

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-857	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/24/2024
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NAME OF PROVIDER OR SUPPLIER FRESH START HOME FOR CHILDREN	STREET ADDRESS, CITY, STATE, ZIP CODE 1929 MURRYHILL ROAD GREENSBORO, NC 27403
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on July 24, 2024. A deficiency was 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 4 and has a current census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(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.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present</p>	V 296		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 296	<p>Continued From page 1</p> <p>and both shall be awake for five through eight children or adolescents; and</p> <p>(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.</p> <p>(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.</p> <p>(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 observations, record reviews and interviews, the facility failed to ensure two direct care staff were present, the minimum number required, when clients were present and awake in the facility, for 3 of 3 clients (#1, #2 and #3). The findings are:</p> <p>Observations on 7/22/24 from 9:17am to 10:25am of the facility revealed: -The Associate Professional (AP) was alone on first shift with clients #1, #2 and #3 present. -At 10:25am, the Qualified Professional (QP) arrived at the facility.</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>Review on 7/22/24 of client #1's record revealed: -An admission date of 12/28/23 -Diagnoses of Conduct Disorder, Disruptive Mood Dysregulation Disorder, Attention Deficit Hyperactivity Disorder (ADHD), Combined Type, and Other Specified Anxiety Disorder -Age 16 -An assessment dated 12/4/23 noted "stated her daily life is a work in process considering she's trying to learn how to follow and not be disrespectful, stated that she never had to question her safety due to the environment she's in and people around her, stated that she has a great social life and that she loves socializing with people, stated that in the community settings she wants to follow expectations and rules accordingly, stated that she's food at advocating for herself, but sometimes advocating for herself comes off as rude, needs to comply with rules and expectations in the home and the school, develop appropriate ways of expressing feels and emotions and will refrain from using substances, and given her persistent disrespectful behavior towards her foster parent, coupled with an ongoing display of negative conduct and an evident lack of progress towards her established goals, it is becoming increasingly apparent that a change in placement may be necessary, her psychosocial stressors are deeply rooted in her traumatic past, characterized by a pervasive sense of mistrust with adults and this history of mistrust has become a significant barrier to her ability to form healthy relationships and comply with rules imposed by authority figures." -An updated treatment plan dated 5/20/24 noted "will decrease anger and/or aggressive behaviors against others by learning to talk with others or use skills to fix problems, will improve her personal hygiene and cleanliness by completing</p>	V 296		

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V 296	<p>Continued From page 3</p> <p>at least 1-3 chores a day."</p> <p>Review on 7/22/24 of client #2's record revealed: -An admission date of 6/16/23 -Diagnoses of Adjustment Disorder with Depression, Unspecified Trauma and Stressors, and ADHD by History -Age 12 -An assessment dated 6/16/23 noted "would like to work on her attitude, would like to accomplish graduating from high school, her strengths are her socialization skills, athleticism and her sense of fashion, her obstacles include her attitude, her sense of sarcasm and her derogatory language, needs to comply with rules and expectations in the home and in school, needs to develop appropriate ways to express her feelings and emotions, will refrain from using substances, entered Department of Social Services (DSS) custody in March 2022, for sexual abuse by dad, parental rights were terminated in August 2023, is impulsive and oppositional, has ongoing issues with boundaries, expressing emotions, avoidance, low self-esteem, irritation, worry and sadness." -An updated treatment plan dated 5/29/24 noted "will comply with rules and expectations in the home by completing chores, completing school assignments, homework and in the community, will follow the rules at least twice a week in the home, will complete with rules and directives in the home and school with no more than 2 prompts, will respect her authority figures by not ignoring adults when being spoken to and develop additional coping skills instead of shutting down when angry or frustrated."</p> <p>Review on 7/22/24 of client #3's record revealed: -An admission date of 3/6/24 -Diagnoses of Major Depressive Disorder and</p>	V 296		

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V 296	<p>Continued From page 4</p> <p>Adjustment Disorder With Mixed Disturbance of Emotions and Conduct -Age 15 -An admission assessment dated 3/6/24 noted "is currently enrolled in high school and has a goal of graduating and then going to college to further her education, would like to be more independent, would like to learn new skills to find safety and security independently, previously lived with her grandparents, is currently receiving medication management, likes to make choices for herself, and is working toward knowing when she should ask for help, wants to continue working on setting healthy boundaries and improving her communication with others, -An updated treatment plan dated 5/30/24 noted "will appropriately express feelings, wants and needs appropriately, will identify and practice healthy problem solving skills with peers, staff and family, will manage feelings of impulsivity and practice learned coping skills for self-control, will demonstrate the ability to take responsibility for actions and accept consequences of undesirable behaviors, will comply with the rules and expectations of the program, participate in therapeutic activities, appointments, meetings and put forth a reasonable efforts to improve the ability to control behavior and improve relationships with authority figures, peers, and guardian and will put forth effort to improve upon treatment goals, will treat peers with respect in every day-to-day action, and will attend traditional in person school when in session."</p> <p>Interview on 7/22/24 with client #1 revealed: -"There is one staff in the mornings and 2 staff in the afternoons and at night one staff at 11 pm ...it has always been one staff in the mornings, but it is only during summer hours."</p>	V 296		

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V 296	<p>Continued From page 5</p> <p>Interview on 7/22/24 with client #2 revealed: -"First shift, during the summer, there is just one here. On second shift, there are two staff and at night, there is only 1 staff present."</p> <p>Interview on 7/22/24 with client #3 revealed: -"There's only one staff on first shift. There are 2 during the afternoon and on the weekends. On third shift, there is only 1 staff that works here."</p> <p>Interview on 7/24/24 with staff #1 revealed: -Shift was 3pm to 11pm (second) -"There is typically just one staff on duty when I come in to work on second shift. The schedule varies and depends. It will be two people for the clients and what activities are done for the day and depends on how many clients we have." -"When I leave my shift, there is only 1 staff that comes on for 3rd shift."</p> <p>Interview on 7/24/24 with staff #2 revealed: -Worked 2nd shift at the facility "and that's from 3pm to 11pm." -"There is only one staff on duty when I come in. There's only 1 staff at night when I get off (11pm). I know for 3rd shift there is supposed to be only one (staff at work) and with first shift, it varies depending on how many kids we have..."</p> <p>Interview on 7/22/24 with the AP revealed: -There was not a second staff on duty on 7/22/24 -"It's only me today." -"[The QP] is on her way to the facility."</p> <p>Further interview on 7/22/24 with the AP revealed: -During the summer hours, when the clients were not in school, only 1 staff worked on first shift (7am to 3pm) and on third shift (11pm to 7am). -The AP was responsible for the staff schedule -Was aware the facility was to have 2 staff on</p>	V 296		

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V 296	<p>Continued From page 6</p> <p>each shift.</p> <p>Interview on 7/22/24 with the QP revealed: -The facility had three shifts: first shift was from 7am to 3pm, second shift was from 3pm to 11pm is second shift and third shift was 11pm to 7am. -During the school break for the summer, only one staff worked on first and third shifts. -Was aware the facility was to have 2 staff on each shift. -"We are short staff. We are still trying to hire staff for all the shifts." -The AP was responsible for making the staffs' schedules. -[The Director/Owner (D/O)] had reached out to social media, put ads in the newspapers and outsourced on hiring sites to get additional staff for the facility. Right now, we have 2 people in the pool (of candidates to hire) and we are waiting for the training to start."</p>	V 296		