

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-269	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 06/06/2023
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NAME OF PROVIDER OR SUPPLIER NEW HOPE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 320 WEST HUDSON BOULEVARD GASTONIA, NC 28054
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 6-6-23. The complaint was substantiated (#NC00200375). 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 three and currently has a census of three. The survey sample consisted of audits of three current 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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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: Based on record reviews and interviews the facility failed to operate 24 hours a day, seven days a week daily, effecting three of three clients (Client #1, #2, and #3). The findings are:</p> <p>Review on 5-16-23 of Client #1's record revealed: -Admitted 6-15-23. -12 years old. - Diagnoses include: Oppositional Defiant Disorder, Attention Deficit Disorder, Post Traumatic Stress Disorder, Sexual Abuse of a Child. -Person Centered Plan last updated 4-18-23 revealed: "therapeutic leave will occur no more than 5 days per month 15 days per quarter to monitor goal progression in preparation for transition and step down, Consumer will comply with instruction given by authority with minimal prompt. Leave provider will implement routine and schedule during therapeutic leave to encourage a positive transition back to the residential setting."</p> <p>Review on 5-16-23 of Client #2's record revealed: -Admitted 2-4-22. -11 years old. -Diagnoses include: Attention Deficit</p>	V 298		

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V 298	<p>Continued From page 2</p> <p>Disorder, Post Traumatic Stress Disorder, Sexual Abuse of a Child, academics and educational problems.</p> <p>-Person Centered Plan last updated 5-3-23 revealed: "therapeutic leave will occur no more than 5 days per month 15 days per quarter to monitor goal progression in preparation for transition and step down, Consumer will comply with instruction given by authority with minimal prompt. Leave provider will implement routine and schedule during therapeutic leave to encourage a positive transition back to the residential setting."</p> <p>Review on 5-16-23 of Client #3's record revealed:</p> <ul style="list-style-type: none"> -Admitted 8-11-22. -11 years old. -Diagnoses include: Disruptive Mood Dysregulation Disorder, Oppositional Defiant Disorder, Attention Deficit Disorder, Post Traumatic Stress Disorder, Sexual Abuse of a Child. <p>-Person Centered Plan last updated 10-21-22 revealed: "therapeutic leave will occur no more than 5 days per month 15 days per quarter to monitor goal progression in preparation for transition and step down, Consumer will comply with instruction given by authority with minimal prompt. Leave provider will implement routine and schedule during therapeutic leave to encourage a positive transition back to the residential setting."</p> <p>Review on 5-17-23 of email chain between Local Management Entity and the Licensee revealed:</p> <ul style="list-style-type: none"> -"They provide Level III Group Home services to adolescent members which is a 24/7 service. Back in December (2022) we had an issue with the provider as she informed all legal guardians that members would have to be out of the home 	V 298		

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V 298	<p>Continued From page 3</p> <p>for the Christmas holidays as she needed to give her staff a break and needed to do repairs to the homes. Though DSS (Department of Social Services) pushed back, we did assist in identifying respite for 2 of our DSS involved members for the holidays and overall things went ok with that process. I do want to clarify that though they "closed the home" for 2 weeks over Christmas, they did do nightly check-ins with the members and provided crisis response, but they required DSS to pay out of pocket for respite for DSS members that did not have natural supports to spend Therapeutic Leave with over the holidays. [Owner], the owner of this Level III, has expressed that she does feel strongly that Therapeutic Leave is an essential part of residential care and she feels DSS should take more responsibility in ensuring these members get a break from the residential support and a chance to practice their skills in a different setting. I add this as I do want to emphasize that outside of this wanting to shut the Level III down for the holidays issue, [Licensee] does a really good job of supporting our members in Level III."</p> <p>Review on 5-22-23 of the facility policy for Facility Based Services dated 2-3-17 revealed: -All 24-hour programs have services available 24 hours a day, every day in the year, with the exception of therapeutic leave..."</p> <p>Interview on 5-22-23 with Client #1 revealed; -She and Client #2 went to a respite home for the Christmas holidays and again for spring break. -They enjoyed it and there were no problems either time. -Going to respite was a reward for keeping their grades up and doing a good job at the facility.</p>	V 298		

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V 298	<p>Continued From page 4</p> <p>-No staff said that they had to go.</p> <p>Interview on 5-22-23 with Client #3 revealed:</p> <p>-She had gone on respite during Christmas of last year and loved it.</p> <p>-She was supposed to go on respite during spring break, but her grandmother had called and canceled it.</p> <p>-She did stay at a hotel with her grandmother one night. They ate at a restaurant and she had a good time.</p> <p>-She feels very safe at the facility.</p> <p>-"[Owner] will do anything and everything in her power to protect us."</p> <p>Interview on 5-21-23 with DSS Social Worker for Client #1 revealed:</p> <p>-The facility presented therapeutic leave as part of the program.</p> <p>-Client #1 does enjoy going on respite and sees it as a reward for doing so well.</p> <p>-He did get "stressed out" at Christmas because it was hard to find a respite placement, but the facility helped.</p> <p>-"This kid has improved so much since she has been there."</p> <p>-He had suspected that the facility was closed at Christmas to give the staff a break.</p> <p>-"But again, I can not impress on you how much they have helped this kid."</p> <p>-His only complaint was the timing of the Christmas respite.</p> <p>-The facility's goal was to find respite at a therapeutic foster home that could lead to a permanent placement.</p> <p>Interview on 5-17-23 with the Department of Social Services (DSS) for Client #2 revealed:</p> <p>-Client #2 had went to respite for Christmas and spring break.</p>	V 298		

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V 298	<p>Continued From page 5</p> <ul style="list-style-type: none"> -She had been told it was an opportunity for Client #2 and she agreed. -She had never been forced to have Client #2 go on respite. -She felt that this was a chance for Client #2 to build up trust in other situations. <p>Interview on 5-23-23 with the DSS Social Worker for Client #3 revealed:</p> <ul style="list-style-type: none"> -The facility wanted to close in December. -"They were adamant that they were closing." -"Then Easter came and they (facility) said they were closing." -"I called [Local management Entity] and they said they couldn't close." -She didn't have a problem with Client #3 going to respite, but the facility was not allowed to close. <p>Interview on 5-24-23 with the Director of local county DSS revealed:</p> <ul style="list-style-type: none"> -We were told that the facility was closing for Christmas. -He had never heard of a licensed facility closing for Christmas. <p>Interview on 5-22-23 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -He didn't know why all the clients left at Christmas. -He knows that they went to a licensed respite. <p>Interview on 5-22-23 with Staff #2 revealed:</p> <ul style="list-style-type: none"> -She didn't know why it was planned for all the clients to go to respite. -There was maintenance done on the house. -There had not been any training completed. -Many staff went out of town. -"It was a nice little break." 	V 298		

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V 298	<p>Continued From page 6</p> <p>Interview on 5-31-23 with Staff #3 revealed: -The facility was closed at Christmas. -She had not received any advance notice that the facility was closing. -"It was a shock to the employees." -"I was out of work for 16 days with no pay." -"Their was no warning they were closing the group home. Nobody was on the schedule."</p> <p>Interview on 5-31-23 with Staff #4 revealed: -She had known the facility was closing at Christmas. -She had known for approximately two months. -"She (Owner) gave the kids and she wanted to give staff a break to be home with their families. That's what she told us in a meeting." -The clients all had a good time and enjoyed themselves. -The clients were checked on by the owner.</p> <p>Interview on 5-16-23 and 6-1-23 with the Owner revealed: -Only two client went on therapeutic leave for spring break. -Client #3 did not go to respite. -"We try to give them a break from the group home when they are out of school." -They had previously paid for Client #3 to spend the night in a hotel with her grandmother and DSS Social Worker. -Staff are on call in case of emergency or just if the clients want to talk with them. -All clients went on respite for Christmas. -Client #3's DSS Social Worker found a respite home for her, the other two clients went to a licensed respite facility. -At Christmas they did a lot on inservices, maintenance on the home, sanitized it, and put up a fence.</p>	V 298		

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V 298	<p>Continued From page 7</p> <ul style="list-style-type: none"> -it is in all the clients treatment plans that they will go on therapeutic leave. -It is good for the clients to get away from the facility to show what they have learned and proceed to step down to a lesser restrictive environment. -They put up the schedule a month in advance, and they did have people on the schedule in case there was an emergency and someone had to return to the facility. 	V 298		