

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601430	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/12/2023
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NAME OF PROVIDER OR SUPPLIER MIRACLE HOUSES KERRYBROOK CIRCLE	STREET ADDRESS, CITY, STATE, ZIP CODE 7827 KERRYBROOK CIRCLE CHARLOTTE, NC 28214
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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
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 7-12-23. One complaint was unsubstantiated (NC00202243) and one was substantiated (NC00202720). 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 four and currently has a census of four. The survey sample consisted of audits of one former client.</p>	V 000		
V 293	<p>27G .1701 Residential Tx. Child/Adol - Scope</p> <p>10A NCAC 27G .1701 SCOPE</p> <p>(a) A residential treatment staff secure facility for children or adolescents is one that is a free-standing residential facility that provides intensive, active therapeutic treatment and interventions within a system of care approach. It shall not be the primary residence of an individual who is not a client of the facility.</p> <p>(b) Staff secure means staff are required to be awake during client sleep hours and supervision shall be continuous as set forth in Rule .1704 of this Section.</p> <p>(c) The population served shall be children or adolescents who have a primary diagnosis of mental illness, emotional disturbance or substance-related disorders; and may also have co-occurring disorders including developmental disabilities. These children or adolescents shall not meet criteria for inpatient psychiatric services.</p> <p>(d) The children or adolescents served shall require the following:</p> <p>(1) removal from home to a community-based residential setting in order to</p>	V 293		

RECEIVED
By Laura Bryant at 3:50 pm, Jul 20, 2023

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 293	<p>Continued From page 1</p> <p>facilitate treatment; and (2) treatment in a staff secure setting. (e) Services shall be designed to: (1) include individualized supervision and structure of daily living; (2) minimize the occurrence of behaviors related to functional deficits; (3) ensure safety and deescalate out of control behaviors including frequent crisis management with or without physical restraint; (4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and (5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting. (f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure coordination of care with other individuals and agencies for the clients treatment, effecting one of one former client (Former Client #1 (FC#1)). The findings are:</p> <p>Review on 5-30-23 of FC#1's record revealed: -Admitted 1-26-23 and discharged 5-11-23.</p>	V 293	<p>27G.1701</p> <p>Correct: Youth was seen by a second therapist who will provide documentation of sessions that occurred.</p> <p>During the staff meeting, staff will be reminded of their role to support the child and have them participate in therapy.</p> <p>Staff reviewed the Therapy Schedules for each youth.</p> <p>Prevent: Miracle House has identified a secondary therapist who will be available to support therapy needs if a youth. At the end of the shift, staff members will document the refusal on the shift note and notify the Social Worker.</p> <p>Monitor: During weekly meetings, the QP will review how many youth have refused Therapy and discuss with the Therapist strategies to improve participation.</p>	7.22.23

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V 293	<p>Continued From page 2</p> <p>-13 years old.</p> <p>-Diagnoses include: Attention Deficit Disorder, Conduct Disorder, Unspecified Trauma and Stressor Related Disorder.</p> <p>-Screening Assessment completed on 1-25-23 revealed: Current problems include, lying, stealing, verbal aggression and property destruction.</p> <p>-Goals include: not instigating conflict, reduce verbal and physical aggression, and listen to authority figures.</p> <p>Review on 6-5-23 of FC#1's therapy appointments revealed:</p> <p>-Fourteen therapy appointments were scheduled between 2-16-23----5-10-23.</p> <p>-Seven appointments were either no show or canceled.</p> <p>Interview on 6-2-23 with FC#1's therapist revealed:</p> <p>- "The attendance (of therapy visits) was an issue. Now the girls are coming to my office. She (FC#1) had an issue missing the bus and staff would double schedule her so like she would have to get off the call to call family. One instance where she was AWOL (absent without leave)so she wasn't present...We only had 6 sessions over 2 ½ months due to the issues."</p> <p>Interview on 5-31-23 with FC#1's Department of Social Services guardian revealed:</p> <p>-"Staff were not getting [FC#1] to her weekly appointments (therapy). [FC#1] missed about ½ of her appointments. It was at a set time every Monday."</p> <p>Interview on 7-12-23 with the Director revealed:</p> <p>-If someone misses their therapy appointments, they have them make them up</p>	V 293		

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V 293	Continued From page 3 with another therapist.	V 293		
V 539	<p>27F .0102 Client Rights - Living Environment</p> <p>10A NCAC 27F .0102 LIVING ENVIRONMENT</p> <p>(a) Each client shall be provided:</p> <p>(1) an atmosphere conducive to uninterrupted sleep during scheduled sleeping hours, consistent with the types of services being provided and the type of clients being served; and</p> <p>(2) accessible areas for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment or habilitation team.</p> <p>(b) Each client shall be free to suitably decorate his room, or his portion of a multi-resident room, with respect to choice, normalization principles, and with respect for the physical structure. Any restrictions on this freedom shall be carried out in accordance with governing body policy.</p> <p>This Rule is not met as evidenced by: Based on interviews the facility failed to ensure the client's right to privacy, effecting one of one former client (Former Client #1). The findings are:</p> <p>Interview on 6-1-23 with FC#1 revealed: -Another client would frequently come into the room where she was on her call with her therapist. -A staff would let her use their phone for therapy, but then would come into the room and want it back.</p> <p>Interview on 6-29-23 with Client #2 revealed:</p>	V 539	<p>27F.0102</p> <p>Correct: Staff members reviewed the Therapy appointments for each youth. Therapy will be conducted at the Therapists office.</p> <p>If the youth cannot travel to the Therapist office, there is a dedicated device for youth to complete their Therapy.</p> <p>Prevent:</p> <p>If youth are participating in Therapy via Zoom, staff members will designate an area for Therapy that is quiet and free from distraction. Staff members will also address youth who are interrupting Therapy sessions.</p> <p>Monitor: During weekly meetings, the QP will review how many youth have refused Therapy and discuss with the Therapist strategies to improve participation.</p>	7.22.23

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V 539	<p>Continued From page 4</p> <ul style="list-style-type: none"> -She does therapy by zoom on a computer or a staff phone. -The Qualified Professional will sit in the room and watch her when she has therapy. <p>Interview on 6-2-23 with FC#1's therapist revealed:</p> <ul style="list-style-type: none"> -She didn't think the facility had a designated phone the clients could use for therapy, so they would use the staff's phone. -Staff would frequently interrupt. -Staff or another client would come in to grab something or ask questions. There would be frequent activity. -"I said we need to have in person sessions." <p>Interview on 5-31-23 with Former Client #1's (FC#1) Social Work Guardian revealed:</p> <ul style="list-style-type: none"> -Staff would not protect FC#1's privacy during her therapy. -They would let other people come into the room and talk with FC#1 when she was trying to talk with her therapist. <p>Interview on 5-12-23 with the Director revealed:</p> <ul style="list-style-type: none"> -The clients now go to the therapists' office for therapy. -FC#1 was the one who would walk around the house while she was having a therapy session. 	V 539		