

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mh1041-818	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/01/2023
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NAME OF PROVIDER OR SUPPLIER SUCCESSFUL TRANSITIONS, LLC RESIDENTIAL CAF	STREET ADDRESS, CITY, STATE, ZIP CODE 1458 LONDON DRIVE HIGH POINT, NC 27262
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on August 1, 2023. The complaint was substantiated (intake #NC00205225). 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 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
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 observations, record reviews and</p>	V 539		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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V 539	<p>Continued From page 1</p> <p>interviews, the facility failed to ensure there was an accessible area for personal privacy affecting 2 of 3 audited clients (#1 and #2). The findings are:</p> <p>Observations on 7/31/23 at 11:24am of client #1 and client #2 's bedroom revealed: -No bedroom door</p> <p>Review on 7/31/23 of client #1's record revealed: -An admission date of 5/16/23 -Diagnoses of Bipolar 1 Disorder, Mild Intellectual Developmental Disorder, Adjustment Disorder with Depressed Mood, Unspecified Trauma Related Disorder and Conduct Disorder, Adolescent Onset Type. -Age 17</p> <p>Review on 7/31/23 of client #2's record revealed: -An admission date of 8/12/22 -Diagnoses of Mild Intellectual Disability, Disruptive Mood Dysregulation Disorder, Post-Traumatic Stress Disorder, Unspecified and Attention-Deficit Hyperactivity Disorder, Combined Type -Age 14</p> <p>Interview on 7/31/23 with client #1 revealed: -Had no bedroom door to the room he shared with client #2 -"I don't know who made it (the door) that way. If I want privacy, I have to go to the bathroom to change clothes."</p> <p>Interview on 7/31/23 with client #2 revealed: -Had to change clothes in the bathroom if he wanted privacy -Was not sure who took the bedroom door off or why</p>	V 539		

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V 539	<p>Continued From page 2</p> <p>Interview on 7/31/23 with client #3 revealed: -"[Client #1] and [client #2] don't have a door (to their bedroom). Another kid who is not here anymore broke it in April (2023) and they (facility staff) haven't replaced it (the door)."</p> <p>Interview on 7/31/23 with the QP revealed: -"Door not on bedroom? They (client #1 and client #2) broke their bedroom door. This was recently. We just moved [client #1] over there. It was almost 2 weeks ago. [Client #2] broke the door. For privacy, they go to the bathroom to change their clothes ...He (the Licensee) has the door, but he hasn't put it on yet."</p> <p>Interview on 8/1/23 with the Licensee revealed: -"...I know the door is a big thing. We have a door on site. With older homes, we are having to cut the door down some so it can fit ...I can have it back on by next Wednesday (8/9/23) ..."</p>	V 539		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be 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 an attractive and orderly manner. The findings are:</p> <p>Observations on 7/31/23 at 11:24am of the facility revealed: -A 2 inch by 5 feet branch on top of the facility -A patched hole in the hallway needed to be</p>	V 736		

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V 736	<p>Continued From page 3</p> <p>painted</p> <ul style="list-style-type: none"> -The flooring under the Qualified Professional's desk was worn and needed to be replaced -There were 2 burned out lightbulbs over the clients' bathroom vanity -Two patched holes across from client #1 and client #2's bedroom needed to be painted -In client #3's bedroom, the light fixture covering was missing -There was a missing vent cover in client #4's bedroom -The air vents over the washer/dryer area had dust on them -The brown sofa in the middle room where the clients sit, had torn fabric on the arm -The step leading down to the sunken in den was bare and needed to be covered -In the sunken den, there were piles of white bags with clothing in them on the right side <p>Interview on 8/1/23 with staff #2 revealed:</p> <ul style="list-style-type: none"> -Repairs were needed in the facility -"The repairs needed include the cabinets in the kitchen. He (the Licensee) needs to unscrew some of the remaining parts of the locks and paint underneath ...and he needs to paint over the patches (in the walls that have been repaired." <p>Interview on 8/1/23 with staff #3 revealed:</p> <ul style="list-style-type: none"> -There were a lot of repairs needed to the facility -"One client went ballistic and punched holes in the wall. He's no longer here. He (the Licensee) has put a lot of work into making repairs. The staff's toilet shifts when you sit on it. His brother (the Licensee's) is going to fix it ..." <p>Interview on 8/1/23 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -"The floors in the office, definitely need to be replaced. They walls need to be repainted due to 	V 736		

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V 736	<p>Continued From page 4</p> <p>holes in the wall. The outside, the roof needs to be cleared out. Someone came and started (to work on the facility), but they did not finish. [The Licensee] has someone that has will come out. They did spray the poison ivy. And all that jazz. Someone needs to light a fire under him (the Licensee). I know he is trying. It's embarrassing for me definitely to work here with all the repairs that are needed ..."</p> <p>Interview on 7/31/23 with the Licensed Professional revealed: -The Licensee had done a good job of having repairs made to the facility -"He has repaired holes in the walls, fixed the broken window and replaced some doors...It (the facility) looks a whole lot better."</p> <p>Interview on 8/1/23 with the Licensee revealed: -"There were quite a few holes here (at the facility) in June 2023. The client that did that is no longer here. This group hasn't done any damage. We have stabilized everything. A lot of the things have been repaired. I have extended the step (into the sunken den area) out, that way it is, it's not too small and it makes it more safe. I appreciate working with us. I don't take it for granted. I try to have a plan. I have someone coming out to look at everything. We have hired someone to cut the front and back yard every other week. One of the things we did was put in granite (counter tops) and replaced the sink base. It was from an old leak. When we clean the gutters today, they will clear off the roof. We have a lot of tree coverings and are trying to be more proactive. I know the door (to client #1 and #2's bedroom) is a big thing. We have a door on site. With older homes, we are having to cut the door down some so it can fit. I am also going to replace the ceiling fan with an LED light. We</p>	V 736		

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V 736	<p>Continued From page 5</p> <p>replaced the lights in the clients' bathroom. So, the bulb situation will go away. We have installed new doors in the staff's office and one of the bedrooms and the doors come with new trim. We are actively working to make repairs. We have made strides. We will continue to do so ..."</p> <p>This deficiency has been cited 5 times since the original cite on 12/9/21 and must be corrected within 30 days.</p>	V 736		