

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601482 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED R 08/28/2024 |
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| NAME OF PROVIDER OR SUPPLIER CHRIST CHURCH COTTAGE THOMPSON CHILD & FA | STREET ADDRESS, CITY, STATE, ZIP CODE 6722 ST PETERS LANE MATTHEWS, NC 28105 |
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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 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>A follow up survey was completed on 8/28/24. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1800 Intensive Residential Treatment for Children or Adolescents.</p> <p>This facility is licensed for 9 and has a current census of 8. The survey sample consisted of audits of 3 current clients.</p> | V 000 | | |
| V 118 | <p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the</p> | V 118 | <p>Correction:</p> <p>Nurse Supervisor emailed all nurses on 8/22/24 reiterating the fact that nurses can not cross out a client's name and rewrite another client's name/info on the medicine packet. All nurses replied that they received and acknowledged the email. Nurse Supervisor conducted a meeting for all nurses on 8/29/24 to review proper documentation.</p> <p>Prevention: Nurse Supervisor will continue conducting weekly medication checks, comparing clients' MARS to medication packs. RCS staff and Residential Supervisor will be informed of any training needs identified by this process.</p> <p>Monitoring: Nurse Supervisor will conduct weekly medication checks to verify that all medications are correctly matched to each client.</p> | <p>8/29/24</p> <p>9/27/24</p> <p>Ongoing</p> |

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| Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Hannah Dunham, Chief Performance & Quality Officer 9/23/2024 | TITLE (X6) DATE |
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| V 118 | <p>Continued From page 1</p> <p>drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interviews, the facility failed to ensure medications were administered on the written order of a physician affecting 1 or 3 audited clients (#1). The findings are:</p> <p>Review on 8/22/24 of Client #1 record revealed: - Admission date 7/22/24; - Age 16; - Diagnoses Disruptive Mood Dysregulation Disorder; Post Traumatic Stress Disorder; Attention Deficit Hyperactivity Disorder; combined type, Restless Leg Syndrome; - Physician Order Hydroxyzine Pamoate (anxiety) 25mg (milligrams), Take 1 capsule by mouth three times daily PRN (as needed), 7/22/24.</p> <p>Observation on 8/22/24 of Client #1's medication revealed: - Bubble pack label for Hydroxyzine Pamoate 25mg, Take 1 capsule by mouth three times daily; - Seven items (name, filled date, prescribing doctor ...) blacked out with black ink on the label; - Orange label with Client #1's first name, last name initial and PRN written in black ink.</p> <p>Review on 8/22/24 of Client #1's MARs for July</p> | V 118 | | |

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| V 118 | <p>Continued From page 2</p> <p>22, 2024- August 22, 2024 revealed:</p> <ul style="list-style-type: none"> - Handwritten MAR with no month identified on MAR; - Medication listed on MAR "Hydroxyzine 25 mg by mouth three times daily as needed for anxiety/PRN"; - An "X" through the 1st- 3rd; - Hydroxyzine 25 mg was administered the 4th-6th; - Hydroxyzine 25 mg was administered on the 11th and 12th. <p>Review on 8/22/24 of an email from the Quality Improvement Specialist revealed:</p> <ul style="list-style-type: none"> - "Unfortunate [Registered Nurse] is not sure which nurse it was. She has already sent an email to all nurses about NEVER doing that. No one has claimed responsibility." <p>Interview on 8/21/24 with Client #1 revealed:</p> <ul style="list-style-type: none"> - Received medications daily. <p>Interview on 8/22/24 with the Registered Nurse revealed:</p> <ul style="list-style-type: none"> - "That should not be in there;" - Planned a training with the nurses this week; - "I have told the nurses they can not do that (give clients other clients medication);" - Clients had standing order from admissions for Hydroxyzine Pamoate and Hydroxyzine HCL, both are 25mg, for anxiety; - "Unable to tell if he received all of the meds taken from this packet or if he came in with some and they used up the one he had already;" - Was unable to identify the nurse who put the medication in the medication box. <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p> | V 118 | | |

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| V 736 | Continued From page 3 | V 736 | | |
| V 736 | <p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observations, reviews and interviews the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observations on 8/22/24 at approximately 10:28am of the facility revealed:</p> <ul style="list-style-type: none"> - Common area and hallway: <ul style="list-style-type: none"> - Orange chair with 3 tears ranging in size of approximately 1.5 inches to 1 foot long and .5 inches to 2.5 inches wide; - Orange chair with approximately 10 holes ranging in size of approximately .5 inches to 5.5 inches; - Orange chair with 2 tears ranging in size of approximately .5 inches to 1.5 inches long; - Numerous spots on the walls had peeled paint, ranging in size of a dime to 8 inches long and 5 inches to 8 inches wide; - Numerous white painted spots on the wall, ranging in size 1 inch to 3 feet long and 1 inch to 1.5 feet wide; - Dining room: <ul style="list-style-type: none"> - Dining room door dirty (stains) and with paint peeling along the edge of the door approximately 1 foot long and several spots of peeled paint approximately a dime size; - Brown substance on the ceiling around the light fixture covering approximately 2 inches to 2 feet long; | V 736 | <p>Correction: New furniture was delivered to all CSP cottages on 9/4/24. The maintenance department re-painted Christ Church cottage the week of 9/9/24. The brown substance was cleaned the week of 9/8/24 and the painting of the spot will be completed by 9/23/24</p> <p>Prevention: RCS staff will continue to submit help desk tickets for any maintenance related issues in the cottage. Residential Supervisor/Coach will follow-up on tickets to ensure they get completed. Monthly, Residential Supervisor will complete and submit the facility checklist to CFO (Chief Facility Officer). RCS staff will conduct daily bedroom walk-throughs to ensure no writing on the walls. Clients are no longer able to have writing utensils in their bedrooms.</p> <p>Monitoring: PQI will continue to perform monthly cottage walk-throughs, documenting any maintenance related issues that need to be addressed.</p> | <p>9/23/24</p> <p>9/23/24</p> <p>Ongoing</p> |

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| V 736 | <p>Continued From page 4</p> <ul style="list-style-type: none"> - Window seal filled with spider webs and dead bugs; - Bedroom #1: <ul style="list-style-type: none"> - Peeled paint about 2 feet long and 1 foot wide; - Writing on the ceiling "Drippy Jot;" - Bedroom #2: <ul style="list-style-type: none"> - Drawing of a cross symbol in red marker on the ceiling above the shelf was written in red, "LIL Slougher was here" with a picture of a dripping arrow head; - Bedroom #5: <ul style="list-style-type: none"> - Hole in the wall approximately the size of a quarter; - Armoire had several missing wooden panels and writing across the top of the armoire; - Bedroom #6: <ul style="list-style-type: none"> - Writing on the wall "TFK, FNaf", writing on the ceiling "You" " B***h" along with white paint covering some of the letters and drawings on the ceiling; - Armoire had several missing wooden panels missing; - Bedroom #7: <ul style="list-style-type: none"> - Brown substance at the top of wall and on ceiling; - Bedroom #9: <ul style="list-style-type: none"> - Hole in ceiling approximately 3 inches long and 1.5 inches wide. <p>Interview on 8/21/24 with Client #2 revealed: - "Maybe a few writings on the wall, some in room but it was there before I got there."</p> <p>Interview on 8/21/24 with Client #3 revealed: - Writing was on the wall in bedroom.</p> <p>Interview on 8/21/23 with Client #6 revealed: - There was "some writing" on wall in bedroom.</p> | V 736 | | |

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| V 736 | <p>Continued From page 5</p> <p>Interview on 8/21/24 and 8/22/24 with Staff # 2 revealed:</p> <ul style="list-style-type: none"> - "I think there is one hole in the wall, I think they are working on it today or tomorrow." - "They (maintenance) cleaned the wall about a week ago, some minor stuff but no graffiti." - "The furniture had peeling but they (administrative staff) have put in order for new furniture." - "I put in new work orders to make sure maintenance is aware of what needs to be done in the cottage." <p>Interview on 8/27/24 with the Residential Supervisor revealed:</p> <ul style="list-style-type: none"> - "Waiting on the furniture for the cottages that was ordered months ago." - Was told by maintenance "that maybe because the entire campus ordered furniture and for all of the bedrooms as well, the reason for delay." <p>Interview on 8/21/24 and 8/22/24 with the Quality Improvement Specialist (QIS) revealed:</p> <ul style="list-style-type: none"> - Orders were placed for new furniture in the cottage; - "Believed cottage had been painted." - Would verify the work orders and send via email. <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p> | V 736 | | |