

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-443	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/20/2024
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NAME OF PROVIDER OR SUPPLIER ELIADA TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 882 ELIADA HOME ROAD ASHEVILLE, NC 28806
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 9/20/24. The complaint was substantiated (NC#00222112). 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 8 and currently has a census of 7. 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>	V 296		

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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>(2) two direct care staff shall be present 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 record reviews and interviews, the facility failed to have the minimum number of direct care staff required when children or adolescents are present and awake. The findings are:</p> <p>Review on 9/19/24 of incident report dated 9/15/24 regarding Client #4 revealed: -"Incident type: Consumer behavior-self injury." -" ...leaving the weight barn with the rest of the cottage, she (Client #4) emptied her pockets of items such as sticks and broken plastic ...upon</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>attempting to enter the cottage,[Client #4] would not hand anything over to staff and could not commit to being safe in the cottage, so she stayed in the courtyard with staff ...when a code occurred in another cottage, [Client #4] sat with staff and peers in the courtyard, during which time she was not self-harming. After [Client #4] spent a substantial amount of time in the courtyard conversing with staff and peers, she stated that she was ready to transition back into the cottage. Staff informed [Client #4] that we could transition back inside as soon as she handed over whatever she had been hiding ...Shortly after trying to get [Client #4] to give up what she had been hiding, she stood up and started walking away from the cottage. Staff followed [Client #4] ...and called a code 1 for additional staff to respond ...staff followed [Client #4] ...to the edge of Eliada's property ...[Client #4] and peer stayed outside despite staff prompts ..."</p> <p>Interview on 9/20/24 with Client #1 revealed: -Had been there 6 days short of 3 months. -3 staff worked. "If they (staff) get called to other cottages we have to stay in common area." -He had just returned Sunday (9/15/24) afternoon when Client #4 ran. "There were only a few kids in the cottage. One staff 'sat central'. We hadn't eaten yet and had to stand near the kitchen so they could see us."</p> <p>Interview on 9/20/24 with Client #2 revealed: -"Code 1 means need extra staff to come to our cottage." -"Kids run in opposite directions ...other staff come help follow kids." -"I ran once, stayed on campus. Staff followed me, let me breathe then tried to talk to me." -"5 second rule ...we have 5 seconds to drop everything and go into our rooms so extra staff</p>	V 296		

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V 296	<p>Continued From page 3</p> <p>can go with the person that ran and so we stay safe ...had 1 staff left with us for about an hour ...we all stayed in the common area so staff could keep an eye on us ...I think this was Sunday (9/15/24). Had just gotten back from physical activity block around 5pm; dinner had to wait; staff made us a little snack and we had to stand around the kitchen. I went to bed right after."</p> <p>Interview on 9/20/24 with Client #3 revealed: -Had been there since July 10. -Usually had 3-4 cottage staff ...3 staff on weekends. -"Sometimes 1 staff; sitting central when kids run." -"Last weekend had 1 staff from end of activity to bedtime ...[Client #4] and [Client #5] ran together; don't know where they went." -"[Staff #3] stayed with us."</p> <p>Interview on 9/20/24 with Staff #3 revealed: -Worked Sunday to Wednesday but picked up extra shifts. -Usually had 3 staff on the floor and 1 support staff. -On Sunday 9/15/24, "1 student (Client #4) ran; 2 staff were with her, 1 student was off task (not sticking to schedule) in the courtyard. Both students refused to comply." -"I had one other staff member with me in the cottage, can't remember who." -"I was alone with them about 45 minutes; 3-4 students. We watched TV; they were all calm; had a snack and [other cottage staff] came over to prepare dinner." -"Never left alone with kids in the cottage; never happened before in my 6 months here."</p> <p>Interview on 9/20/24 with the Executive Director revealed:</p>	V 296		

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V 296	Continued From page 4 -"We guard against having inappropriate staffing and take it pretty seriously."	V 296		