

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL042-087	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/30/2024
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NAME OF PROVIDER OR SUPPLIER FAMILY ADVANTAGE, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 289 WADE ROAD SCOTLAND NECK, NC 27874
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on September 30, 2024. The complaint was unsubstantiated (Intake # NC00219358). 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 4 and has a current census of 3. The survey sample consisted of audits of 2 current clients and 1 former client.</p>	V 000		
V 105	<p>27G .0201 (A) (1-7) Governing Body Policies</p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(1) delegation of management authority for the operation of the facility and services;</p> <p>(2) criteria for admission;</p> <p>(3) criteria for discharge;</p> <p>(4) admission assessments, including:</p> <p>(A) who will perform the assessment; and</p> <p>(B) time frames for completing assessment.</p> <p>(5) client record management, including:</p> <p>(A) persons authorized to document;</p> <p>(B) transporting records;</p> <p>(C) safeguard of records against loss, tampering, defacement or use by unauthorized persons;</p> <p>(D) assurance of record accessibility to authorized users at all times; and</p> <p>(E) assurance of confidentiality of records.</p> <p>(6) screenings, which shall include:</p> <p>(A) an assessment of the individual's presenting problem or need;</p> <p>(B) an assessment of whether or not the facility</p>	V 105		

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

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V 105	<p>Continued From page 1</p> <p>can provide services to address the individual's needs; and</p> <p>(C) the disposition, including referrals and recommendations;</p> <p>(7) quality assurance and quality improvement activities, including:</p> <p>(A) composition and activities of a quality assurance and quality improvement committee;</p> <p>(B) written quality assurance and quality improvement plan;</p> <p>(C) methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services;</p> <p>(D) professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service;</p> <p>(E) strategies for improving client care;</p> <p>(F) review of staff qualifications and a determination made to grant treatment/habilitation privileges:</p> <p>(G) review of all fatalities of active clients who were being served in area-operated or contracted residential programs at the time of death;</p> <p>(H) adoption of standards that assure operational and programmatic performance meeting applicable standards of practice. For this purpose, "applicable standards of practice" means a level of competence established with reference to the prevailing and accepted methods, and the degree of knowledge, skill and care exercised by other practitioners in the field;</p>	V 105		

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V 105	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to implement their search and seizure policy. The findings are:</p> <p>Review on 9/16/24 of the facility's records revealed:</p> <ul style="list-style-type: none"> - A Search & Seizure Policy dated 11/17/20: "Staff may search a client or the client's private space if they have reasonable cause to believe that policy or facility rule has been broken...Situations justifying a search may include, but are not necessarily limited to the following:...suspected of drug use..." <p>Interview on 9/11/24 client #1 reported:</p> <ul style="list-style-type: none"> - Client #3 & former client (FC) #4 vaped marijuana pens - He could tell client #3 & FC #4 were high because they had "lazy eyes" - The staff could tell client #3 & FC #4 were high - Staff searched FC #4 and checked the clients' book bags <p>Interview on 9/11/24 client #3 reported:</p> <ul style="list-style-type: none"> - Got drugs from FC #4 but he couldn't recall when - FC #4 admitted to getting the drugs from a friend - Staff saw FC #4 high in the facility and they took him outside to talk about it - Don't know if FC #4 was searched <p>Attempted interviews on 9/20/24 & 9/26/24 with</p>	V 105		

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V 105	<p>Continued From page 3</p> <p>FC #4 were unsuccessful because FC #4 was admitted in a hospital and phone calls were restricted without prior approval from the hospital clinician. Attempted contact on 9/20/24 & 9/26/24 with the hospital clinician were unsuccessful because the hospital clinician didn't return any phone calls prior to the exit of the survey.</p> <p>Interview on 9/19/24 FC #4's guardian reported:</p> <ul style="list-style-type: none"> - FC #4 didn't have a history of drug use - FC #4 smoked vape pens but didn't do drugs - Didn't know if the vape pens FC #4 smoked contained marijuana or tobacco <p>Interview on 9/27/24 staff #1 reported:</p> <ul style="list-style-type: none"> - Staff were not allowed to search clients - Staff could only ask clients about contraband and then call the police - Suspected FC #4 was using drugs "the entire time he was there (in the facility)" - She confiscated contraband items that she saw clients with - She confiscated vape pens from FC #4 "every other week" - She confiscated both marijuana and tobacco vape pens from FC #4 - FC #4 never smelled like marijuana but he appeared under the influence - FC #4 would lie about his drug use when questioned by staff <p>Interview on 9/11/24 staff #2 reported:</p> <ul style="list-style-type: none"> - FC #4 was "under the influence...looked high & his eyes were red" a few times last year (2023) & this year (2024) - She called the Qualified Professional (QP) and completed an incident report when she saw FC #4 high - Didn't conduct a search because staff "can't just say we have suspicion and search 	V 105		

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V 105	<p>Continued From page 4</p> <p>clients...that's client rights"</p> <ul style="list-style-type: none"> - Staff could confiscate items if they saw the client with it <p>Interview on 9/6/24 the QP reported:</p> <ul style="list-style-type: none"> - He suspected client #3 & FC #4 were using drugs - Staff caught client #3 & FC #4 with vape pens and threw them away - Staff "usually just talk to them (client #3 & FC #4) about drug use - Staff could ask the clients about drugs but couldn't search them <p>Interviews on 9/6/24 & 9/30/24 the Licensee reported:</p> <ul style="list-style-type: none"> - Suspected FC #4 had drugs and was using drugs in the facility - Suspected FC #4 shared drugs with client #3 - Staff could search clients as long as the clients was there and the client's guardian gave consent - Instructed staff to not conduct searches - Instructed staff to call the police to search clients <p>)</p>	V 105		
V 298	<p>27G .1706 Residential Tx. Child/Adol - Operations</p> <p>10A NCAC 27G .1706 OPERATIONS</p> <p>(a) Each facility shall serve no more than a total of 12 children and adolescents.</p> <p>(b) Family members or other legally responsible</p>	V 298		

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V 298	<p>Continued From page 5</p> <p>persons shall be involved in development of plans in order to assure a smooth transition to a less restrictive setting.</p> <p>(c) The residential treatment staff secure facility shall coordinate with the local education agency to ensure that the child's educational needs are met as identified in the child's education plan and the treatment plan. Most of the children will be able to attend school; for others, the facility will coordinate services across settings such as alternative learning programs, day treatment, or a job placement.</p> <p>(d) Psychiatric consultation shall be available as needed for each child or adolescent.</p> <p>(e) If an adolescent has his 18th birthday while receiving treatment in the facility, he may remain for six months or until the end of the state fiscal year, whichever is longer.</p> <p>(f) Each child or adolescent shall be entitled to age-appropriate personal belongings unless such entitlement is counter-indicated in the treatment plan.</p> <p>(g) Each facility shall operate 24 hours per day, seven days per week, and each day of the year.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to coordinate with other professionals to meet the needs of 1 of 1 former client (FC #4). The findings are:</p> <p>Review on 9/6/24 of FC #4's record revealed:</p> <ul style="list-style-type: none"> - Admitted 8/2/24 & discharged 8/26/24 - Diagnoses of Major Depressive Disorder - Recurrent Severe with Psychosis, Generalized 	V 298		
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V 298	<p>Continued From page 6</p> <p>Anxiety Disorder & Attention-Deficit/Hyperactivity Disorder combined type</p> <p>Interview on 9/11/24 the Local Management Entity/Managed Care Organization (LME/MCO) representative reported:</p> <ul style="list-style-type: none"> - The Licensee reported that he suspected FC #4 was getting drugs from his mother during home visits - She informed the Licensee to contact child protective services (CPS) on 8/30/24 - She followed up with the Licensee the next day (8/31/24) and the Licensee stated that he didn't contact CPS - She spoke with the Licensee again and the Licensee "showed hesitation" about contacting CPS - Didn't know if the Licensee contacted CPS for FC #4 <p>Interviews on 9/6/24 & 9/30/24 the Licensee reported:</p> <ul style="list-style-type: none"> - He suspected FC #4 was "getting drugs from his mother's house" - He confronted FC #4's mother and she became "upset about the accusation" - FC #4 had a history of drug use and the LME/MCO representative knew about FC #4's drug use - Was advised by the LME/MCO representative to contact CPS to report FC #4's mother - Didn't contact CPS because he "didn't have concrete evidence that [FC #4] got drugs from his mother" & "didn't want the hassle" 	V 298		