

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL088-020	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/12/2023
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NAME OF PROVIDER OR SUPPLIER TRAILS CAROLINA	STREET ADDRESS, CITY, STATE, ZIP CODE 500 WINDING GAP ROAD LAKE TOXAWAY, NC 28747
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on June 12, 2023. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 5200 Residential Therapeutic Camps for Children and Adolescents of all Disability Groups.</p> <p>This facility is licensed for 108 and currently has a census of 37. The survey sample consisted of audits of 8 current clients and 7 former clients.</p>	V 000		
V 536	<p>27E .0107 Client Rights - Training on Alt to Rest. Int.</p> <p>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS</p> <p>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.</p> <p>(b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented.</p> <p>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the</p>	V 536	<p>DHSR - Mental Health</p> <p>JUL 24 2023</p> <p>Lic. & Cert. Section</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 536	<p>Continued From page 1</p> <p>course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the</p>	V 536		

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V 536	<p>Continued From page 2</p> <p>outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the</p>	V 536		

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V 536	<p>Continued From page 3</p> <p>need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure training on alternatives to restrictive interventions was approved by the Division of MH/DD/SAS prior to implementation, affecting 5 of 8 current clients (Clients #4, #5, #6, #7 and #8) and 7 of 7 former</p>	V 536		

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V 536	<p>Continued From page 4</p> <p>clients (FC #9, #10, #11, #12, #13, #14 and #15). The findings are:</p> <p>Review on 6/6/23 of Staff #1's employee record revealed: -Hired 7/13/22. -"The Aegis System - Crisis Prevention and De-escalation" training 7/12/23.</p> <p>Review on 6/6/23 of Staff #2's employee record revealed: -Hired 5/10/23. -"The Aegis System - Crisis Prevention and De-escalation" training 4/25/23.</p> <p>Review on 6/6/23 of the Associate Primary Therapist's employee record revealed: -Hired 5/29/18. -"The Aegis System - Crisis Prevention and De-escalation" training 6/27/22.</p> <p>Review on 6/6/23 of the Clinical Director/Primary Wilderness Therapist's employee record revealed: -Hired 7/3/15. -"The Aegis System - Crisis Prevention and De-escalation" training 6/27/22.</p> <p>Review on 6/7/23 of the "Approved Curricula for the Use of De-Escalation Strategies and Restrictive Interventions" dated 8/12/21 by the Division of MH/DD/SAS revealed: -"The Aegis System - Crisis Prevention and De-escalation training" was not listed.</p> <p>Review on 6/8/23 of Client #4's record revealed: -Admitted 3/3/23. -Age 13. -Diagnoses of Attention-Deficit Hyperactivity Disorder (ADHD), Anxiety Disorder and</p>	V 536		

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V 536	<p>Continued From page 5</p> <p>Depression Disorder.</p> <p>Review on 6/8/23 of Client #5's record revealed: -Admitted 4/11/23. -Age 13. -Diagnosis of ADHD.</p> <p>Review on 6/8/23 of Client #6's record revealed: -Admitted 4/29/23. -Age 11. -Diagnoses of ADHD and Post-Traumatic Stress Disorder (PTSD).</p> <p>Review on 6/8/23 of Client #7's record revealed: -Admitted 4/6/23. -Age 12. -Diagnoses of Autism Spectrum Disorder (ASD) and ADHD.</p> <p>Review on 6/8/23 of Client #8's record revealed: -Admitted 4/21/23. -Age 11. -Diagnoses of Generalized Anxiety Disorder (GAD) and ADHD.</p> <p>Review on 6/12/23 of FC #9's record revealed: -Admitted 2/24/23. -Discharged 4/7/23. -Age 12. -Diagnoses of ASD, PTSD and ADHD.</p> <p>Review on 6/12/23 of FC #10's record revealed: -Admitted 2/20/23. -Discharged 4/6/23. -Age 14. -Diagnoses of Other Specified Bipolar and Related Disorder, PTSD with Dissociative Symptoms with Panic Attacks, GAD, ADHD and Specific Learning Disorder with Impairment in Written Expression.</p>	V 536		

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V 536	<p>Continued From page 6</p> <p>Review on 6/12/23 of FC #11's record revealed: -Admitted 1/2/23. -Discharged 3/29/23. -Age 14. -Diagnoses of ASD, Other Specified Disruptive Behavior Disorder, ADHD and Parent-Child Relational Problem.</p> <p>Review on 6/12/23 of FC #12's record revealed: -Admitted 4/27/23. -Discharged 5/1/23. -Age 13. -Diagnoses of Disruptive Mood Dysregulation Disorder, ADHD, Unspecified Anxiety Disorder, Parent-Child Relational Problem and Sibling Relational Problem.</p> <p>Review on 6/12/23 of FC #13's record revealed: -Admitted 4/21/23. -Discharged 5/11/23. -Age 14. -Diagnoses of ASD, ADHD, GAD, Persistent Depressive Disorder, Specific Learning Disability with Impairment in Writing and Specific Learning Disability with Impairment in Mathematics.</p> <p>Review on 6/12/23 of FC #14's record revealed: -Admitted 4/21/23. -Discharged 5/18/23. -Age 10. -Diagnoses of ADHD, GAD and Oppositional Defiant Disorder.</p> <p>Review on 6/12/23 of FC #15's record revealed: -Admitted 2/9/23. -Discharged 6/4/23. -Age 12. -Diagnoses of Major Depressive Disorder, Severe, Social Communication Disorder,</p>	V 536		

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V 536	<p>Continued From page 7</p> <p>Unspecified Trauma and/or Stressor Related Disorder, ADHD and Unspecified Neurodevelopmental Disorder.</p> <p>Review on 6/8/23 of incident reports and restrictive intervention reports from March 2023 through 6/8/23 revealed the following clients were physically restrained:</p> <ul style="list-style-type: none"> -Client #4 - 3/24/23 - elopement attempt, standing restraint, 43 seconds. -Client #5 - 4/16/23 - elopement attempt, standing restraint, 3 minutes. -Client #6 - 5/25/23 - elopement attempt, standing restraint, 2 times for 5 minutes each and 1 for 3 minutes. -Client #7 - 5/4/23 - aggressive behavior and elopement attempt, standing restraint, 4 minutes and 2 minutes; <ul style="list-style-type: none"> 5/12/23 - elopement attempt and aggressive behavior, standing restraints, 2 times 10 seconds each; 5/19/23 - elopement attempt, standing restraint, 2 minutes; 5/22/23 - elopement attempt, "staff initiated least restrictive physical intervention...", no type of restraint or time was documented. -Client #8 - 5/10/23- elopement attempt, standing restraint 1 minute, 2 minutes, 1 minute and 3 minutes; <ul style="list-style-type: none"> 5/11/23 - elopement attempt, standing restraint, 2 times, 5 minutes each; 5/12/23 - aggressive behavior and elopement attempt, standing restraint, 8 minutes and 6 minutes; 5/15/23 - aggressive behavior and elopement attempt, standing restraint, 10 seconds, 13 minutes and 15 minutes; 5/25/23 - elopement attempt, standing restraint, 5 minutes. -FC #9 - 3/5/23 - aggressive behavior and 	V 536		

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V 536	<p>Continued From page 8</p> <p>elopement attempt, standing restraint 2 times, 1 minute each.</p> <p>-FC #10 - 3/6/23 - elopement and self-harm attempt, standing restraint 2 times, 7 minutes each;</p> <p>3/9/23 - aggressive behavior and attempted self-harm, standing restraint implemented, no hold time was recorded;</p> <p>3/9/23 - elopement and self-harm attempt, standing restraint, 1 minute 30 seconds;</p> <p>3/18/23 - elopement attempt, standing restraint for 5 seconds;</p> <p>3/21/23 - aggressive behavior and elopement attempt, standing restraint, 10 seconds.</p> <p>-FC #11 - 3/25/23- aggressive behavior, standing restraint, 9 seconds.</p> <p>-FC #12 - 4/23/23 - elopement attempt, standing restraints, 5 minutes and 15 minutes;</p> <p>4/25/23 - aggressive and destructive behavior and elopement attempt, standing restraints, 10 seconds, 5 minutes, 15 minutes, 15 minutes, 3 minutes and 10 minutes.</p> <p>-FC #13 - 5/4/23 - aggressive behavior, standing restraint, 5 minutes;</p> <p>5/10/23 - self-harm attempt, standing restraint, 2 minutes, 5 different times for 1 minute each.</p> <p>-FC #14 - 5/8/23 - aggressive and inappropriate sexual behavior, standing restraint, 15 seconds;</p> <p>5/9/23 - aggressive and inappropriate sexual behavior and elopement attempt, standing restraints 15 seconds, 1 minute and 10 seconds;</p> <p>5/16/23 - aggressive behavior, standing restraint, 1 minute and 2 minutes.</p> <p>-FC #15 - 5/11/23 - elopement attempt, standing restraint, 1 minute.</p> <p>-none of the incidents indicated injuries to the client or that a client was placed on the ground</p>	V 536		

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V 536	<p>Continued From page 9</p> <p>during the restrictive intervention.</p> <p>Interview and observation on 6/8/23 with Client #4 revealed: -Restrained because "I just tried to run...I was like 5 to 10 feet away from them (staff)...I wanted space." -Demonstrated how staff held both arms by the bicep, "...they put me on the ground..." -Was not hurt.</p> <p>Interview and observation on 6/8/23 with Client #5 revealed: -"I only ran away once...(staff) chasing me and put me in an arm lock..." -Demonstrated how staff held both arms against sides and bent at the elbow. -Was not hurt.</p> <p>Interview and observation on 6/8/23 with Client #6 revealed: -"I went out of camp boundaries...I wanted space and didn't want people watching me..." -Demonstrated how staff had hands on both forearms, "...forced me down...sitting on butt...legs out like a mermaid..." -1 staff sat on leg "accidentally" and it "hurt afterwards." -Pointed to left leg just above ankle area. -Had it wrapped in an "ace wrap for like 4 days...no bruise or swelling."</p> <p>Interview and observation on 6/12/23 with Client #7 revealed: -When restrained staff "...held arms to the side..." -Demonstrated both arms down against sides of body. -"Like one time it (arm) felt tingly and I told them (staff) and they loosened up a little bit...never been hurt...."</p>	V 536		

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V 536	<p>Continued From page 10</p> <p>Interview and observation on 6/12/23 with Client #8 revealed: -Restrained for violence and running. -Staff "...held dominant arm up (demonstrated right arm straight up in the air) and the other arm to the side (demonstrated left arm down against side)." -Was on the ground during a restraint "1 time...sitting on butt..." -Was hurt once, "some time last week..." -Showed fading bruise on right upper arm, a perfect circle, lighter on the inside and light brown around the edges, approximately the size of a small orange. -The bruise was "...caused by staff's hand..."</p> <p>Interview on 6/8/23 with the Executive Director revealed: -They had been using The Aegis System training since August 2022. -He received the contact name in June 2022 for the Division of MH/DD/SAS to get the training approved. -He passed this information to the trainers with The Aegis System to work on getting the curriculum approved. -He had not contacted the Division of MH/DD/SAS himself. -The decision to implement the training prior to approval "...predominately...came down to me..."</p>	V 536		
V 537	<p>27E .0108 Client Rights - Training in Sec Rest & ITO</p> <p>10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT (a) Seclusion, physical restraint and isolation</p>	V 537		

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V 537	<p>Continued From page 11</p> <p>time-out may be employed only by staff who have been trained and have demonstrated competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually.</p> <p>(b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated.</p> <p>(c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Acceptable training programs shall include, but are not limited to, presentation of:</p> <p>(1) refresher information on alternatives to the use of restrictive interventions;</p> <p>(2) guidelines on when to intervene (understanding imminent danger to self and</p>	V 537		

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V 537	<p>Continued From page 12</p> <p>others);</p> <p>(3) emphasis on safety and respect for the rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention);</p> <p>(4) strategies for the safe implementation of restrictive interventions;</p> <p>(5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention;</p> <p>(6) prohibited procedures;</p> <p>(7) debriefing strategies, including their importance and purpose; and</p> <p>(8) documentation methods/procedures.</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualification and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out.</p> <p>(3) Trainers shall demonstrate competence by scoring a passing grade on testing in an</p>	V 537		

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V 537	<p>Continued From page 13</p> <p>instructor training program.</p> <p>(4) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (j)(6) of this Rule.</p> <p>(6) Acceptable instructor training programs shall include, but not be limited to, presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) evaluation of trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule.</p> <p>(8) Trainers shall be currently trained in CPR.</p> <p>(9) Trainers shall have coached experience in teaching the use of restrictive interventions at least two times with a positive review by the coach.</p> <p>(10) Trainers shall teach a program on the use of restrictive interventions at least once annually.</p> <p>(11) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p>	V 537		

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V 537	<p>Continued From page 14</p> <p>(A) who participated in the training and the outcome (pass/fail); (B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (l) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times, the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (m) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure training in seclusion, physical restraint and isolation time-out was approved by the Division of MH/DD/SAS prior to implementation, affecting 5 of 8 current clients (Clients #4, #5, #6, #7 and #8) and 7 of 7 former clients (FC #9, #10, #11, #12, #13, #14 and #15). The findings are:</p> <p>Review on 6/6/23 of Staff #1's employee record revealed: -Hired 7/13/22. -"The Aegis System - Crisis Prevention and De-escalation" training 7/12/23.</p> <p>Review on 6/6/23 of Staff #2's employee record revealed:</p>	V 537		

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V 537	<p>Continued From page 15</p> <p>-Hired 5/10/23. -"The Aegis System - Crisis Prevention and De-escalation" training 4/25/23.</p> <p>Review on 6/6/23 of the Associate Primary Therapist's employee record revealed: -Hired 5/29/18. -"The Aegis System - Crisis Prevention and De-escalation" training 6/27/22.</p> <p>Review on 6/6/23 of the Clinical Director/Primary Wilderness Therapist's employee record revealed: -Hired 7/3/15. -"The Aegis System - Crisis Prevention and De-escalation" training 6/27/22.</p> <p>Review on 6/7/23 of the "Approved Curricula for the Use of De-Escalation Strategies and Restrictive Interventions" dated 8/12/21 by the Division of MH/DD/SAS revealed: -"The Aegis System - Crisis Prevention and De-escalation training" was not listed.</p> <p>Review on 6/8/23 of Client #4's record revealed: -Admitted 3/3/23. -Age 13. -Diagnoses of Attention-Deficit Hyperactivity Disorder (ADHD), Anxiety Disorder and Depression Disorder.</p> <p>Review on 6/8/23 of Client #5's record revealed: -Admitted 4/11/23. -Age 13. -Diagnosis of ADHD.</p> <p>Review on 6/8/23 of Client #6's record revealed: -Admitted 4/29/23. -Age 11. -Diagnoses of ADHD and Post-Traumatic Stress</p>	V 537		

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V 537	<p>Continued From page 16</p> <p>Disorder (PTSD).</p> <p>Review on 6/8/23 of Client #7's record revealed: -Admitted 4/6/23. -Age 12. -Diagnoses of Autism Spectrum Disorder (ASD) and ADHD.</p> <p>Review on 6/8/23 of Client #8's record revealed: -Admitted 4/21/23. -Age 11. -Diagnoses of Generalized Anxiety Disorder (GAD) and ADHD.</p> <p>Review on 6/12/23 of FC #9's record revealed: -Admitted 2/24/23. -Discharged 4/7/23. -Age 12. -Diagnoses of ASD, PTSD and ADHD.</p> <p>Review on 6/12/23 of FC #10's record revealed: -Admitted 2/20/23. -Discharged 4/6/23. -Age 14. -Diagnoses of Other Specified Bipolar and Related Disorder, PTSD with Dissociative Symptoms with Panic Attacks, GAD, ADHD and Specific Learning Disorder with Impairment in Written Expression.</p> <p>Review on 6/12/23 of FC #11's record revealed: -Admitted 1/2/23. -Discharged 3/29/23. -Age 14. -Diagnoses of ASD, Other Specified Disruptive Behavior Disorder, ADHD and Parent-Child Relational Problem.</p> <p>Review on 6/12/23 of FC #12's record revealed: -Admitted 4/27/23.</p>	V 537		

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V 537	<p>Continued From page 17</p> <p>-Discharged 5/1/23. -Age 13. -Diagnoses of Disruptive Mood Dysregulation Disorder, ADHD, Unspecified Anxiety Disorder, Parent-Child Relational Problem and Sibling Relational Problem.</p> <p>Review on 6/12/23 of FC #13's record revealed: -Admitted 4/21/23. -Discharged 5/11/23. -Age 14. -Diagnoses of ASD, ADHD, GAD, Persistent Depressive Disorder, Specific Learning Disability with Impairment in Writing and Specific Learning Disability with Impairment in Mathematics.</p> <p>Review on 6/12/23 of FC #14's record revealed: -Admitted 4/21/23. -Discharged 5/18/23. -Age 10. -Diagnoses of ADHD, GAD and Oppositional Defiant Disorder.</p> <p>Review on 6/12/23 of FC #15's record revealed: -Admitted 2/9/23. -Discharged 6/4/23. -Age 12. -Diagnoses of Major Depressive Disorder, Severe, Social Communication Disorder, Unspecified Trauma and/or Stressor Related Disorder, ADHD and Unspecified Neurodevelopmental Disorder.</p> <p>Review on 6/8/23 of incident reports and restrictive intervention reports from March 2023 through 6/8/23 revealed the following clients were physically restrained: -Client #4 - 3/24/23 - elopement attempt, standing restraint, 43 seconds. -Client #5 - 4/16/23 - elopement attempt, standing</p>	V 537		

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V 537	<p>Continued From page 18</p> <p>restraint, 3 minutes.</p> <p>-Client #6 - 5/25/23 - elopement attempt, standing restraint, 2 times for 5 minutes each and 1 for 3 minutes.</p> <p>-Client #7 - 5/4/23 - aggressive behavior and elopement attempt, standing restraint, 4 minutes and 2 minutes;</p> <p>5/12/23 - elopement attempt and aggressive behavior, standing restraints, 2 times 10 seconds each;</p> <p>5/19/23 - elopement attempt, standing restraint, 2 minutes;</p> <p>5/22/23 - elopement attempt, "staff initiated least restrictive physical intervention...", no type of restraint or time was documented.</p> <p>-Client #8 - 5/10/23- elopement attempt, standing restraint 1 minute, 2 minutes, 1 minute and 3 minutes;</p> <p>5/11/23 - elopement attempt, standing restraint, 2 times, 5 minutes each;</p> <p>5/12/23 - aggressive behavior and elopement attempt, standing restraint, 8 minutes and 6 minutes;</p> <p>5/15/23 - aggressive behavior and elopement attempt, standing restraint, 10 seconds, 13 minutes and 15 minutes;</p> <p>5/25/23 - elopement attempt, standing restraint, 5 minutes.</p> <p>-FC #9 - 3/5/23 - aggressive behavior and elopement attempt, standing restraint 2 times, 1 minute each.</p> <p>-FC #10 - 3/6/23 - elopement and self-harm attempt, standing restraint 2 times, 7 minutes each;</p> <p>3/9/23 - aggressive behavior and attempted self-harm, standing restraint implemented, no hold time was recorded;</p> <p>3/9/23 - elopement and self-harm attempt, standing restraint, 1 minute 30 seconds;</p> <p>3/18/23 - elopement attempt, standing</p>	V 537		

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V 537	<p>Continued From page 19</p> <p>restraint for 5 seconds; 3/21/23 - aggressive behavior and elopement attempt, standing restraint, 10 seconds.</p> <p>-FC #11 - 3/25/23- aggressive behavior, standing restraint, 9 seconds.</p> <p>-FC #12 - 4/23/23 - elopement attempt, standing restraints, 5 minutes and 15 minutes; 4/25/23 - aggressive and destructive behavior and elopement attempt, standing restraints, 10 seconds, 5 minutes, 15 minutes, 15 minutes, 3 minutes and 10 minutes.</p> <p>-FC #13 - 5/4/23 - aggressive behavior, standing restraint, 5 minutes; 5/10/23 - self-harm attempt, standing restraint, 2 minutes, 5 different times for 1 minute each.</p> <p>-FC #14 - 5/8/23 - aggressive and inappropriate sexual behavior, standing restraint, 15 seconds; 5/9/23 - aggressive and inappropriate sexual behavior and elopement attempt, standing restraints 15 seconds, 1 minute and 10 seconds; 5/16/23 - aggressive behavior, standing restraint, 1 minute and 2 minutes.</p> <p>-FC #15 - 5/11/23 - elopement attempt, standing restraint, 1 minute.</p> <p>-none of the incidents indicated injuries to the client or that a client was placed on the ground during the restrictive intervention.</p> <p>Interview and observation on 6/8/23 with Client #4 revealed: -Restrained because "I just tried to run...I was like 5 to 10 feet away from them (staff)...I wanted space." -Demonstrated how staff held both arms by the bicep, "...they put me on the ground..." -Was not hurt.</p>	V 537		

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V 537	<p>Continued From page 20</p> <p>Interview and observation on 6/8/23 with Client #5 revealed: -"I only ran away once...(staff) chasing me and put me in an arm lock..." -Demonstrated how staff held both arms against sides and bent at the elbow. -Was not hurt.</p> <p>Interview and observation on 6/8/23 with Client #6 revealed: -"I went out of camp boundaries...I wanted space and didn't want people watching me..." -Demonstrated how staff had hands on both forearms, "...forced me down...sitting on butt...legs out like a mermaid..." -1 staff sat on leg "accidentally" and it "hurt afterwards." -Pointed to left leg just above ankle area. -Had it wrapped in an "ace wrap for like 4 days...no bruise or swelling."</p> <p>Interview and observation on 6/12/23 with Client #7 revealed: -When restrained staff "...held arms to the side..." -Demonstrated both arms down against sides of body. -"Like one time it (arm) felt tingly and I told them (staff) and they loosened up a little bit...never been hurt..."</p> <p>Interview and observation on 6/12/23 with Client #8 revealed: -Restrained for violence and running. -Staff "...held dominant arm up (demonstrated right arm straight up in the air) and the other arm to the side (demonstrated left arm down against side)." -Was on the ground during a restraint "1 time...sitting on butt..." -Was hurt once, "some time last week..."</p>	V 537		

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V 537	<p>Continued From page 21</p> <ul style="list-style-type: none"> -Showed fading bruise on right upper arm, a perfect circle, lighter on the inside and light brown around the edges, approximately the size of a small orange. -The bruise was "...caused by staff's hand..." <p>Interview on 6/8/23 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -They had been using The Aegis System training since August 2022. -He received the contact name in June 2022 for the Division of MH/DD/SAS to get the training approved. -He passed this information to the trainers with The Aegis System to work on getting the curriculum approved. -He had not contacted the Division of MH/DD/SAS himself. -The decision to implement the training prior to approval "...predominately...came down to me..." 	V 537		



500 Winding Gap Road
Lake Toxaway, NC 28747

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Plan of Correction

This is a Plan of Correction to recent violation

10A NCAC 27E.0107/V536/standard - Training to Alternatives to Restrictive interventions - facility failed to ensure training on alternatives to restrictions was approved by the division of MH/DD/SAS

&

10A NCAC 27E.0107/V537/standard - Training in Seclusion, Physical restraint and isolation time out- facility failed to ensure training in seclusion, physical restraint and isolation time out was approved by the Division of MH/DD/SAS prior to implementation.

Background

Application for approval of Aegis was first submitted to MH/DD/SAS on April 27, 2022. Aegis is the first training program that eliminates the need for dangerous prone and supine floor restraints. Aegis training solution is in alignment with the elements of performance outlined in the Joint Commission Comprehensive Accreditation Manual for Hospitals, and approved by the state of Georgia and South Carolina. Aegis is currently working through 13 items of unmet standards in NC and has until July 31st to meet these criteria.

Measures put in place to correct the deficient area is to ensure that approval is received from MH/DD/SAS regarding the Aegis System within the allotted time to correct the violation.

If Aegis approval is unable to be attained, Trails will shift to an already approved system.

To prevent this problem from occurring again, any additional new training program will not occur until prior approval from MH/DD/SAS has occurred.

The Executive director will monitor the situation to ensure it will not happen again.

Trails will continue to reach out to MH/DD/SAS until it is indicated whether the Aegis Training Solution training program is approved or disapproved.