

Division of Health Service Regulation

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 05/24/2024
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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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 5/24/24. Two complaints were substantiated (Intake #NC00214681, NC00215173). Three complaints were unsubstantiated (Intake #NC00216223, NC00216381, NC00216383). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1800 Intensive Residential Treatment for Children and Adolescents.</p> <p>The facility is licensed for 9 and currently has a census of 8. The survey sample consisted of audits of 1 current client and 4 former clients.</p> <p>This survey originally closed on 4/23/24 but was reopened on 5/21/24 due to additional complaints.</p> <p>This Statement of Deficiencies was amended on 2/3/25 based on the Settlement Agreement dated 1/27/25 that stipulated rescission of Notice of Type A1 Violation and Associated Administrative Penalty.</p> <p>Following the survey and imposition of the Administrative Penalty, Christ Church Cottage Thompson Child & Family Focus submitted additional mitigating information regarding the Type A1 Violation which was not produced or made available prior to the completion of the survey on May 24, 2024, or the imposition of the Administrative Penalty on June 17, 2024.</p> <p>Based on the additional mitigating information, the Type A1 Violation of Rule 10A NCAC 27D .0304 Protection from Harm Abuse, Neglect or Exploitation (V512) and associated Administrative</p>	V 000		

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

TITLE

(X6) DATE

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V 000	Continued From page 1 Penalty has been rescinded.	V 000		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (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.	V 118		

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V 118	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to administer medications as prescribed and failed to keep the MARs current affecting 1 current client (Client #1). The findings are:</p> <p>Review on 4/15/24 of Client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission 3/12/24; - Age 15; - Diagnoses: Oppositional Defiant Disorder (ODD), Moderate; Unspecified Attention Deficit Hyperactivity Disorder(ADHD); Unspecified Trauma-and Stressor-Related Disorder; Childhood-Onset Fluency Disorder; - Physician's Order dated 3/12/24 Guanfacine (ADHD) 3 milligrams (mg), take 1 tablet by mouth daily; Vitamin D (supplement) 50 micrograms (mcg), take 1 capsule by mouth every morning; Fluticasone Spray (allergies) 50mcg, Use 1 spray in each nostril every morning; Docusate Sodium (constipation) Capsule 100mg, take 1 capsule by mouth every morning; Sertraline (mood stabilizer) 50mg, take 1 tablet by mouth every morning. <p>Review on 4/15/24 of Client #1's MARs for March 2024-April 2024 revealed:</p> <ul style="list-style-type: none"> - No documentation of medication administration for the following medication on 3/30/24 and 4/6/24 for Guanfacine 3mg, take 1 tablet by mouth daily; Vitamin D 50mcg, take 1 capsule by mouth every morning; Fluticasone Spray 50mcg, Use 1 spray in each nostril every morning; Docusate Sodium capsule 100mg, take 1 capsule by mouth every morning; Sertraline 50mg, take 1 tablet by mouth every morning. 	V 118		

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V 118	<p>Continued From page 3</p> <p>Review on 4/16/24 of the facility's timesheets for March 30, 2024 and April 6 2024 revealed:</p> <ul style="list-style-type: none"> - Staff #3 and Staff #4 worked together on the morning of March 30, 2024; - Staff #4 and Staff #17 worked together on the morning of April 6, 2024. <p>Interview on 4/12/24 with Client #1 revealed:</p> <ul style="list-style-type: none"> - Could not identify if he ever missed any medication. <p>Interview on 4/15/26 with Staff #3 revealed:</p> <ul style="list-style-type: none"> - Worked 1st shift with Staff #4 on March 30, 2024; - Have not received medication administration; - Do not administer medications; - Not aware of who administered medications on March 30, 2024; - "Normally when I come in, I start doing breakfast, so the other person who is normally med trained give out the meds(medication)." <p>Interview on 4/16/24 with Staff #4 revealed:</p> <ul style="list-style-type: none"> - Worked 1st shift with Staff #3 on March 30, 2024; - On March 30, 2024, "I don't know who gave out medication." - Do not administer medications; - On April 6, 2024, "I don't know who gave out the medications." - " It is usually a third shift staff stays over and administer medications because they know I'm unable." <p>Interview on 4/17/24 with Staff #17 revealed:</p> <ul style="list-style-type: none"> - Worked on April 6, 2024; - Worked with Staff #4; - "I can't remember who passed out medications." <p>Interview on 4/17/24 with the Registered Nurse</p>	V 118		

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V 118	Continued From page 4 revealed: - Staff were responsible for administering medications; - Nursing reviewed MARs; - Unaware of the missing signature on the MARs. Interview on 4/17/24 with the Program Supervisor revealed: - Unaware of missing signature on MARs; - Nursing unit was in charge of medication; - Nursing reviewed the MARs - "Not everyone is med (medication) certified"; - Had to call staff from other cottages to come and administer medications; - Sent a list to the registered nurse of everyone who needed medication administration; - Registered nurse goes over medications with staff for new intakes.	V 118		
V 305	27G .1805 Intensive Res. Tx. Child/ Adol - Operations 10A NCAC 27G .1805 OPERATIONS (a) Each facility shall serve no more than 12 children or adolescents. (b) Family members or other legally responsible persons shall be involved in development of plans in order to assure a smooth transition to a less restrictive setting. (c) Educational services within the facility shall be arranged and designed to maintain the educational and intellectual development of the child or adolescent. Treatment staff shall coordinate with the local education agency to ensure that the child or adolescent's educational needs are met as identified in the education plan. (d) Psychiatric consultation shall be available as needed for each child or adolescent. (e) If an adolescent has his 18th birthday while	V 305		

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V 305	<p>Continued From page 5</p> <p>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 interviews and record reviews, the facility failed to ensure educational services were made available to meet the clients' needs. The findings are:</p> <p>Review on 4/15/24 of Client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission 3/12/24. - Age 15. - Diagnoses Oppositional Defiant Disorder, Moderate; Unspecified Attention Deficit Hyperactivity Disorder (ADHD); Unspecified Trauma-and Stressor-Related Disorder; Childhood-Onset Fluency Disorder. - No development and coordination with the Local Education Agency (LEA) to address the educational and intellectual needs. <p>Review on 4/15/24 of Former Client #7's record revealed:</p> <ul style="list-style-type: none"> - Admission 1/17/24. - Discharge 3/13/24. - Age 17. - Diagnoses Oppositional Defiant Disorder, Reaction to Stress, Unspecified, Disruptive Mood 	V 305		

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V 305	<p>Continued From page 6</p> <p>Dysregulation Disorder, Other Psychoactive Substance dependence, ADHD.</p> <ul style="list-style-type: none"> - No development and coordination with the LEA to address the educational and intellectual needs. <p>Review on 4/15/24 of Former Client #8's record revealed:</p> <ul style="list-style-type: none"> - Admission 1/19/24. - Discharge 3/11/24. - Age 16. - Diagnoses Oppositional Defiant Disorder, Conduct Disorder, Adjustment Disorder with Mixed Disturbance of Emotions and Conduct, Other Reactions to Severe Stress. - No development and coordination with the LEA to address the educational and intellectual needs. <p>Review on of Former Client #9's record revealed:</p> <ul style="list-style-type: none"> - Admission 4/22/24. - Discharge 4/26/24. - Age 16. - Diagnoses Oppositional Defiant Disorder, ADHD, Anxiety Disorder, Unspecified, Mild Intellectual Disability. - No developement and coordination with the LEA to address the educational and intellectual needs. <p>Review on 4/16/24 of emails from the Quality Improvement Specialist dated 4/16/24 to the Division of Health Service Regulation (DHSR) Surveyor revealed:</p> <ul style="list-style-type: none"> - "CSP (Crisis Short Term Programs) (Intensive Residential Treatment for Children or Adolescents) does not require school for clients. However, staff do GED (General Education Diploma) prep (preparation) with the older clients and they also have access to [Educational Curriculum]." - "As far as education components, CSP is not receiving any educational programming at this 	V 305		

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V 305	<p>Continued From page 7</p> <p>time. In the past, they (clients) had access to [Educational Curriculum], but that has changed. If you are not familiar with [Educational Curriculum] just let me know and I can send something."</p> <p>Review on 4/18/24 of an email from the Quality Improvement Specialist dated 4/18/24 to the DHSR Surveyor revealed:</p> <ul style="list-style-type: none"> - "As for the education piece, CSP has "school" on their daily schedule, but it's not a formal program that they (facility) use. They do worksheets, GED prep, etc. I was under the impression they (clients) had access to [Educational Curriculum], but they don't." <p>Review on 5/21/24 of an email from the Quality Improvement Specialist dated 5/21/24 to the DHSR Surveyor revealed:</p> <ul style="list-style-type: none"> - No Educational Coordinator in place since 11/16/23. <p>Review on 4/18/24 of the facility's CSP Schedule revealed:</p> <ul style="list-style-type: none"> - "School" listed Monday-Thursday from 4:00pm-5:00pm. <p>Interview on 4/23/24 with Client #1 revealed:</p> <ul style="list-style-type: none"> - No school for CSP. - "When we (clients) have our groups, we do worksheets (hygiene, stress, math and reading)." <p>Interview on 4/23/24 with Client #2 revealed:</p> <ul style="list-style-type: none"> - "Don't do schoolwork." <p>Interview on 4/23/24 with Client #4 revealed:</p> <ul style="list-style-type: none"> - "No schoolwork." - "We do like group," "no math, spelling or social studies." 	V 305		

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V 305	<p>Continued From page 8</p> <p>Interview on 4/23/24 with Client #5 revealed:</p> <ul style="list-style-type: none"> - Completed schoolwork "sometimes during group." - "Some kindergarten stuff, math, reading, no science." <p>Interview on 4/23/24 with Client #6 revealed:</p> <ul style="list-style-type: none"> - "No school, that's for the long-term people (clients there longer than 45 days). [Program Supervisor] told me that." - "Yesterday did a worksheet on hygiene. We haven't done any (worksheets) on math, science or anything like that." <p>Interview on 4/17/24 with Former Client #7 revealed:</p> <ul style="list-style-type: none"> - "We didn't have school." <p>Interview on 4/18/24 with Former Client #8 revealed:</p> <ul style="list-style-type: none"> - "There was no school." <p>Interview on 4/23/24 with Former Client #9 revealed:</p> <ul style="list-style-type: none"> - No schoolwork; - "Last time I was here was a year ago. Prior to that, a year and 6 months ago. No schooling then." - "Over the 3 times I been here, never had any schooling." <p>Interview on 4/16/24 with Staff #1 revealed:</p> <ul style="list-style-type: none"> - "Education is not so much what they are focused on because the program (Intensive Residential Treatment for Children or Adolescents) is so short." - "We (staff) go through GED programs with them (clients)." - "They stopped [Educational Curriculum] program because the clients were not doing what 	V 305		

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V 305	<p>Continued From page 9</p> <p>they were supposed to do under staff supervision."</p> <p>Interview on 4/22/24 with Staff #2 revealed:</p> <ul style="list-style-type: none"> - "They (clients) don't have school but we have groups that are educational based from math to critical thinking." - "Up to staff to do education component." - "We had folders and work that we would do with the kids (clients) while the education person was employed." - "No legal guardian has ever said anything to me about an education program." - "Honestly speaking when you talk to kids, they don't be worried about that, some worry about it, some don't, some don't want to participate in classroom setting." <p>Interview on 4/15/24 with Staff #5 revealed:</p> <ul style="list-style-type: none"> - "We come up with our own stuff, math, science, coping skills." <p>Interview on 5/22/24 with Staff #17 revealed:</p> <ul style="list-style-type: none"> - "We used to do groups with quote of the day, math, English, different worksheets, documentary and reflection." - When started, "there was no educational program, they (clients) had no education at all, they (management) said they had laptops (educational use) downstairs." - "They never told me nothing about education when I started." <p>Interview on 5/22/24 with the Legal Guardian of Client #4 revealed:</p> <ul style="list-style-type: none"> - "I was blankly told that they don't have anything educationally for him (client #4) and they could not provide transportation." - "They don't transport clients to school." - "They don't have anyone assigned to facility 	V 305		

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V 305	<p>Continued From page 10</p> <p>from school system to teach the clients."</p> <ul style="list-style-type: none"> - Tried to get school in place for client #4 but due to "forms not being completed in timely manner by medical physician and therapist," client #4 now had to complete some worksheets and turn them in for a grade with local school. <p>Interview on 5/23/24 with the Legal Guardian of Client #3 revealed:</p> <ul style="list-style-type: none"> - "I was told there was no education component, they just do groups." <p>Interview on 4/17/24 and 5/22/24 with the Program Supervisor revealed:</p> <ul style="list-style-type: none"> - No educational curriculum when started in February 2023. - "When I first came, they had a program (educational) in each cottage and it was, some of them (clients) did this and some did that (educational program), but there was no structure." - "Only PRTF (Psychiatric Residentail Treatment Facility) had formal education, then we got [Educational Curriculum] and honestly to this day I still don't know what [Educational Curriculum] is." - Former Educational Coordinator "was gone" (no longer employed with agency) on planned date to learn about educational curriculum. - "We don't have formal education but we try to put something together (for clients)." - Clients "feel like they are here (facility) and they are falling behind." - "We don't know how they are doing (academically) or how much school they missed before they got here, so I said let me put something together." - "I'm beating myself up every day trying to find something for them (clients) to do. We (staff) are pulling up things the night before, again no 	V 305		

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V 305	<p>Continued From page 11</p> <p>structure."</p> <ul style="list-style-type: none"> - Former Educational Coordinator "would drop off packets for the clients in the morning," "some education is better than no education." - Former Educational Coordinator met with the Program Director weekly and was aware there was no educational curriculum; - "Started in February 2023 and yes, by June 2023 it (no educational curriculum) was brought up in the weekly tactical meeting." <p>Interview on 5/21/24 with the Program Director revealed:</p> <ul style="list-style-type: none"> - "There were no educational services when started position in April 2022." - Purchased an educational curriculum around May or June of 2022. - Implementation of the educational curriculum was not good. - Unaware when the educational curriculum had stopped being used. - There was a lot of transition on campus and focus was on the PRTF with coordinating with DPI (Department of Public Instruction) and the school. - Contract was not renewed for the CSP program due to the firing of the educational coordinator. - Recently found out there was no educational curriculum being used. - "[Educational Curriculum] should have been in place in August 2023." - "Program Supervisor] was always saying I got it (educational curriculum), but not to say we don't have nothing and maybe she wasn't fully aware of the requirements (educational requirements)." - Unaware what was told to the legal guardian about the education component of the program by the Admissions Supervisor. - A lot of the time they are not enrolled in school and don't have "educational information" when 	V 305		

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V 305	<p>Continued From page 12</p> <p>they come to the facility.</p> <ul style="list-style-type: none"> - "Schools don't want to work with us, like our kids don't matter." - "We get kids from all over and the problem is that some of their schools don't want to coordinate virtual services." <p>Interview on 5/21/24 with the Admissions Supervisor revealed:</p> <ul style="list-style-type: none"> - Completed referral process for the crisis program. - "If I got questions at intake about education ..., I would usually say yes there was an educational component, but I didn't know." <p>Interview on 5/21/24 with the Chief Performance Quality Officer revealed:</p> <ul style="list-style-type: none"> - Was aware of educational rules for the CSP program. - "I can't answer how long we have been without an educational program because I was not aware that we did not have an education program." - Don't know specifically what guardians were told about the educational component upon enrollment. - "A lot of them (clients) are not in school or may be homeless." - Some clients haven't been in school for months prior to coming to facility. - "Getting student records and documentation has been difficult." - Unsure why [Educational Curriculum] was stopped as an online resource. <p>Review on 4/23/24 of the facility's Plan of Protection dated 4/23/24 and completed by the Quality Improvement Specialist revealed:</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care?</p> <p>1. Effective 4/23/24, Program Supervisor will</p>	V 305		

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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 05/24/2024
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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V 305	<p>Continued From page 13</p> <p>send an email out to all Christ Church staff that clients will begin utilizing an educational program. The education plan will be reviewed at the next staff meeting on May 1, 2024.</p> <p>2. Program Supervisor will review active Christ Church client's records to inspect for educational records. For those missing educational records, the Program Supervisor will ensure by 4/27/24 all educational records have been requested for active Christ Church clients.</p> <p>3. By 5/7/24 the clients will be enrolled in the educational program.</p> <p>Describe your plans to make sure the above happens. Program Supervisor will provide documented evidence that the email was sent to staff. Read receipts will be requested to ensure staff have read the email."</p> <p>The facility served clients with diagnoses of Oppositional Defiant Disorder, Conduct Disorder, Attention Deficit Hyperactivity Disorder and Disruptive Mood Dysregulation Disorder ranging in age 12-17 years old. At a minimum of a year there has been no formal education provided to the clients to help maintain the client's educational and intellectual development. There was no coordination with the local education agency regarding educational support for the clients.</p> <p>This deficiency constitutes a Type B rule violation which is detrimental to the health, safety and welfare of the clients and must be corrected within 45 days.</p>	V 305		

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V 736	Continued From page 14	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 4/12/24 at approximately 2:07pm of the facility revealed:</p> <ul style="list-style-type: none"> - Common area: <ul style="list-style-type: none"> - Orange chair with 3 tears ranging in size of approximately 1.5 inches to 3.5 inches long and .5 inches to 1.5 inches wide; - Orange chair with approximately 10 holes ranging in size of approximately .5 inches to 1.5 inches; - 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; - 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; - Red and brown substance splattered on the ceiling around the light fixture covering approximately 2 feet long and 2 feet wide; - Window seal filled with spider webs, dead bugs and trash - Bedroom #1 <ul style="list-style-type: none"> - On the right side of the wall leading into the room just above the baseboard and below the electrical socket an area approximately 6 to 8 	V 736		

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V 736	<p>Continued From page 15</p> <p>inches in length and 4 to 5 inches wide missing paint exposing the wooden wall;</p> <ul style="list-style-type: none"> - 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; - Bathroom- the sink bowl was stained with a black substance (around the sink drain and on several spots on the sink), toilet paper holder was missing; -Bedroom #5 bathroom- <ul style="list-style-type: none"> - Writing on the wall "LL Da Guys , free the Guys", "SMM 45"; - 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; - Bathroom #7 <ul style="list-style-type: none"> - Bulb need replacement. <p>Interview on 4/12/24 with Client #1 revealed:</p> <ul style="list-style-type: none"> - Mold was on the light fixture in the dining room; - "That light (light fixture in dining room) don't even work." - Stains were on ceiling since admission (3/12/24); - Window seals were dirty upon admission. <p>Interview on 4/12/14 with the Quality Improvement Specialist (QIS) revealed:</p> <ul style="list-style-type: none"> - Clients continuously write and peel the paint off the walls; - Stated that staff had put in a work order for the cottage to be painted. - Would verify the work order and send via email - "If there are any other work orders I will send them to you as well." 	V 736		

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