

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-332	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/23/2024
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NAME OF PROVIDER OR SUPPLIER FREEDOM	STREET ADDRESS, CITY, STATE, ZIP CODE 1089 X RAY DRIVE GASTONIA, NC 28054
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up was completed on 5-23-24. One complaint was unsubstantiated (#NC 00213668) and three complaints were substantiated (#NC 00214483, #NC 00213874, and #NC 00215562). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 3100 Nonhospital Medical Detoxification for Individuals Who are Substance Abusers and 10A NCAC 27G 3400 Residential Treatment/Rehabilitation for Individuals with Substance Abuse Disorders.</p> <p>This facility is licensed for 30 and currently has a census of 28. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p>	V 114		

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

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V 114	Continued From page 1 This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure that fire and disaster drills were completed on each shift at least quarterly. The findings are: Review on 4-4-24 of Fire and Disaster Drills for the 1st quarter of 2024 revealed: -No third shift fire drill documented for Jan-March of 2024. -No third shift disaster drill documented for Jan-March 2024. Interview on 4-4-24 with the Nurse Practioner revealed: -The shifts were: 1st shift 7am-3pm, 3pm-11pm, ans 11pm,-7am. -They had been completing fire and disaster drills. -They had not been completing them for every shift. Interview on 4-4-24 with Client #1 revealed: -She had not been there for 3 weeks and had not participated in any fire of disaster drills. Interview on 4-4-24 with the Interim Executive Director revealed: -He was the Interim Executive Director, but the Permanent Executive Director would be starting in a few weeks. -They would ensure that the fire and disaster drills were completed on each shift at least quarterly in the future.	V 114		
V 218	27G .3101 Nonhospital Med. Detox. - Scope 10A NCAC 27G .3101 SCOPE	V 218		

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V 218	<p>Continued From page 2</p> <p>(a) Nonhospital medical detoxification is a 24-hour residential facility which provides medical treatment and supportive services under the supervision of a physician.</p> <p>(b) This facility is designed to withdraw an individual from alcohol or other drugs and to prepare him to enter a more extensive treatment and rehabilitation program.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to ensure that the number of detoxify clients were within their scope of license. The findings are:</p> <p>Review on 4-4-24 of the Facility license revealed: -27G .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers: 20 beds -27G .3400 Residential Treatment-Individuals with Substance Abuse Disorders: 10 beds</p> <p>Review on 4-4-24 of the facility client list for 4-3-24 revealed: -20 clients in the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program with 4 more scheduled to be admitted on 4-3-24. -No clients from the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers were scheduled for discharge that day. -4 clients in the .3400 Residential Treatment-Individuals with Substance Abuse Disorders.</p>	V 218		

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V 218	<p>Continued From page 3</p> <p>Interview on 4-4-24 with the Nurse Practitioner revealed:</p> <ul style="list-style-type: none"> -The administration was telling the facility to put more people into the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program than is allowed. -The goal was to keep the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program clients in the center of the building and the residential clients down the hall, but it is not working like that now. -The residential clients had complained, they have been put in the same room with clients that are detoxing and it was keeping the residential clients up at night. -No one has been hurt due to the clients being together. -"We get paid more for detox clients." (.3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers) <p>Interview on 4-4-24 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -The facility was bringing in more clients into the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program than it was supposed to have. -He thought it made it harder for the clients that had already detoxed to be rooming with someone that was just starting to detox. -He had talked to the Interim Executive Director about the issue, but it didn't change. <p>Interview on 4-4-24 with Staff #2 revealed:</p> <ul style="list-style-type: none"> -She has had clients complain to her about having a detoxing client in their room when they are in the Residential Program. -She expressed her concerns to Interim Executive Director multiple times. 	V 218		

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V 218	<p>Continued From page 4</p> <p>Interview on 4-4-24 with Client #1 revealed: -She had been at the facility approximately 3 weeks. -She had come into the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program, and then moved to the Residential Program. -She had a room mate until approximately 30 minutes prior to the interview that was in .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program. -The roommate had kept her up last night. "She was in a bad way. I didn't get much sleep last night" -"She was detoxing, crying. I tried to help her with hot packs."</p> <p>Interview on 4-10-24 with the Interim Residential Director revealed: -They had been trying to change the license and add beds. They thought it had been approved by the licensing department. -"It must have been a goof." (having too many detox clients) -They never intended to have too many clients in the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program. -He understood that it was happening. (Too many detox clients) -It had never been the plan to put detoxing clients in the same room as clients in the residential program. -He had not heard of any clients complaining about clients in the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program and the Residential Program rooming together. -He understood that the scope of the program had to be maintained and there could not be</p>	V 218		

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V 218	Continued From page 5 more than 20 clients in the .3100 Non-hospital Medical Detoxification-Individuals Who are Substance Abusers Program at any given time.	V 218		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to maintain hot water between 100-116 degrees Fahrenheit. The findings are: Observation on 4-17-24 at approximately 2:00pm of the sink in the activity room revealed: -Hot water was 132 Fahrenheit degrees. Interview on 4-17-24 with the Nurse Practioner revealed: -The facility had previous issues with that sink being too hot. -No client or staff had been burned or injured due to the water being too hot. Interview on 4-17-24 with Client #4 revealed: -He had no problem with the hot water and had not heard of anyone having been burned or injured.	V 752		

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V 752	<p>Continued From page 6</p> <p>Interview on 4-17-24 with Client #5 revealed: -He had no issues with the hot water.</p> <p>Interview on 4-17-24 and 5-23-24 with the Interim Executive Director revealed: -He would get a plumber out to the facility that day (4-17-24) to turn the water down. -He could turn the water off in the activity room sink until the plumber arrived. -The clients had been turning the temperature up on the sink. -The sink now had a lock on the heating system so the temperature could not be tampered with.</p> <p>Review on 4-17-24 of the Plan of Protection dated 4-17-24 and signed by the Executive Director revealed:</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care? -Turn water off 4/17 @1:30pm -Use sign to not use water 4/17 1:30pm -Plumber is scheduled 4-17 -Will be here 4/17</p> <p>Describe your plans to make sure the above happens. -Will put sign to not use water myself (Interim Executive Director) 4/17 -Maintenance will be contacted myself 4/17 -Plumber has been contacted and scheduled 4/17 -Will be here 4/17.</p> <p>Observation on 4-17-24 at approximately 2:00pm of the hot water in the sink of the activity room showed that the water was 132 degrees Fahrenheit. The facility had previously issues with this sink being too hot, as the clients had the</p>	V 752		

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V 752	Continued From page 7 ability to turn the temperature up. No clients had been injured by the hot water. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days.	V 752		