

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601553	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/03/2025
NAME OF PROVIDER OR SUPPLIER NEXT LEVEL FAMILY SOLUTIONS, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 11128 OLDE ENGLISH DRIVE CHARLOTTE, NC 28216		
(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>An annual and complaint survey was completed on 1-3-25. The complaint was unsubstantiated (#NC0022359). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600B Supervised Living for Minors with a Developmental Disability.</p> <p>This facility is licensed for 3 cand currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000	<p>RECEIVED JAN 13 2025 DHSR-MH Licensure Sect</p>	
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes.</p> <p>(b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies.</p> <p>(d) Each facility shall have a first aid kit accessible for use.</p>	V 114		<p>Fire and disaster drills will be conducted monthly at least one time per shift (weekdays 7am-3pm, 3pm-11pm & 11pm-7am) and (weekends 7am-7pm & 7pm-7am) per month. NFLS will put in place a policy that fire and disaster drills are completed by the 25th of each month. Fire and disaster drills will be reviewed on a monthly basis by QP and/or Director to ensure compliance of policy.</p>

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Agatha Lee

TITLE

Director

(X6) DATE **01-08-25**

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V 114	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure that fire and disaster drills were held at least quarterly on each shift. The findings are:</p> <p>Interview on 1-3-25 with the Director revealed: -During the week there are three shifts, 7am-3pm, 3pm-11pm, and 11pm-7am. -On the weekends the shifts were 7am-7pm and 7pm-7am.</p> <p>Record review on 1-3-25 revealed: -No third shift fire drill for the first quarter of 2024. -No fire drills on second or third shift for the third quarter of 2024. -No first or second shift fire drill for the fourth quarter of 2024. -No disaster drills for the third or fourth quarter for 2024.</p> <p>Clients #1 and #2 could not be interviewed due to both being non verbal.</p> <p>Interview on 1-3-25 with the Director revealed: -She would ensure that going forward, all drills would be completed and documented appropriately.</p>	V 114			
V 513	<p>27E .0101 Client Rights - Least Restrictive Alternative</p> <p>10A NCAC 27E .0101 LEAST RESTRICTIVE ALTERNATIVE</p> <p>(a) Each facility shall provide services/supports</p>	V 513			

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V 513	<p>Continued From page 2</p> <p>that promote a safe and respectful environment. These include:</p> <p>(1) using the least restrictive and most appropriate settings and methods;</p> <p>(2) promoting coping and engagement skills that are alternatives to injurious behavior to self or others;</p> <p>(3) providing choices of activities meaningful to the clients served/supported; and</p> <p>(4) sharing of control over decisions with the client/legally responsible person and staff.</p> <p>(b) The use of a restrictive intervention procedure designed to reduce a behavior shall always be accompanied by actions designed to insure dignity and respect during and after the intervention. These include:</p> <p>(1) using the intervention as a last resort; and</p> <p>(2) employing the intervention by people trained in its use.</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review the facility failed to provide the least restrictive and most appropriate setting effecting 2 of 2 clients (Client #1 and Client #2). The findings are:</p> <p>Review on 1-3-25 of Client #1's record revealed:</p> <ul style="list-style-type: none"> -Admitted 2-9-24. -10 years old. -Diagnoses of Down Syndrome and Autism. -No documented reason for her having the refrigerator, kitchen cabinets, of her dresser drawers locked. 	V 513	<p>All locking systems have been removed from the refrigerator, drawers and cabinets. Ongoing supervision of this will be monitored by QP and/or Director.</p>	3-3-25

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V 513	<p>Continued From page 3</p> <p>Review on 1-3-25 of Client #2's record revealed:</p> <ul style="list-style-type: none"> -Admitted 8-12-24. -16 years old. -Diagnoses of Autism and Intellectual Developmental Disability. -No documented reason for her having the refrigerator and kitchen cabinets locked. <p>Observation on 1-3-25 at approximately 1:00pm revealed:</p> <ul style="list-style-type: none"> -Refrigerator in the kitchen with plastic locking system on it and the refrigerator was locked -Several cabinets in the kitchen had plastic locking system on them and they were locked. -Client #1's bedroom, both dressers had plastic locking system on the drawers and both of the dressers were locked. <p>Client #1 and Client #2 were unable to be interviewed due to both clients being nonverbal.</p> <p>Interview on 1-3-25 with the Director revealed:</p> <ul style="list-style-type: none"> -The locks were placed for another client that no longer lived at the facility. -That client would sometimes empty her drawers and put the items on the floor. -That client would also go into the kitchen cabinets. -She would make sure the locks were taken off of the dresser, refrigerator, and the cabinets. 	V 513			