

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-345	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 03/07/2024
NAME OF PROVIDER OR SUPPLIER COSBY COUNSELING & CONSULTING, PLLC		STREET ADDRESS, CITY, STATE, ZIP CODE 1701 MAXTON AVENUE GASTONIA, NC 28052		
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey were completed on 03/07/2024. The complaint was substantiated (Intake #NC00211837). 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 3 and currently has a census of 3. The survey sample consisted of audits of 0 current clients.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p>	V 118		

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

TITLE

(X6) DATE

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V 118	<p>Continued From page 1</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure staff received training in medication administration completed by a registered nurse, pharmacist, or other legally qualified person affecting 1 of 1 Associate Professional (AP). The findings are:</p> <p>Review on 02/23/2024 of the AP's personnel record revealed: -Hire date 02/05/2024. -No medication administration training.</p> <p>Interview on 02/27/2024 with the AP revealed: -Was trained in medication administration by the Licensee but could not recall the exact date. -"[Licensee] did my face to face medication administration training." -"It (medication administration training) was also done through instructional video."</p> <p>Interviews on 02/23/2024 and 02/27/2024 with the Licensee revealed: -Was not a registered nurse, pharmacist, or other legally qualified person certified to train others in medication administration. -"I thought that I could train staff in medication</p>	V 118			

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V 118	Continued From page 2 administration since I was a certified med tech (medication technician) until I was cited the last time." -No longer trained staff in medication administration. -Hired a nurse to complete medication administration training for staff. -"The nurse is coming up here on the 16th (March 2024) to do a new medication administration training." This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 118		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing 10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (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. (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four	V 296		

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V 296	<p>Continued From page 3</p> <p>children or adolescents; (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (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. (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. (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 observation and interviews the facility failed to ensure the minimum staffing ratio. The findings are:</p> <p>Observation on 02/23/2024 at approximately 11:35 am revealed: -Staff #1 and Client #1 were present at the facility.</p> <p>Interview on 02/23/2024 with Client #1 revealed: -Had been at the facility alone with Staff #1 since 8:00 am.</p>	V 296		

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V 296	Continued From page 4 -"It is normally 2 staff here." Interview on 02/28/2024 with Client #2 revealed: -2 staff were present at the facility on each shift. Interview on 02/28/2024 with Client #3 revealed: -1 or 2 staff were present at the facility on each shift. -There was usually 1 staff during the weekend morning shift. Interview on 02/23/2024 with Staff #1 revealed: -"[Licensee] just went to the store. She will be back." Interview on 02/28/2024 with Staff #2 revealed: -2 staff were present at the facility on each shift. Interview on 02/28/2024 with Staff #3 revealed: -"There are 2 staff at all times except for during overnight hours." Interview on 02/23/2024 with the Licensee revealed: -There were generally 2 staff at the facility but she left the facility to run an errand moments before the surveyor's arrival. This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 296			
V 736	27G .0303(c) Facility and Grounds Maintenance 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.	V 736			

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V 736	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a clean, attractive, and orderly manner. The findings are:</p> <p>Observation on 02/23/2024 at approximately 11:35 am - 11:45 am of the facility revealed: Clients' #1 and #2 bedroom: -Clothes and debris scattered about the entire floor.</p> <p>Client #3's bedroom: -White bedroom door with 1 large circular unfinished drywall area approximately 8 inches long and 8 inches wide, 1 medium circular unfinished drywall area approximately 6 inches long and 4 inches wide, and a crack approximately 8-10 inches long leading to the doorknob. -White closet door with paint peeled off the lower half of the door under the doorknob. -1 circular unfinished drywall area approximately 7 inches long and 6 inches wide near the bed. -Clothes, shoes, 1 skateboard, 2 medium sized boxes, 1 gaming box, 1 large trash bag filled with unknown items, 1 desk lamp, and debris scattered about the floor.</p> <p>Bathroom: -Partially hung shower curtain missing approximately 6-8 rings.</p> <p>Interview on 02/23/2024 with Client #1 revealed: - Shower curtain broke 2 weeks ago. -"We clean our rooms once per week."</p> <p>Interview on 02/28/2024 with Client #2 revealed: -Holes had been in the wall prior to his admission to the facility.</p>	V 736		

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V 736	<p>Continued From page 6</p> <p>Interview on 02/28/2024 with Client #3 revealed: -Shower curtain broke a month ago. -Holes had been in the wall prior to his admission to the facility.</p> <p>Interview on 02/28/2024 with Staff #2 revealed: -"We deep clean every Sunday." -"They (Clients) are supposed to make sure their rooms are in order every day."</p> <p>Interview on 02/28/2024 with Staff #3 revealed: -Was not sure how long the holes had been in the walls. -Was not sure how long the curtain had been broken.</p> <p>Interview on 02/23/2024 with the Licensee revealed: -Hired a repairman on 02/05/2023 to make repairs to the facility. -Did not know when the crack in Client #3's bedroom door happened. -"I believe he (Client #3) made the hole this week because I plastered it yesterday." -"I got a call on Sunday about them needing a shower curtain." -"We clean every Saturday. The boys (Clients) and the staff clean on Saturday."</p>	V 736		