

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-648 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | (X3) DATE SURVEY COMPLETED R-C 06/30/2023 |
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| NAME OF PROVIDER OR SUPPLIER TURN AROUND | STREET ADDRESS, CITY, STATE, ZIP CODE 9709 BATTEN COURT MINT HILL, NC 28227 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 6-30-23. One complaint was substantiated (intake #NC00201299) and one complaint was unsubstantiated (intake #NC00203671). 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 Or Adolescents.</p> <p>This facility is licensed for 4 and currently has a census of 3. The survey sample consisted of audits of 3 former clients.</p> <p>A sister facility is identified in this report. The sister facility will be identified as sister facility A. Staff and/or clients will be identified using the letter of the facility and a numerical identifier.</p> | V 000 | <p style="text-align: center;">RECEIVED AUG 21 2023 DHSR-MH Licensure Sect</p> | |
| V 296 | <p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or</p> | V 296 | | <p style="text-align: center;"><i>See Attached</i></p> <p style="text-align: center;">↓</p> |

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

6899

4KOW11

If continuation sheet 1 of 5

[Signature]


Executive Director

8/8/2023

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| V 296 | <p>Continued From page 1</p> <p>adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews and observation the facility failed to ensure the minimum staffing ratio. The findings are:</p> <p>Review on 6-13-23 of former client (FC) # 5's</p> | V 296 | <p><i>see attached</i></p>  | |

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| V 296 | <p>Continued From page 2</p> <p>record revealed:</p> <ul style="list-style-type: none"> -Date of admission: 12-12-22. -FC #5 was discharged from Turn Around on 5-18-23 and admitted to sister facility A on 5-18-23 (client #A2). -Age: 12. -Diagnoses: Disruptive Mood Dysregulation Disorder, Post Traumatic Stress Disorder. <p>Observation and interviews on 6-7-23 between 12:15pm and 4pm revealed:</p> <ul style="list-style-type: none"> -2 clients present (client #1 and client #A1) at the facility along with staff #1, #2 and staff #A1. - Staff #1 revealed client #1 resided at the facility and client #A1 at sister facility A. -At approximately 1:30pm the Home Manager (HM) drove up the driveway and parked a vehicle. Three clients (#2, #3, and client #A2) along with the HM exited the vehicle. -At 3:30pm until approximately 5pm, the only staff present in the facility with 5 clients (#1, #2, #3, #A1 and #A2) were staff #1 and staff #A1. <p>Interview on 6-7-23 with client #1 revealed:</p> <ul style="list-style-type: none"> - "Usually one staff on shift." - "Usually only one staff (working per shift)." - Sometimes two staff worked on shift, but more times when only one staff worked than two staff working. <p>Interview on 6-21-23 with client #2 revealed:</p> <ul style="list-style-type: none"> - "One to two" staff work on each shift. - "Sometimes two staff worked" on shift, but more times when only one staff worked than two staff working. <p>Interview on 6-13-23 with client #3 revealed:</p> <ul style="list-style-type: none"> - Only "one" staff worked per shift. - "Always just one staff. The only time there would be two staff was when one was relieving another | V 296 | <p><i>See Attached</i></p>  | |

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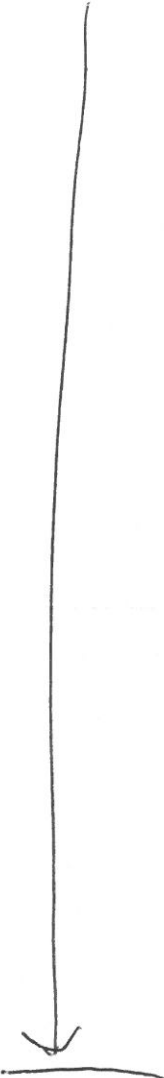
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| V 296 | <p>Continued From page 3</p> <p>staff."</p> <p>Interview on 6-7-23 with the HM revealed: -The facility had 3 shifts. -Always two staff on shift. -She did not know that two staff were required when clients were transported. -"It (the purpose of the trip) depends on where we are going. If we are going on an outing two staff will go."</p> <p>Interview on 6-7-23 with staff #1 revealed: -Two staff per shift. -"There is always two staff on shift." -Was not aware that two people were required for transport.</p> <p>Interview on 6-7-23 with staff #A1 revealed: -HM for sister facility A. -She works at the facility (Turn Around) when she is needed to help cover shifts. -The facility had "3 shifts 7am-3pm is 1st, 3pm-11pm is 2nd and 11pm-7a is 3rd." -"We always work two (staff) per shift."</p> <p>Interview on 6-15-23 with the Executive Director revealed: -"We are currently short staff so we don't have a permanent schedule. Everybody (other staff) works where they are needed when they are needed." -"I'm there (in the facility) all the time filling in." -"We always have two staff per shift." -"[Clinical Director], [Qualified Professional] and [Associate Professional] work shifts and fill in, there is always two staff per shift."</p> <p>Interview on 6-15-23 with the Qualified Professional revealed: -"There is always two people per shift working."</p> | V 296 | <p><i>See attached</i></p>  | |

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| V 296 | <p>Continued From page 4</p> <p>-He fills in when needed.</p> <p>Interview on 6-13-23 with the Clinical Director revealed:</p> <p>- "Staffing has been a challenge."</p> <p>- "I'm in the home everyday."</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p> | V 296 | <p>see attached</p>  | |
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New Place, Inc.

Plan of Correction

Facility Turnaround MHL-060-648

V296 27G .1704 Residential TX. Child/Adol-Min. Staffing

As 08/05/2023, 2023 Executive Director James Hunt has assumed the responsibility of scheduling staff for all facilities. During the completion of weekly schedules ED Hunt will ensure that minimum staffing is met for each shift at the facilities. The monitoring of this will be ongoing and completed by the Quality Assurance/Quality Improvement Committees semi-annually.