

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-337	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/12/2023
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NAME OF PROVIDER OR SUPPLIER SERENITY HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 508 N RANSOM STREET GASTONIA, NC 28054
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(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
V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on May 12, 2023. Two complaints were substantiated (Intake #NC00197193, #NC00197875). Two complaints were unsubstantiated (Intake #NC00197847, #NC00198423). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 1700 Residential Treatment Staff Secure for Children and Adolescents.</p> <p>This facility is licensed for 4 and currently has a census of 4. The survey sample consisted of audits of 4 current clients.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p> <p>(3) analytical skills;</p>	V 110		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 110	<p>Continued From page 1</p> <p>(4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews 2 of 4 staff (#1, #2) failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Finding #1: Review on 2/3/23 of staff #1's record revealed: - Hire date 10/8/21; - Job Title Direct Support Professional</p> <p>Interview on 2/3/23 with client #1 revealed: - Staff #1 "yelled" at clients; - "She (staff #1) would argue with clients about everything, then she would sit on the couch like she didn't do anything."</p> <p>Interview on 5/3/23 with client #6 revealed: - Staff #1 "yell and use profanity" when [client #4] is "acting out"; - Staff #1 did not "cuss" directly at us (clients) but use "cuss words" while talking to us in general.</p> <p>Interview on 5/3/23 with staff #1 revealed: -"Found it difficult to be the authority figure for</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>client #1, due to client #1 being argumentative with staff";</p> <ul style="list-style-type: none"> - Tried not to yell at clients when working; - "Yelling was a trigger for some clients"; - "We (staff) all can get aggravated with the clients at times, when this happens we try to step in and help each other." <p>Interview on 2/2/23 with the Department of Social Services Child Protective Services Investigator revealed:</p> <ul style="list-style-type: none"> -On 2/2/23, observed at the facility staff #1 sit on the couch and argue back and forth with client #1 for over 30 minutes about going inside her room so the adults in the home could talk; - Staff #1 sat on the couch but did not try to intervene when client #1 tried to fight staff #2; -Tried to de-escalate the situation between staff #1 and staff #2 with client #1. <p>Interview on 5/12/23 with the Director revealed:</p> <ul style="list-style-type: none"> -Was not aware there was a concern with staff #1's interactions with clients. <p>Finding #2: Review on 2/3/23 of staff #2's record revealed:</p> <ul style="list-style-type: none"> - Hire date 9/9/22; - Job Title Direct Support Professional. <p>Review on 5/4/23 of the facility's Employee Notice of Disciplinary Action dated 1/18/23 revealed:</p> <ul style="list-style-type: none"> - "You are hereby notified that your performance in the following area(s) is unsatisfactory at this time. We want you to remain employed at this company but failure to correct deficiencies may result in termination of employment ... Job skills, Conduct." - "Explanation and Further Details: Direct Support Professional (DSP) needs to speak to clients in a 	V 110		

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V 110	<p>Continued From page 3</p> <p>therapeutic manner and refrain from yelling/cursing." - "Follow Up Action Needed: Staff interactions will be monitored. Staff will complete a supervision quarterly and attend trainings." - "Employee Signature: Refused to sign."</p> <p>Interview on 5/8/23 with client #3 revealed: - "[Staff #2] told me to get off the f*****g phone with my mom." - Staff #2 was the "only staff that yelled and cursed" at the clients.</p> <p>Interview on 2/2/23 with the Department of Social Services (DSS) Permanency Planning Social Worker (legal guardian) revealed: - Client #3's mother was on the phone with client #3 and heard staff #2 tell client #3 "to get the f**k off the phone." - "Spoke with [Director] and she stated that she spoke with the staff (staff #2) about it and told her not to do it anymore."</p> <p>Attempted Interview on 5/4/23 and on 5/8/23 with the parent of client #3 was unsuccessful due to non-working telephone number.</p> <p>Attempted Interview on 5/4/23 with staff #2 was unsuccessful due to no response to telephone calls prior to survey exit.</p> <p>Interview on 5/12/23 with the Director revealed: - Received a telephone call from client #3's parent stating that staff #2 was being "argumentative and cussed" at client #3; - Spoke with the DSS social worker of client #3 and she reported the same information (staff #2 used profanity when talking to client #3); - "I spoke with [staff #2] about the situation and wrote her up."</p>	V 110		

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V 110	Continued From page 4 - Staff #2 refused to sign the disciplinary action.	V 110		