

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL035-029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/16/2024
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NAME OF PROVIDER OR SUPPLIER EASON COURT	STREET ADDRESS, CITY, STATE, ZIP CODE 113 EASON COURT YOUNGSVILLE, NC 27596
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on April 16, 2024. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>The facility is licensed for 5 and currently has a census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times.</p> <p>(b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by</p>	V 364		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 364	<p>Continued From page 1</p> <p>the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise</p>	V 364		

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V 364	<p>Continued From page 2</p> <p>prohibited by Chapter 20 of the General Statutes; and</p> <p>(10)Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client</p>	V 364		

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V 364	<p>Continued From page 3</p> <p>may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation</p>	V 364		

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V 364	<p>Continued From page 4</p> <p>plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure clients' rights to free access to personal belongings were not restricted as specified in G.S. 122C-62(b) for 3 of 3 audited clients (#1, #2 & #4). The findings are:</p>	V 364		

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V 364	<p>Continued From page 5</p> <p>Observation on 4/10/24 at 12:05pm revealed:</p> <ul style="list-style-type: none"> - 3 clear containers with various snacks that belonged to clients #1, #2, & #3 on a shelf in the laundry room - Staff #1 unlocked the laundry room with a key <p>Review on 4/10/24 of client #1's record revealed:</p> <ul style="list-style-type: none"> - Admitted 10/1/21 - Diagnoses of Schizoaffective Disorder, Bipolar Type, Obesity, Vitamin D Deficiency, Hypothyroidism, Gastroesophageal Reflux Disease (GERD), Hypertension, Fluid Retention, Hernia Repair, & Chronic Neutropenia <p>Attempted interview on 4/10/24 with client #1 was unsuccessful because client #1 was unavailable due to meeting with her guardian representative.</p> <p>Review on 4/10/24 of client #2's record revealed:</p> <ul style="list-style-type: none"> - Admitted 8/10/16 - Diagnoses of Schizophrenia, Bipolar Disorder, Hypothyroid, Dyslipidemia, Asthma, GERD, & Diabetes <p>Interview on 4/10/24 client#2 reported:</p> <ul style="list-style-type: none"> - Purchased snacks while on outings - Knew staff kept her snacks in the plastic container locked in the laundry room - Didn't have an issue with her snacks being locked - Staff would get her snacks when she requested them - "Don't want anyone stealing my food" <p>Review on 4/10/24 of client #4's record revealed:</p> <ul style="list-style-type: none"> - Admitted 12/7/13 - Diagnoses of Schizophrenia, Borderline Intellectual Function, Hypertension, Diabetes, Abnormal Thyroid, GERD, Hyperprolactinemia, & Constipation 	V 364		

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V 364	<p>Continued From page 6</p> <p>Interview on 4/10/24 client #4 reported:</p> <ul style="list-style-type: none"> - Didn't respond when asked about his snacks that were locked in the laundry room <p>Interview on 4/10/24 staff #1 reported:</p> <ul style="list-style-type: none"> - The clients kept their snacks in separate plastic containers that were stored in the laundry room - The laundry room door had been locked "since I got here" 2 years ago - The laundry room was kept locked at all times due to the chemicals that were inside - Snacks were purchased by the clients or their guardians <p>Interview on 4/10/24 staff #3 reported:</p> <ul style="list-style-type: none"> - Was a Residential Counselor for 2 years - The laundry room door had been locked since she started working there - The laundry room door was locked "because of chemicals" - The plastic "bins" contained items the clients purchased with their own money or their "family donated" - Wasn't aware the clients plastic bins couldn't be locked without consent <p>Interview on 4/16/24 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - The clients' snacks were stored in the plastic containers to prevent bugs - The laundry room door was locked due to chemicals - Was unaware the clients snack bins couldn't be locked without consent <p>Interview on 4/16/24 the Director reported:</p> <ul style="list-style-type: none"> - The clients purchased personal items and wanted it to be stored 	V 364		

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V 364	Continued From page 7 - Hadn't realized the clients personal items were locked in the laundry room - "It (personal items being locked in the laundry room) was like that for so many years" - Some clients stole other client's food - "Nothing is off limits to them (clients)" and they could have their items when requested - She's "already resolved" the issue and removed the bins from the laundry room	V 364		
V 513	27E .0101 Client Rights - Least Restrictive Alternative 10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE (a) Each facility shall provide services/supports that promote a safe and respectful environment. These include: (1) using the least restrictive and most appropriate settings and methods; (2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others; (3) providing choices of activities meaningful to the clients served/supported; and (4) sharing of control over decisions with the client/legally responsible person and staff. (b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include: (1) using the intervention as a last resort; and (2) employing the intervention by people trained in its use.	V 513		

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V 513	<p>Continued From page 8</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to use the least restrictive and most appropriate method. The findings are:</p> <p>Observation at 12:05pm on 4/10/24 revealed:</p> <ul style="list-style-type: none"> - A locked pantry door located in the facility's office - The pantry contained various can goods and snacks <p>Interview on 4/10/24 staff #1 reported:</p> <ul style="list-style-type: none"> - It was a "house rule" to keep the pantry door locked - The pantry door was locked because they used to keep the knives there - "Clients can ask (for snacks) and staff will come get it" <p>Interview on 4/10/24 staff #3 reported:</p> <ul style="list-style-type: none"> - The pantry door had been locked "since I got here" 2 years ago - "No reason why its (pantry door) locked" - Clients could "ask staff and get things if they want" <p>Interview on 4/16/24 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - Was aware the pantry door was kept locked - The pantry door was "always kept locked" - They "previously kept knives in there" <p>Interview on 4/16/24 the Director reported:</p> <ul style="list-style-type: none"> - Was aware the pantry door was kept locked - The facility had clients that would steal food - "Nothing is off limits to them (clients)" - She "already revolved" the issues and unlocked the pantry doors 	V 513		

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