

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601576</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/21/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>DREAMS AND VISION, LLC DBC NEW VISIONS</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3430 DALECREST DRIVE CHARLOTTE, NC 28269</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 5-21-24. Two complaints were substantiated (intake #NC00216609 and #NC00216611) and two complaints were unsubstantiated (intake #NC00216973 and #NC00215963). 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 has a current census of 3. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 512	<p><b>27D .0304 Client Rights - Harm, Abuse, Neglect</b></p> <p>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION</p> <p>(a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66.</p> <p>(b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter.</p> <p>(c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.</p> <p>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of intervention procedures shall be compliance with Subchapter 10A NCAC 27E of this Chapter.</p>	V 512		

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

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V 512	<p>Continued From page 1</p> <p>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for dismissal of the employee.</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews and observations, 1 of 1 audited staff (staff #1) abused 1 of 2 audited clients(client #3). The findings are:</p> <p>Review on 4-19-24 of client #3's record revealed: -Date of admission: 3-14-24. -Age: 17. -Diagnoses: Schizophrenia Unspecified, Unspecified Anxiety Disorder, Post Traumatic Stress Disorder, Gender Dysphoria, Attention Deficit Hyperactivity Disorder, Circadian Rhythm Sleep Disorder.</p> <p>Review on 4-29-24 of staff #1's record revealed: -Date of hire: 1-16-24. -A signed job description for Direct Care Staff, dated 1-16-24. -Certificates for the following training: National Crisis Intervention Plus (NCI+ Restrictive) (1-16-24), Client Rights (January 2024), and De-escalation training (January 2024).</p> <p>Interview on 4-29-24 with client #2 revealed: -"He (client #3) was being disrespectful to staff (cursing at staff and not listening to what staff was telling him to do)." -Did not witness staff #1 put her hands on client #3.</p> <p>Interview and observation on 4-26-24 at approximately 3:45 pm with client #3 revealed:</p>	V 512		

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V 512	<p>Continued From page 2</p> <p>- "I've been here (facility) 2 maybe 3 weeks. It's not going good. There is a lot of harassment, constant bullying from both clients and staff."</p> <p>- "I got into a fight yesterday (4-25-24) with a staff (staff #1) and another client (client #2)."</p> <p>- Client #3 had went to the bathroom at approximately 6 am on the morning of 4-25-24.</p> <p>- "I walked back in my room (bedroom) after I went to use the bathroom. I had on those shoes."</p> <p>- Pointed to a white pair of hard plastic slide-in type shoes on the floor in his bedroom.</p> <p>- "Instead of taking my shoes off, I kicked them off my feet and they hit the dresser and made a loud thump. [Staff #1] was in the front of the house (facility) in the kitchen. She yelled across the house, 'You're gonna wake everyone up, clean your room.'"</p> <p>- "I yelled back (at staff #1). I admit it was in my smart mouth way. 'If anybody is going to wake everybody up it will be you with your yelling.'"</p> <p>- "Then she (staff #1) came and stood in my doorway, and she was just looking at me. I asked her, 'why are you just standing there looking at me?' And she said 'I'm just doing my job.'"</p> <p>- "She (staff #1) walked back down the hall and brought one of the chairs from the kitchen and she aggressively slides it down the hall. Then she sits there and just watches me."</p> <p>- "I was putting my music on (putting on her headphones for her electronic music device), she (staff #1) looks at me and she said 'why aren't you cleaning your room like I told you?' I said, because I'm putting on my music. I started cleaning my dresser. She's looking at me while I'm cleaning. I'm standing in front of my dresser just moving things around (on the dresser). It may not look like I'm doing anything but I'm taking my time rearranging my dresser."</p> <p>- "She (staff #1) is still looking at me and I turn around and look at her looking at me and I said,</p>	V 512		

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V 512	<p>Continued From page 3</p> <p>'WHAT?' She (staff #1) said, 'I'm trying to figure out why you are not cleaning your room.'</p> <p>- "I don't like to be stared at, it makes me nervous. It (being stared at) makes my anxiety come out. So I go to shut my door (bedroom door) and she jumps up and shoves her leg in the door to keep me from shutting the door and she said, 'you messed with the wrong one today.'</p> <p>- "I'm telling her, 'please leave me alone, just leave (from bedroom). I don't want to hurt you.'</p> <p>- "We start pushing on the door back and forth. She (staff #1) said, 'I will take the door off the hinges if I need to.'</p> <p>- "We are still struggling with the door, pushing it back and forth. At that point we were both pushing it at the same time and the door broke. It broke inward (door splintered in towards client #3) and my fingers got caught (in the broken door). She (staff #1) pushes the door off the hinges and the door falls to the floor so I picked up the door and brought it to the middle of the room (bedroom) and dropped it on the floor."</p> <p>- Staff #2 entered the bedroom to intervene in the altercation.</p> <p>- "[Staff #2] got in between me and [Staff #1]. I told her (staff #2) to move, she said, 'No I'm not moving.' [Staff #1] and me were yelling at each other. I called her (staff #1) 'a old hag,' she said 'your grandmama is an old hag.'</p> <p>- "I called her a 'b***h,' she called me a 'b***h.' I said, 'you old b**h, you are annoying, no one likes you.' She said 'you're (client #3) the b***h.'</p> <p>- "I called her 'an old hag' again and she (staff #1) said, 'why don't you run (hit) to your old hag (repeated this twice).' I asked her, 'are you talking about my grandma?'"</p> <p>- "I started crying. [Staff #2] had moved to the left side of her (staff #1). I started yelling at [staff #1], 'you do not know who you are messing with.' She (staff #1) pulled at her pants, like she was</p>	V 512		

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V 512	<p>Continued From page 4</p> <p>squaring off (getting into a fight stance) and said, 'you messed with the wrong one today.' Then she (staff #1) said something, I don't remember what she said, but it triggered me. I punched her in her cheek. I was aiming for her eye. I thought I had punched her in her eye but later I heard her telling [Staff #2] I hit her on her cheek."</p> <p>-"You know how a cat, when it gets ready to fight, it's claws will come out? That's what happened she did her hands like this. Client #3 demonstrated staff #1's hands in a clawing position with staff #1's hands up in front of her and her fingers bent as if they were claws.</p> <p>-"Then she (staff #1) came at my face. She hit me in my face."</p> <p>-Observed a red scratch on client #3's right check approximately 1 1/2 to 2 inches long and a smaller scratch on the same check approximately 1/2 inches long.</p> <p>-"[Staff #2] was standing there, she (staff #2) did not try to intervene. I punched her (staff #1) again in her face. [Staff #2] pushes [Staff #1] out the room and she (staff #1) goes to the front of the house (facility)."</p> <p>-"I walked down the hallway and I yelled to [Staff #1], 'I'm sorry [Staff #1], I didn't want to hit you, I didn't want to hurt you but you scared me.' She (staff #1) didn't respond."</p> <p>-"I'm still in shock. I'm still crying. I was sorry I hit her. I didn't want to go to jail."</p> <p>-"[Client #2 and Staff #1] were talking in the kitchen. I heard [staff #1] laughing. I put my pants and shoes on and got my bag. Me and [Client #1] go outside. We talk for 5 to 10 minutes. She (client #1) is trying to calm me down.</p> <p>-"I'm trying to apologize to [Staff #1] but she's like 'you better get out my space. I recommend you get out of my space before I do something. I'm not afraid to go to that house (prison). I want you</p>	V 512		

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V 512	<p>Continued From page 5</p> <p>to talk to those other boys at your school that I work with, they are real boys and you just a wanna be.' I didn't say anything else to her (staff #1). I went back to my room and got ready to go to school."</p> <p>Interview on 5-8-24 with Staff #1 revealed: -Has worked at the facility since the facility opened in January 2024. -"[Client #3] woke up around 5:45 am-6 am (4-25-24). She used the bathroom and went back to her room. She was dysregulated (in a bad mood) from the night before." -"Since it was about time to get up anyway I asked her to go ahead and clean up her room and get ready to go to school." -"I was checking on her, looking in on her (in her room) to see if she was cleaning her room. Around 6:15 am/6:30 am, I came down the hall to check on her again and she (client #3) still had not done nothing. She was still in the same place she was the last time I checked on her." -"I never screamed at her or yelled at her. I just asked her why she wasn't cleaning her room. She started yelling, 'why you keep coming to my door, why you standing in my door?'" -"I never raised my voice. I was trying to process with her and get her to calm down. I said, 'I'm only doing my job.'" -"She (client #3) walks to the door, grabs it and pulled it off the hinges, like she was the Incredible Hulk and slung it to the floor." -"I stepped into her room, but not all the way in the room just inside the door a little bit. She (client #3) was cursing me out, calling me all kinds of 'b****s' and, I don't know what else, yelling and screaming (at staff #1)." -"I don't cuss at the kids (clients). I never touched her, never restrained her. I just processed with her."</p>	V 512		

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V 512	<p>Continued From page 6</p> <p>- "I let her cuss and scream and yell and all I said was, 'still, I need you to do what I asked (clean her room).'"</p> <p>- "She (client #3) walked up on me an swung at me. She hit me on the cheek."</p> <p>- "She (client #3) started apologizing, 'I'm sorry [staff #1], I'm sorry,' but then she would go right back to cussing and yelling."</p> <p>- Denied saying 'oh no, you got the right one.' "No ma'am, I just tried to process with her, I kept telling her, 'baby, it's ok. You are going to be ok.'"</p> <p>- Denied calling client #3 a 'b***h.' "She called me a 'b***h,' several times, but no ma'am I never called her a b***h."</p> <p>- Denied calling client #3's grandmother an old hag. "No ma'am."</p> <p>- Denied threatening client #3 by stating you better ask those boys you go to school with about me.</p> <p>- "A few days before this happened, she (client #3) and I were talking. There was nothing going on, we were having a good day. She was telling me about a kid she went to school with and I told her I worked on my other job (at another facility) with that kid. That conversation had nothing to do with what was going on that morning (4-25-24) that conversation happened days before that incident (4-25-24)."</p> <p>Interview and observation on 4-29-24 at approximately 12:45 pm with staff #2 revealed:</p> <p>- "[Client #3] woke up approximately 5:45 am (4-25-24). Me and [staff #1] were working."</p> <p>- "[Client #3] is aware of the facility rules (clients must ask to enter and exit each room). [Client #3] walked out of the bathroom without asking (if she could come out of the bathroom). [Staff #1] said 'hey [Client #3], did you forget something?' [Client #3] replied with something smart (can't remember what was said). [Staff #1] interrupted her (client #3), 'ok [Client #3] I'm gonna need you</p>	V 512		

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V 512	<p>Continued From page 7</p> <p>to go to your room and start cleaning it up, make up your bed, get your floor clean and make sure your dressers are clean.'</p> <p>-"She (client #3) basically said no she wasn't doing it. [Staff #1] got off the couch went to the desk and pulled the desk chair down the hall in front of [client #3's] room to sit in front of [client #3's] door."</p> <p>-"There was a conversation (between staff #1 and client #3), I didn't hear all of the conversation. [Client #3] said, 'why are you sitting there (in her doorway), you don't have to sit there.'"</p> <p>-Client #3 "told [Staff #1] to get away from her door."</p> <p>-"[Staff #1] said, 'No I'm doing my job. I'm making sure you are doing what you are suppose to do.'"</p> <p>-"[Staff #1] was sitting in the door, not in the room, in the hallway just in front of [client #3's] room. She (staff #1) had her foot propped on the door frame."</p> <p>-Staff #2 demonstrated staff #1's foot resting on the inside of the bottom of the door frame of client #3's bedroom door.</p> <p>-"[Client #3] did not appear to be doing anything (was not cleaning her room). She (client #3) came over to the door and attempted to close the door with [staff #1's] foot in the door. I'm not sure if her (staff #1's) foot was caught in the door, I don't think it was."</p> <p>-"[Staff #1] jumped up and put her hands on the door to keep [client #3] from closing the door. [Client #3] jerked the door off the frame and threw it on the floor."</p> <p>-"I ran down the hall when I saw and heard what was going on. By the time I got to the room [staff #1 and client #3] were in in the middle of the room. I did not see anything physical."</p> <p>-"I did not see [staff #1] hit [client #3] or put her hands on her in anyway."</p> <p>-"[Staff #1] was saying [staff #2] 'I didn't hit her, I</p>	V 512		

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V 512	<p>Continued From page 8</p> <p>didn't hit her."</p> <p>"Like I said I didn't see anything physical going on. By the time I got to the room they (client #3 and staff #1) were going at it (verbally arguing). [Staff #1] was saying 'OK you got the right one, you got the right one.' That's when it starts to go left (things get out of control)."</p> <p>"They are arguing and cussing each other out. [Client #3] is calling [staff #1] a 'b***h,' [staff #1] calls her (client #3) one (a b***h) back"</p> <p>"I'm like, (thinking to myself), come on now, you (staff #1) are the adult here. I tell [client #3] I need you to go sit down, she (client #3) is still calling people (staff) 'b*****s.' [Client #3] told [Staff #1] she would beat her a**, she would break her bones. She (client #3) called her (staff #1) an old hag, [staff #1] said 'no your grandma is a old hag.'"</p> <p>"I was finally able to get [staff #1] out of the room and down the hallway."</p> <p>"[Client #3 and Staff #1] were still back and forth.</p> <p>"I called [Qualified Professional/QP] got her on the phone to let her know what was going on."</p> <p>"Did not notice client #3's face being scratched..."</p> <p>"It was so much happening at the same time...I didn't notice her face (client #3) until everything had sort of calmed down..."</p> <p>"[Staff #1] was in the house she was still upset, [client #3] came back in the house, I heard [staff #1] tell her to get out of her face.' She (staff #1) told her 'you better ask them other boys (client's at another facility staff #1 worked with) who I am.'"</p> <p>Interview on 4-25-24, 4-29-24, 4-30-24 with the QP revealed:</p> <p>"At first, [Client #3] refused to talk about it (altercation). Later (4-27-24), [Client #3] told me that [Staff #1] had hit her. She said she hit [Staff #1] first and [Staff #1] hit her back."</p>	V 512		

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V 512	<p>Continued From page 9</p> <p>-"[Staff #2], did say that there was some inappropriate language, [Staff #1] did use inappropriate language towards [Client #3]."</p> <p>-"I interviewed the other clients, well [client #2], [client #1] refused to be interviewed. I interviewed staff #2, nobody saw anything physical. Nobody actually saw [Staff #1] hit [Client #3]."</p> <p>-Completed the facility's internal investigation and unsubstantiated the allegation due to lack of evidence. "No one witnessed any physical contact with [staff #1 and client #3]. So I didn't have any thing I felt I could substantiate. [Staff #2] did say that [staff #1] used some inappropriate language with [client #3]. We gave her a coaching note for that (inappropriate language.) And I'm going to be working with her over the next few weeks, doing some retraining on appropriate client interaction."</p> <p>-Interview on 5-17-24 with the Executive Director (ED) revealed:</p> <p>-Was not aware that another staff (staff #2) witnessed and verified inappropriate interaction between staff #1 and client #3.</p> <p>-"I don't tolerate that, (abuse/neglect) in my homes (facilities). "[QP] we need for her (staff #1) to be gone she can't work here after that (being inappropriate with client #3)."</p> <p>Review on 5-17-24 of the facility's first plan of protection signed and dated on 5-17-24 by the QP revealed:</p> <p>-"What immediate action will the facility take to ensure the safety of the consumers in your care? To ensure the safety of all consumers, the administrative staff decided to terminate [Staff #1] immediately. The program and executive director will hold a staff meeting followed by a training of appropriate staff to consumer communication,</p>	V 512		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601576</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/21/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>DREAMS AND VISION, LLC DBC NEW VISIONS</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3430 DALECREST DRIVE CHARLOTTE, NC 28269</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 512	<p>Continued From page 10</p> <p>effective de-escalation, and the importance of harm, abuse, neglect, and exploitation of children. The program director will focus on the ramifications of not upholding the expectations of keeping children safe within the facility. The administration staff will continue to provide ongoing weekly supervision to all staff. Describe your plans to make sure the above happens.</p> <p>The executive and program director will meet with staff weekly over the next 30 days. During weekly groups, the qualified professional will continue to provide opportunities for all consumers to discuss their concerns or any issues they have regarding staff and other consumers."</p> <p>Review on 5-21-24 of the amended plan of protection signed and dated on 5-17-24 by the QP revealed:</p> <p>"To ensure the safety of all consumers, the administrative staff decided to terminate [Staff #1] immediately. The program and executive director will hold a staff meeting followed by a training of appropriate staff to consumer communication, effective de-escalation, and the importance of harm, abuse, neglect, and exploitation of children on Wednesday May 22nd. The program director will focus on the ramifications of not upholding the expectations of keeping children safe within the facility. The administration staff will continue to provide ongoing weekly supervision to all staff. The administrative staff terminated [Staff #1] on 5/17/2024 due to the finding after a thorough investigation."</p> <p>Client #3 was 17 years old and had diagnoses that include Schizophrenia, Anxiety Disorder, Post Traumatic Stress Disorder, Gender Dysphoria, Attention Deficit Hyperactivity Disorder, and Circadian Rhythm Sleep Disorder.</p>	V 512		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601576</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/21/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>DREAMS AND VISION, LLC DBC NEW VISIONS</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3430 DALECREST DRIVE CHARLOTTE, NC 28269</b>
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V 512	<p>Continued From page 11</p> <p>On the morning of 4-25-24 staff #1 directed client #3 to clean her room before going to school. Staff #1 dragged a chair down the hallway and placed it in front of client #3's bedroom door and proceeded to watch the client as she was cleaning in her room. When a physical struggle between client #3 and staff #1 resulted in the bedroom door being torn from its hinges and ending up in the floor. Staff #1 entered client #3's bedroom and a verbal altercation involving name calling and cursing took place until Staff # 2 intervened and removed Staff #1 from the bedroom. During the incident Client #1 reported hitting Staff #1 on her cheek. Client #3 had a red scratch approximately 1 1/2 inches long and a small 1/2 scratch on her cheek. This deficiency constitutes a Type A1 rule violation for serious abuse and must be corrected within 23 days.</p>	V 512		