</p> <p>Interview on 10/17/22 with the Licensee revealed:</p> <p>- The incident at the beginning of August 2022 "was no incident."</p> <p>- Staff #2 called me that day and asked was FC #3 supposed to have a radio and he told staff #2 "no."</p> <p>- He never talked to the clients about what occurred, but he did talk to staff #2 and FS #7 about what occurred that day.</p> <p>- "[FS #7] said that [FC #3] was hesitant to give it away and [FS #7] said that [staff #2] pulled it away.</p> <p>- "[Staff #2] said do you want me to take it and I already knew it was going to be some resistance. [Staff #2] said [FC #3] was holding it (radio) in front of him and then [staff #2] took the radio. There were just words going back and forth."</p> <p>Interview on 10/17/22 with the QP #1/RN revealed:</p> <p>- She was not aware of the incident that occurred at the beginning of August 2022 where staff #2 took FC #3's radio/headset in the van.</p>	V512		
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V512	<p>Finding #2</p> <p>Interview on 10/14/22 with FC #3 revealed:</p> <ul style="list-style-type: none"> - He had known staff #2 from a previous placement. - Sometime after school started in August 2022, he talked to his teachers the next day about an incident that involved staff #2. He could not provide the exact date but felt his teachers would be able to provide the date of the incident. - Staff #4 was present and saw what occurred in the living room between himself and staff #2. FC #4, client #1 and client #2 were either outside the living room where the incident occurred or in their bedroom. - Staff #2 was on the phone with his potential adoptive parents. Staff #2 told his potential adoptive parents, that he had been "acting up" and could not talk to them. He told staff #2 that was "a lie" and he went over to landline phone and kept clicking the speaker on so that his adoptive parents could hear him. - He kept trying to say to his adoptive parents, staff #2 was lying. He then told staff if he could not talk to his adoptive parents then he was going to hang up. He "pushed the button" and hung up. - Then staff #2 "grabbed my left arm and slung me on the ground." He could not remember what part of his body hit the floor first. Staff #2 kept trying to hold me down. "He tried to hold my arms and legs down." - While he was laying down staff #2 grabbed his leg and pushed his foot to my head. "He folded me in half." 	V512		
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V512	<p>- He tried to move out of the way of staff #2 and attempted to use his legs to push staff #2 away from him. Staff #2 put his knees on top of his chest. "I could barely breathe and I could barely talk to [staff #4]...I was struggling to say anything."</p> <p>- He moved his head to the side and staff #2 grabbed his neck and pushed his head back down on the floor.</p> <p>- Afterwards staff #4 had come to his bedroom and told him to tell the school everything that happened and about the marks. Staff #4 also told client #2 to tell the school about the incident between him and staff #2. "It seemed like [staff #4] felt like the school could do something about it."</p> <p>- He had a scratch on his neck "from [staff #2's] fingernail and when I went to school, I showed the teachers the scratch."</p> <p>- "All of this happened in the den where there is no cameras up."</p> <p>- "This was all for nothing just because I hung up the phone call."</p> <p>- "[Staff #4] was freaked out he did not know what to do."</p> <p>Interview on 10/7/22 with client #1 revealed:</p> <p>- Sometime the week after he was admitted (8/26/22), FC #3 and staff #2 started arguing and staff #2 "got mad."</p> <p>- FC #3's potential adoptive parents called in and FC #3's social worker had said he could talk to his potential adoptive parents anytime he wanted.</p> <p>- Staff #2 was trying to stop FC #3 from talking on the phone with his potential adoptive parents and staff #2 said that FC #3 was being aggressive to everybody "but that was not true."</p>			
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PROVIDER LICENSEE OR LICENSEE DESIGNEE'S SIGNATURE

TITLE

DATE

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NAME OF PROVIDER OR SUPPLIER Revive Housing, LLC.		STREET ADDRESS, CITY, STATE, ZIP CODE 523 North Long Street Salisbury, NC 28144		
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V512	<p>- FC #3's potential adoptive parents were already on the phone and staff #2 hung up on FC #3's potential adoptive parents.</p> <p>- Then staff #2 pushed client #3 "against a wooden thing" in the living room. Then staff #2 pulls him to the chair in the living room and "slams" him on the chair. Then staff #2 was holding FC #3 by his shirt at his chest and pulled FC #3 off the chair and put FC #3 on the ground. Staff #2 wrapped his hands on FC #3's neck. FC #3 said, "you can't do this, stop choking me. It sounded like [FC #3] was losing his voice because he was being choked."</p> <p>- The other clients who were present: #2 and FC #4. Staff #4 was also present during the incident.</p> <p>- Staff #4 told him and client #2 "to tell people at our school what happened." Staff #4 told him and client #2 to not tell the Licensee what happened because the Licensee would have told staff #2. Staff #2 would have then "yelled at us or been mean to us."</p> <p>- "When [staff #2] works we are scared of him, and we just go in our rooms. [Staff #2] would put us on restriction for no reason."</p> <p>- When the Child Protective Services Social Worker talked to him about the incident, he did not tell her what happened because she talked to him at the group home and staff #2 was working that day.</p> <p>- He could not tell his counselor about what happened because the counselor talked to him in the group home kitchen.</p> <p>Interviews on 10/10/22, 10/12/22 and 10/14/22 with client #2 revealed:</p> <p>- Sometime on a weekend an incident occurred between staff #2 and FC #3.</p>			
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V512	<ul style="list-style-type: none"> - He was walking into the bathroom (door to the bathroom was in the living room). - He turned around and saw staff #2 push FC #3 into the wall in the office. - He went back to his bedroom "because I didn't want to be a part of it." - Staff #4 and FC #4 were also present. - After the incident he saw FC #3 as he walked down the hallway. "I saw red marks on [FC #3's] neck when he walked back down the hallway." - Staff #4 told him to tell someone at school about what staff #2 did to FC #3. - "I can't tell my mom (his legal guardian (LG)) (about staff #2) because [staff #2] says whatever goes on in the house stays in the house. Meaning what happens at the house I can't tell anyone." - [Staff #2] came up to me yesterday (10/13/22) and asked me what you asked me about. I didn't tell him anything." <p>Interview on 10/12/22 with FC #4 revealed:</p> <ul style="list-style-type: none"> - On 8/29/22, FC #3 took the group home phone out of staff #2's hand. FC #3 had been asked to go to his room. - He refused to answer further questions about the 8/29/22 incident. - "I don't need to speak about this. Talk to other people about that. I know nothing about that." <p>Interview on 10/14/22 with FC #3's potential adoptive mother revealed:</p> <ul style="list-style-type: none"> - She and her husband were starting to get established with FC #3 when she called him on 8/29/22. - When she called on 8/29/22 someone put her on hold. Then staff #2 came on the phone 			
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V512	<p>and told me that FC #3 was not able to talk because he was escalating.</p> <ul style="list-style-type: none"> - She was a little concerned and called back later. The second time staff #2 answered the phone. She heard "scuffling and aggravating voices back and forth." Then the phone hung up again. - She called back right away a 3rd time and staff #2 told her FC #3 would not be able to talk to her that day. - "That was my hope if he was escalated, I could talk to him and bring him back down." - "Even to this day [staff #2] is the main focus when talking to [FC #3]. [FC #3] is still fearful of [staff #2]." <p>Review on 10/20/22 of FC #3's DSS LG case notes dated 8/30/22 revealed:</p> <ul style="list-style-type: none"> - "TC (telephone call) from [FC #3's school] to [FC #3's DSS LG]. [FC #3's DSS LG] was placed on speakerphone. Staff (FC #3's teacher) reports that [FC #3] came in with scratches and bruises across his chest and back. [FC #3] shared that last night [FC #3's potential adoptive mother] had tried to call him. Staff (group home staff #2) shared with [FC #3's potential adoptive mother] that [FC #3] was on restriction. However, [FC #3] reports that nobody told him that he was on restriction ever. [FC #3] felt the staff was being dishonest with [FC #3's potential adoptive mother], since they had never told him that he was on restriction. [FC #3] became escalated and hung the phone up. [FC #3] reports that once the phone was hung up [staff #2] grabbed [FC #3] and put him on the floor with his knee in his chest and his hands around his throat. School staff indicated that [FC #3] did have scratches and 			
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V512	<p>red areas that were consistent with the story. [FC #3's DSS LG] requested that staff (teacher) take pictures of [FC #3's] injuries. [FC #3's DSS LG] instructed the middle school to make a report to local DSS. [FC #3's DSS LG] notes that she did not receive any information pertaining to a restrictive intervention of any sort from revive housing Inc."</p> <p>- Staffing meeting on 8/30/22: "[FC #3] has had a hard time working with [staff #2] who is a staff person at Revive but [FC #3's DSS LG] made the connection that [staff #2] was [FC #3's] case manager at [FC #3's previous placement]. They have always had a tenuous relationship both at [FC #3's previous placement] and now at Revive. [Managed Care Organization (MCO) staff] shared that she is aware that a staff person left (FC #3's placement) after an inappropriate restraint occurred there and that lines up with around the time that [staff #2] came to Revive. It is only conjecture at this time, but this may be validating evidence for the potential experience [FC #3] has had."</p> <p>Interview on 10/13/22 with FC #3's teacher revealed:</p> <p>- FC #3 had told her from the beginning that he did not like staff #2 and staff #2 did not like him.</p> <p>- When staff #2 was hired FC #3 stated to her that he had "multiple run ins with him"</p> <p>- "If we ever brought up any concerns about [staff #2] to [the Licensee] it was always he would have a conversation with [staff #2]."</p> <p>- Around 8/30/22 FC #3 had come to school with a scratch on his chest. He told us he was</p>			
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V512	<p>on the phone with his potential adoptive parents and staff #2 took the phone from him and indicated that FC #3 hung up the phone and was very belligerent. FC #3 stated that staff #2 put him in "an illegal restraint" and put a mark on his chest. FC #3 said that staff #2 pushed him down with his hands or his knees. She could not remember the details.</p> <ul style="list-style-type: none"> - She did not take pictures of the injuries to FC #3. She observed an inch or longer red mark between and above FC #3's breasts and below his collar bone. "It looked like a scratch." - When she told the Licensee about the incident, or other incidents, his response was that "[FC #3] lied or brought it on himself." <p>Interview on 10/13/22 with staff #4 revealed:</p> <ul style="list-style-type: none"> - On 8/29/22 he and staff #2 were working with client #1, client #2, FC #3, and FC #4. - Client #2 was in the bathroom (door to the bathroom is in the living room). - "I was trying to redirect [client #1] and [FC #4] to their rooms. [FC #4] was not listening. [FC #4] is [staff #2's] favorite." - The parents who want to adopt FC #3 had called to speak to FC #3. Staff #2 answered the phone. Staff #2 said that FC #3 could not speak on the phone because "[FC #3] was acting out. [FC #3] was not acting out." Staff #2 lied about FC #3 "acting out." FC #3 had told him prior to this incident that staff #2 was "always picking on him." - When FC #3 was told he could not talk on the phone he pressed the receiver down. Staff #2 had the phone handset in his hands. - Staff #2 got up and picked up FC #3 under his arms "like you do a little kid and he was trying to intimidate [FC #3]." 			
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V512	<p>- Staff #2 and FC #3 then fell onto the sofa. On the sofa they “were like side to side.” Then staff #2 and FC #3 rolled down onto the floor. Staff #2 got on top of FC #3 and FC #3 was on his back. Staff #2’s lower body was on top of FC #3 below his stomach. “[Staff #2] was laying on top of [FC #3].” He did not see staff #2’s hands on FC #3’s neck. Then staff #2 brought FC #3’s legs up to his face “like a pretzel.” FC #3 was there for about 15-20 seconds. He heard FC #3 tell staff #2 “to get off of him.”</p> <p>- “I was there but I was trying to tell [staff #2] to get off of [FC #3] and that he would talk to him.”</p> <p>- He did not see any marks or bruising on FC #3.</p> <p>- The next day he told the Licensee everything that happened between staff #2 and FC #3.</p> <p>- “That situation should have never took place because it was over a phone call... There was nothing to de-escalate.”</p> <p>- He told client #1 and client #2 if they saw anything to report it at school.</p> <p>- “When I talk to [FC #3], he has told me when he has told other staff about [staff #2] picking at him nothing is done and so I told the clients to tell it at school because he (FC #3) tells other staff and no one is listening.”</p> <p>- He felt meeting with the Licensee about the incident “was not going to be effective” so that is why he told the clients to report what occurred to the school.</p> <p>Interview on 10/17/22 with FS #6 revealed:</p> <p>- She talked to the clients about the 8/29/22 incident involving staff #2 and FC #3.</p>			
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V512	<p>- FC #4 told her: staff #2 was talking on the phone to FC #3's potential adoptive parents and staff #2 told them FC #3 he could not talk right now and when FC #3 calmed he would allow him to talk. FC #3 got upset because he wanted to talk to his potential adoptive parents and FC #3 hung up the phone. When FC #3 hung up the phone staff #2 "lost it" and grabbed FC #3 by his throat and lifted him up on the wall so he was at arm's length and then threw FC #3 onto the living room chair. While FC #3 was on the chair, staff #2 folded FC #3's legs to where his feet were behind his ears. Then staff #2 threw FC #3 onto the floor. Then FC #3 ran down to his room and FC #4 and staff #2 followed FC #3.</p> <p>Interview on 10/13/22 with staff #2 revealed:</p> <ul style="list-style-type: none"> - On 8/29/22, FC #3's potential adoptive parents called to speak to FC #3. Either he or the other staff (staff #4) answered the phone. - He told the potential adoptive parents that it was not a good time because FC #3 was "acting out. I want to say [FC #3] was on restriction that day and was being non-compliant." - FC #3 started yelling in the background "they won't let me talk to ya'll and I can talk to you whenever I want." - The potential adoptive parents hung up the phone and called back 5 minutes later. - FC #3 grabbed the phone and answered the call. FC #3 asked the potential adoptive parents "why did ya'll hang up the phone?" When FC #3 didn't get an answer, FC #3 banged the phone on the dial pad. He got up and said to FC #3, "that was property destruction, and I grabbed the phone and hung it up." 			
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V512	<ul style="list-style-type: none"> - He removed FC #3. "I did this more so with my inner arm." - FC #3 walked side by side with him and he brought FC #3 into the common area (living room) where FC #3 "flopped down" on the couch. FC #3 then got up and flopped down on the floor. He asked FC #3 to go to his bedroom and FC #3 went to his bedroom. - Prior to the incident FC #3 had a couple of marks on his knees from playing football and he had a mosquito bite on his neck. - He never had physical contact with FC #3. - "No there was no need for a restraint. [FC #3] was not a harm to himself or anyone else, others, or staff." - The Licensee knew about the incident. <p>Review on 10/17/22 of the Incident Response Improvement System (IRIS) revealed:</p> <ul style="list-style-type: none"> - Date of incident: 8/29/22 - Date submitted: 8/30/22 - Name of person who submitted the form: the Licensee - Consumer's Name: [Former Client (FC) #3] - "Consumer (FC #3) was outside when he started getting agitated with staff (staff #2) that he was being monitored closely because he was making comments about running away. He was also still upset about his tablet that was taken the day before he stated his case worker gave then said his teacher gave to him. When consumer and staff went back into home, he received a phone call. Staff (staff #2) was on the phone speaking with the person who called, and the consumer started screaming to talk with the person on the phone. Consumer began to yell, to try and prevent staff from making guest on phone aware consumer would not be able to accept 			
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V512	<p>phone calls at that time because of behaviors he was displaying. Consumer attempted to grab the phone from over staffs head off the wall. In the mist of grabbing the phone, he hung up the phone. Staff immediately prompt consumer to remove his self from the office area. Consumer refused. Staff prompt consumer to remove his hands from the phone. Consumer attempted to pull phone from the wall as consumer is known for property destruction. Staff guided consumer from the office area into the front room. Consumer flopped on the couch. Staff helped consumer up. Then consumer flopped to the floor. Staff let consumer lay there while other clients were directed to their rooms. Consumer finally got up and staff escorted consumer to his room. About 20 mins (minutes) later consumer (FC #3) started telling staff another consumer (FC #4) had been putting holes in the closet that connect the rooms. The other consumer got upset and went into consumers room and attempted to take consumers belongings and tear up his toys. Staff (staff #2) intervned and directed consumer back to his room.”</p> <p>Interview on 10/17/22 with the Licensee revealed: - FC #3’s teacher told him that FC #3 accused Staff #2 of choking him and slamming him down. - When FC #3 was at the school he talked to him on the phone. FC #3 told him it was not a therapeutic hold that Staff #2 did. FC #3 further told him staff #2 grabbed him and he dropped down to the floor by the phone in the living room and office. FC #3 reported to him that staff #2 answered the phone on 8/29/22</p>			
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V512	<p>and told the person that FC #3 could not talk on the phone because he was having a behavior. FC #3 tried to take the phone and kept hitting the phone. Staff #2 "open handedly" guided FC #3 away from the phone and FC #3 dropped to the floor. FC #3 stated that staff #2 was in a chair and FC #3 stayed on the ground cussing out staff #2. "After a while I called back and [staff #2] said that [FC #3] was in his room. [FC #3] and [FC #4] had started getting into a verbal altercation."</p> <p>- The teacher never told him about any marks or bruises when he talked to the teacher on the phone. When the teacher said FC #3 was grabbed around his neck, he had staff #2 take pictures after FC #3 got home from school 8/30/22. There was a mark on his neck and FC #3 said it was an insect bite. This was the only injury he knew about.</p> <p>Review on 10/17/22 of the picture taken of FC #3 on 8/30/22 revealed:</p> <p>- The picture was provided by the Licensee. The picture does not show FC #3's face but the Licensee identified the client in the picture as FC #3.</p> <p>- The picture was taken on 8/30/22 by staff #2 who assaulted FC #3 on 8/29/22.</p> <p>- The picture showed a 1/2 inch scratch mark in between FC #3's collar bone.</p> <p>- The mark was not consistent with an insect bite.</p> <p>Interview on 10/17/22 with the QP #1/RN revealed:</p> <p>- The Licensee was contacted about the allegations that occurred on 8/29/22.</p>			
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V512	<p>- The Licensee told her that the allegations were “[staff #2] had slammed [FC #3] down over a phone call.”</p> <p>Finding #3</p> <p>Interview with FS #7 and review on 10/13/22 of 8/29/22 video revealed:</p> <ul style="list-style-type: none"> - On 8/29/22 FS #7's nephew, staff #4, worked with staff #2. - FS #7 took the video when staff #4 face timed her on 8/29/22. - FC #3 was in the corner of his bedroom as FC #4 was raising his arms and repeatedly punching at FC #3. It is unclear from video if contact was made but FC #4 was standing right in front of FC #3. FC #3 had what appeared to be toys in his hands and shrugged his shoulders. FC #3 did not hit back and did nothing to protect himself. - Staff #2 was seen a few feet away looking at a piece of paper in his hands. Staff #2 only stood there and made no move to intervene or stop FC #4 from punching at FC #3. - While staff #2 continued to stand there, FC #4 threw a book bag very hard at FC #3's head. FC #3's head and upper body bounced back towards the wall once the book bag made contact with FC #3's head. FC #3 again did not hit back and did nothing to protect himself. - During the entire video Staff #2 did nothing to protect FC #3 from the physical assault of FC #4. <p>Interviews on 10/13/22 and 10/14/22 with FS #7 revealed:</p> <ul style="list-style-type: none"> - On 8/29/22 at approximately 5:58 pm she faced time with staff #4 who was working that 			
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NAME OF PROVIDER OR SUPPLIER Revive Housing, LLC.		STREET ADDRESS, CITY, STATE, ZIP CODE 523 North Long Street Salisbury, NC 28144		
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V512	<p>evening with staff #2. He called her because he did not know what to do.</p> <ul style="list-style-type: none"> - She could see on face time FC #4 was in FC #3's bedroom. FC #4 was punching electronics out of client #3's hands. She advised staff #4 to separate FC #4 from FC #3. - "[Staff #2] was in the room and didn't do anything to stop [FC #4]." - "[Staff #2] always had something against [FC #3]. [Staff #2] was always doing room searches on [FC #3's] bedroom. [Staff #2] would always tell the other kids they couldn't go places because of [FC #3's] behavior or attitude. Then [Staff #2] would ask the other kids, 'are you upset because you can't go anywhere? And how does that make you feel and what do you feel should be done about it? It was like [Staff #2] was manipulating the other kids to get mad at [FC #3] and maybe to fight [FC #3]." - Staff #2 told the other staff they had to go through him when things would come up. Staff #2 also told the other staff he would be the one to talk to the Licensee about things that occurred in the group home, but she talked directly to the Licensee anyway. - She sent the video to the QP #1/RN the next day (8/30/22). When she first sent the video to the QP #1/RN it would not go through, but she tried again to send it and it went through around 1:30 pm on 8/30/22. - She talked to the QP #1/RN about the video. - "You could tell [the QP #1/RN] was shocked when we talked on the phone after she saw the video and she asked, 'Is that [FC #4] punching [FC #3]? [The QP #1/RN] said oh my god this is serious.'" The QP #1/RN told 			
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V512	<p>her that FC #4 should have not been in FC #3's bedroom and that staff #2 should have not allowed that to happen.</p> <ul style="list-style-type: none"> - The QP #1/RN told her, she was sending the video to the Licensee, and they would get back to her. - When she talked to the Licensee about the video on 8/30/22 the Licensee asked her "what should I do?" She told the Licensee she would fire staff #2. <p>Review on 10/17/22 of screen shot of a text sent from FS #7 to the QP #1/RN dated 8/30/22 revealed:</p> <ul style="list-style-type: none"> - On 8/30/22 at 1:29 pm a screen shot of the video taken by FS #7 of the 8/29/22 incident. The recipient of the text was the QP #1/RN. - At the bottom of the screen shot was "Sent as a Text Message." <p>Interview on 10/14/22 with FC #3 revealed:</p> <ul style="list-style-type: none"> - After staff #2 assaulted him on 8/29/22 he went to his bedroom. - FC #4 and staff #2 had come into his bedroom. - FC #4 broke his car, his sunglasses, headphones, and wall charger. "[FC #4] picked up those items and threw them on the ground. Some things he threw at me." - He was not sure if FC #4 was trying to hit items out of his hands or hit him. - "Then [FC #4] threw the book bag at my head." - Staff #2 who was in the bedroom while FC #4 assaulted him, did "nothing he just let it happen." <p>Interview on 10/14/22 with FC #4 revealed:</p>			
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V512	<p>- "First of all, I am going to let you know this [FC #3] is not going to disrespect the staff that I like. [Staff #2] is my father. (Staff #2 is) not my bio dad but I look at him as a dad." - "You are d***n right I went into his (FC #3's) room, and you are d**n right I broke his items and threw his book bag at him."</p> <p>Interview on 10/13/22 with staff #2 revealed: - What was seen in the video of him doing nothing to stop FC #4 from assaulting FC #3 "that's not what happened." - FC #3 was in his bedroom stating that FC #4 was picking at his doors and knocking the screws on the inside of his door. - FC #4 grabbed FC #3's jacket off the floor and threw it at FC #3. "I said [FC #4] stop doing that." - Then FC #4 picked up a motorcycle toy off the ground and threw it on the ground. - The Licensee knew about the incident. - "[FC #4] was not supposed to be in his room and not touching another client."</p> <p>Interview on 10/13/22 with staff #4 revealed: - The incident between FC #4 and FC #3 that occurred in FC #3's bedroom happened on the same day staff #2 assaulted FC #3. - FC #3 after being assaulted by staff #2 went to his bedroom. He went down the hall to FC #3's bedroom and staff #2 and FC #4 were already in FC #3's bedroom. - FC #4 was saying "I am tired of you disrespecting staff" and that's when FC #4 "grabbed and smacked" items out of FC #3's hands. - "[Staff #2] was standing there and doing nothing."</p>			
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V512	<p>- He told FC #4 multiple times to get out of FC #3's bedroom but FC #4 was not listening and staff #2 was not saying anything.</p> <p>- FC #4 started destroying things in FC #3's bedroom and throwing the items down.</p> <p>- "[Staff #2] again did not do anything."</p> <p>- After FC #4 threw several items in FC #3's bedroom that is when staff #2 told FC #4 to leave the room.</p> <p>- He told the Licensee about both incidents that occurred on 8/29/22 (see finding #2).</p> <p>- "I feel if you have anger problems like [staff #2] you should not be working with kids. [Staff #2] should not be working with children. [Staff #2] is usually the staff who has problems with the clients."</p> <p>Interview on 10/17/22 with FS #6 revealed:</p> <p>- Staff #4 showed her the 8/29/22 video of "[staff #2] standing up against the wall and [FC #4] beating up on [FC #3] and [staff #2] is doing nothing."</p> <p>- FS #7 had told her she talked to the Licensee about the video and sent the video to the QP #1/RN. FS #7 indicated to her that the QP #1/RN acted like she was shocked about what occurred in the video.</p> <p>- "That's an absolute lie" that the QP #1/RN and the Licensee only knew about the video today (10/17/22).</p> <p>- The Licensee found out that she was going to call CPS and he asked her if she was going to call CPS. She told him she had not but it was her duty to do so. He told her there was "no reason to say anything to anyone."</p> <p>- He told her he had already reported it "to the state" and if she had anything to add then to let him know and he would amend his report.</p>			
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V512	<p>- She had been doing this type of work for 23 years. "I gave my resignation because I can't work for a company who thinks it's ok for the employees to beat the kids."</p> <p>Interview on 10/17/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> - The QP #1/RN was his fiancée. He and staff #2 were former co-workers and talked at times outside of work. - After he talked to staff #2 about the first incident on 8/29/22 (see finding #2), he called back to the group home and staff #2 stated that FC #3 went to his bedroom and FC #3 and FC #4 got into a verbal altercation. - According to staff #2, FC #4 got into FC #3's face. FC #4 threw a coat at FC #3 "but it didn't hit his face." Staff #2 was on the phone with him, and he told staff #2 to break it up. The verbal altercation continued while he was on the phone with staff #2. He hung up with staff #2 and told staff #2 "to handle the situation." - The next day he talked to FC #4 and client #1 about the 8/29/22 incident. He did not talk to client #2 because client #2 was in his room. He also talked to staff #2 and staff #4 about the incident. He had no written documentation of when he talked to the clients and staff about the 8/29/22 incident. - The QP #1/RN never provided the video to him. "I have never seen the video." <p>Interview on 10/17/22 with the QP #1/RN revealed:</p> <ul style="list-style-type: none"> - She had never seen the video until today. - FS #7 had told her she tried to send the video but "it never came through." 			
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V512	<p>- She told her to send it to the Licensee. She talked to the Licensee about FS #7 sending him a video and the Licensee told her he never saw a video.</p> <p>- FS #7 never provided any details about the video to her.</p> <p>- After she reviewed the video, she stated if she had seen the video staff #2 would not be employed.</p> <p>Interview on 10/10/22 with FC #3's DSS LG revealed:</p> <p>- FC #3 was on the spectrum and "did not lie well."</p> <p>- "No matter what I shared with [the Licensee] it fell on deaf ears."</p> <p>Finding #4</p> <p>Review on 10/17/22 of the Incident Response Improvement System (IRIS) revealed:</p> <p>- Date of incident: 9/3/22</p> <p>- Date submitted: 9/6/22</p> <p>- Time of incident: 6:13 pm</p> <p>- Name of person who submitted the form: the Licensee</p> <p>- Consumer's Name: [FC #3]</p> <p>- "Consumer (FC #3) was arguing with peers and staff about rules and being respectful. Consumer 2 (client #1) began to get upset and told consumer 1 (FC #3) to stop and behave. Consumer 1 said, 'you don't run nothing and to shut the f**k up. As a matter of fact all y'all shut the f**k up.' Staff (staff #2) explained to consumer that behavior was not tolerated and that he needed to calm down for a few in his room. staff advised when his behavior changed he can come back out of which he refused. Consumer 1 again said,</p>			
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V512	<p>'stop talking to me and to shut the f**k up again!' Consumer 2 stood up after consumer 1 got in his face. Consumer 2 hit consumer 1 in the face resulting in a laceration to consumer 1 face. Staff immediately guided consumer 2 to his room while additional staff attended to consumer 1 to assess injury to the face. In reviewing the injury staff determined medical care was needed. Staff told consumer 1 to put his shoes on so we can go seek medical care. Consumer 1 refused to go. While staff was gathering up the other consumers, consumer 1 jumped out the window and went AWOL (absent without leave). staff attempted to locate consumer 1 but was unsuccessful in locating him. Police was notified when consumer 1 could not be located. Legal guardian was notified. At approximately 9:01 pm, a call was received from the [local police department] notifying the home of the location of consumer 1. It was indicated that consumer 1 would be taken to [local hospital] for treatment due to the laceration to the face. Consumer 1 was treated for the laceration and discharged back to the home at approximately 12 pm on 9/4/22."</p> <p>Interview with FS #7 and review on 10/13/22 of pictures taken of FC #3 revealed:</p> <ul style="list-style-type: none"> - Pictures were taken by FS #7 of FC #3 after discharge he was from the hospital on 9/4/22. - FC #3's left jaw was swollen, and he had stitches to the left side of his mouth. <p>Review on 10/20/22 of FC #3's DSS LG case notes revealed:</p> <ul style="list-style-type: none"> - 9/3/22: "TM (text message) from [the Licensee], Revive: This evening I was notified 			
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V512	<p>that [FC #3] was involved in a physical altercation with another member. His has a cut under his left jaw and has refused medical attention to just to look at his cut. (No other information was shared to/from and no report was made to on-call staff).”</p> <p>- 9/6/22: “TC (telephone call) from [FC #3] to [FC #3’s DSS LG] from school. [FC #3] reports that he was in a fight with another child over the weekend and he ran away. [FC #3] reports that he was able to go back to the group home after going to the hospital. [FC #3] says that he is scared to go back to the group home today and that he is unwilling to return. [FC #3] tell [FC #3’s DSS LG] that she should expect that he’s going to run away today. [FC #3’s DSS LG] attempted to safety plan with [FC #3] but he was unwilling to do so. [FC #3] shared with [FC #3’s DSS LG] that he would contact her as soon as he knows where he’s going to go.”</p> <p>- 9/6/22: “TC from [FC #3] to [FC #3’s DSS LG]. [FC #3] shared that he is currently at [local store] and has found the manager of [local store] that he was able to connect with over the weekend when you ran away from the group home. [FC #3’s DSS LG] asked [FC #3] to stay at the [local store] until she could figure out next steps for him. [FC #3’s DSS LG] shared that she was going to suggest that he go to the hospital to be assessed and that they keep him at the hospital until she can navigate other placement options for him. [FC #3’s DSS LG] asked to speak with the manager. [FC #3’s DSS LG] spoke with the manager on this date. [FC #3’s DSS LG] relayed that she could not approve him as a caretaker for this kiddo and that he was taking a great deal of</p>			
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V512	<p>liability by allowing him to stay there. [FC #3's DSS LG] requested that the manager call law enforcement to transport him to the hospital. [FC #3's DSS LG] shared that he can have law enforcement call him once they get there. [FC #3's DSS LG] received a telephone call from law enforcement relay that they were planning to transport him to the local hospital..."</p> <p>Interview and observations on 10/11/22 at 1:17 pm of FC #3 revealed:</p> <ul style="list-style-type: none"> - Observed a scar approximately 1-1 1/2 inches to the left of FC #3's mouth. - There was a fight with client #1, 2-3 days after the 8/29/22 incident with staff #2. - He, client #1 and client #2 were in the kitchen together. - Client #2 started picking at him and he told both clients (#1 and #2) to "shut up." - Staff #2 who was across the hallway in the living room asked what was going on and he told staff #2 to shut up. Client #1 asked him who he was talking to like that and he told everyone to "shut up." - Then client #1 said "I know you aren't telling me to shut up" and started calling him names. Client #1 stood up and he stood up. When he sat down client #1 "hit me with his fist." - "I didn't even notice there was a hole there (on the side of his mouth)." - Staff #2 was in the living room when he got punched by client #1. - Staff #2 took a picture of his injury and sent it to the Licensee who said he needed stitches. He did not feel he needed stitches, so he went to his bedroom and left the group home from his bedroom window. 			
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V512	<p>- He had run to a local store and went into the bathroom where he saw a hole beside of his mouth and it was bleeding. He talked to an employee at the local store and they called 911. He called his DSS LG and told her what happened. The ambulance arrived and took him to the hospital.</p> <p>- "The only time [staff #2] did anything was after I got hit. He grabbed [client #1] and pulled him out of the room."</p> <p>- "I was over it. I was feeling unsafe and like I didn't want to be there anymore. So I jumped out of my window and left."</p> <p>Interviews on 10/7/22 and 10/12/22 with client #1 revealed:</p> <p>- Sometime after the 8/29/22 incident he, FC #3 and client #2 were having dinner in the kitchen by themselves. Staff #2 was the only staff working and he was across the hallway in the living room when the fight started.</p> <p>- He and FC #3 got into a fight. He punched FC #3 on the side of his mouth and FC #3 fell onto the table. He thought staff #2 had come in after he punched FC #3. FC #3 went to the hospital that night.</p> <p>Interviews on 10/10/22 and 10/12/22 with client #2 revealed:</p> <p>- He was unsure of the time frame but he, FC #3 and client #1 were eating dinner.</p> <p>- Staff #2 was the only staff who was working that day. Staff #2 was across the hallway in the living room and the clients were in the kitchen.</p> <p>- Client #1 and FC #3 got into a verbal argument and Client #1 punched FC #3 in the face. "[FC #3] got a huge cut from it. The cut was beside of his mouth on the left side."</p>			
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V512	<p>- FC #3 had already been punched in the mouth by client #1 "by the time [staff #2] came in there."</p> <p>Interview on 10/13/22 with FS #7 revealed:</p> <ul style="list-style-type: none"> - She picked up FC #3 from the hospital when he was discharged on 9/4/22. - FC #3 "was refusing to go with me because he thought I was working with [staff #2]." - She called the Licensee and told him that FC #3 refused to go with her because FC #3 was "scared to come with me because he thought I was working with [staff #2]." - She reassured FC #3 that staff #2 would not be working for the next 2 days. - "I witnessed [FC #3] always staying in his room when [staff #2] worked." <p>Interview on 10/14/22 with FC #3's potential adoptive mother revealed:</p> <ul style="list-style-type: none"> - She saw FC #3 a couple of days after the 9/3/22 incident. - FC #3 told her that while things were escalating staff #2 sat in another room. FC #3 further told her that staff #2 did not come into the room where he and the other clients were located to de-escalate until "they were physically fighting." <p>Interview on 10/13/22 with FC 3's teacher revealed:</p> <ul style="list-style-type: none"> - There was no school on 9/5/22 (Labor Day) and when FC #3 had come to school on 9/6/22 he told her that he went to the hospital when he and another client had a verbal altercation. - He told her staff #2 was in the living room area and heard the verbal altercation going on and did nothing about it until the other 			
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PROVIDER LICENSEE OR LICENSEE DESIGNEE'S SIGNATURE _____ TITLE _____ DATE _____

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NAME OF PROVIDER OR SUPPLIER Revive Housing, LLC.		STREET ADDRESS, CITY, STATE, ZIP CODE 523 North Long Street Salisbury, NC 28144		
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V512	<p>client punched him. He was punched so hard he had stitches inside and outside of his mouth. The client who hit FC #3 told him he was going to "finish that job" when he got home on 9/6/22 so that is why he ran on 9/6/22.</p> <p>Interview on 10/13/22 with staff #2 revealed:</p> <ul style="list-style-type: none"> - He was in the living room on 9/3/22 when the fight occurred between FC #3 and client #1. The clients were in the kitchen eating dinner. He was the only staff who was working. - While he was working on his notes in the living room he heard "this is not fair, all of y'all shut the f**k up." - He went into the kitchen and the clients (FC #3, client #1 and clients #2) were sitting down at the table arguing. He told them they would have to be separated. FC #3 said "shut the f**k up telling me to shut the f**k up and [client #1] swung and hit [FC #3] in the cheek." - Once client #1 hit FC #3 he told client #1 to go to his room. - He wiped the blood away from FC #3's face. FC #3 told him he was going to hit client #1 and "kick [client #1's] a*s." - He walked FC #3 to his room and got client #1 from his room so that client #1 could eat alone in the kitchen. - He called the Licensee who told him FC #3 needed medical attention. - He walked back to FC #3's room and saw him going out of his window. - The Licensee drove over and started looking for FC #3. 			
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NAME OF PROVIDER OR SUPPLIER Revive Housing, LLC.		STREET ADDRESS, CITY, STATE, ZIP CODE 523 North Long Street Salisbury, NC 28144		
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V512	<p>Interview on 10/17/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> - FC #3 and client #1 told him they were in the living room on 9/3/22 and client #2 was at the kitchen table. Client #2 told him he was at the kitchen table on 9/3/22. - FC #3 reported to him that he was hit by client #1 but did not give a reason. Client #1 reported to him that FC #3 was being "verbally aggressive" and that FC #3 was standing over him. Client #1 reported to him he punched FC #3 because he was tired of him standing over him. - Staff #2 told him FC #3 and client #1 were in the living room arguing over a game and client #2 was in the kitchen. Staff # 2 further told him that FC #3 kept saying things to client #1 that led to an altercation. Staff #2 said that client #1 felt threatened and punched FC #3 by the jaw line. Staff #2 further reported to him, that staff #2 was sitting on the living room couch and "broke it up" at first. Then FC #3 quickly stood over client #1 again and client #1 punched FC #3. - FC #3 ran away and he drove around looking for FC #3 and called the police. <p>Interview on 10/17/22 with the QP #1/RN revealed:</p> <ul style="list-style-type: none"> - She did not know a lot about the incident. - "[The licensee] was the person who handled that incident." <p>Review on 10/17/22 of the Plan of Protection dated 10/17/22 written by the Licensee revealed:</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care?"</p>			
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V512	<p>QP #2 will immediately send out communication to all Revive Housing staff members outlining requirements for reporting to HCPR per staff allegations. QP #2 will send out communication outlining protection from harm, abuse, neglect, or exploitation. This will include the following: Reporting of all incidents involving clients Documentation of occurred incident Proper reporting of incident (DSS, IRIS, etc.) Termination of staff involved in incident resulting in neglect of client. Describe your plans to make sure the above happens. QP #2 will be required to provide notice that all Revive Housing Staff members have been informed of the reporting requirements. QP #2 will provide document outlining the requirements as noted above. Employee termination completed on October 17th, 2022. Employee was notified of the termination via telephone and will be followed with written notice.”</p> <p>The facility served minor children and FC #3 who had diagnoses not limited to: ADHD and ODD. According to FC #3’s DSS legal guardian he is also on the autism spectrum. FC #3, while living in the group home, was targeted by staff #2 and fearful of staff #2. Staff #2 grabbed FC #3 by his neck on one occasion to get a radio from FC #3 and staff #2 physically assaulted FC #3 on another occasion and grabbed FC #3’s neck again. While FC #3 was punched at and had a book bag thrown at his head by a client, staff #2 stood in the same room and did nothing to protect FC #3. Then on a fourth occasion, staff #2 sat in another room and did not</p>			
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V512	<p>intervene while he could hear things escalating with the clients in another room. On this occasion, FC #3 was punched in the mouth by a client which required stitches on the outside and inside of his face/mouth. The QP #1/RN indicated she either knew nothing about these incidents, denied seeing a video of staff #2 doing nothing to protect FC #3 who was being assaulted by a client or let her fiancé, the Licensee, handle the incidents of FC #3 being assaulted by staff #2 and assaulted by clients. Staff #4 witnessed staff #2 assault FC #3 then a few minutes later witnessed staff #2 do nothing to intervene while a client assaulted FC #3. Staff #4 who witnessed the incidents on 8/29/22 did not intervene and failed to report the incidents until the next day. An internal investigation was not completed when it was known that there were allegations against staff #2.</p> <p>This deficiency constitutes a Type A1 rule violation for serious neglect and serious abuse and must be corrected within 23 days. An administrative penalty of \$5000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p> <p>27G .0303(c) Facility and Grounds Maintenance</p>			
V736	<p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be</p>			

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V736	<p>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 observations and interviews, the facility was not maintained in a clean and orderly manner. The findings are:</p> <p>Observations from approximately 1:34 pm - 3:19 pm on 10/10/22 of the outside and inside of the facility revealed:</p> <ul style="list-style-type: none"> - A wasp nest on the left side of the home outside. - A large thorn bush with a vine on front porch. - The two front bedrooms were missing doorknobs. <p>Interview on 10/17/22 with the Licensee revealed:</p> <ul style="list-style-type: none"> - He had not seen the wasp nest on the side of the home. - He would have landscaping "take care of" the thorn bush. - He was accredited by JCAHO (Joint Commission Accreditation of Healthcare Organizations). JCAHO had told him "it was ok" to not replace doorknobs on bedroom doors. 			
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