

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL063-100	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/02/2024
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NAME OF PROVIDER OR SUPPLIER JACKSON SPRINGS TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 778 HOFFMAN ROAD WEST END, NC 27376
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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 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on July 2, 2024. The complaint was substantiated (intake #NC00217912). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment for Children and Adolescents.</p> <p>This facility is licensed for 12 and has a current census of 7. The survey sample consisted of audits of 3 current clients, 1 former client.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and 	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(7) clinical skills.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews one of three audited staff (#1) failed to demonstrate the knowledge, skills, and abilities required for the population served. The findings are:</p> <p>Review on 6/25/24 of the facility's personnel records revealed:</p> <p>Staff #1 -Date of hire was 10/4/20 -Hired as a Residential Mentor</p> <p>Review on 6/25/24 of client #1's record revealed: -Admission date of 2/2/24 -Diagnoses of Conduct Disorder, Attention Deficit Hyperactivity Disorder, and Posttraumatic Stress Disorder -Supervision document dated 4/29/24- "[Executive Director] and [Staff #1] discussed issues as it relates to interacting inappropriately with a client. [Executive Director] addressed with [Staff #1] talking about client's mom. [Executive Director] made [Staff #1] aware that we are here to support the clients and not traumatize them in any way."</p> <p>Interview on 6/26/24 with client #1 revealed:</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>-"[Staff #1] will play around with the kids that want to be played with." -"Its not horseplay just showing brotherly love." -"[Staff #1] have slipped up and apologize for saying a curse word and that happened very little." -"[Staff #1] was not being rude or cursing." -"I missed joking with [staff #1] it was a playful thing."</p> <p>Interview on 7/1/24 with staff #2 revealed: -"[Staff #1] has did some horseplay with the clients." -"[Staff #1] will put them in a bear hug for a few seconds." -"I heard of [staff #1] slipping and saying a curse work in front of the clients." -"This might of have happened maybe twice in the last several months."</p> <p>Interview on 7/1/24 with the Registered Nurse (RN) revealed: -"I heard [staff #1] cursing around the clients but not toward them." -"This happens very rarely." -"[Staff #1] has been seen horseplay with the kids." -"[Staff #1] would put his arms around them in a playful manner not in a harmful way."</p> <p>Interview on 6/27/24 with staff #1 revealed: -"I was not going back and forth with [client #1] talking about each other's mother." -"I did not curse nor did i hear any staff curse in front of the [client #1]."</p> <p>Interview on 6/25/24 with the Executive Director revealed: -"I witnessed on one occasion [staff #1] joking with [client #1] talking about each other's</p>	V 110		

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V 110	Continued From page 3 mothers." -[Client #1] would ask [staff #1] to joke with [client #1] every morning about each other's mother." -"I met with [staff #1] and told [staff #1] to stop joking with [client #1] and had no other issues with them joking." -"I gave [staff #1] a verbal warning for inappropriate conversation with [client #1]."	V 110		