

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL058-050	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 01/30/2025
NAME OF PROVIDER OR SUPPLIER NEW BEGINNINGS WITH LOVE INC ADULT FA			STREET ADDRESS, CITY, STATE, ZIP CODE 121 HARRIS STREET WILLIAMSTON, NC 27892		
(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 limited follow up survey for the standard level deficiencies was completed on 1/30/25. This was a limited follow up survey, only 10A NCAC 27G .0202 Personnel Requirements (V108), 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V112), 10A NCAC 27G .0303 Location and Exterior Requirements (V736) were reviewed for compliance. The following were brought back into compliance: 10A NCAC 27G .0202 Personnel Requirements (V108), 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V112), 10A NCAC 27G .0303 Location and Exterior Requirements (V736). The following was not reviewed for compliance due to a service category change: 10A NCAC 27G .5603 Supervised Living - Operations (V291). 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 4 and has a current census of 3. The survey sample consisted of audits of 2 current and 1 former client.</p>	V 000	<p>New Beginnings with Love will ensure that daily allotted snacks are available in the common area while maintaining the security and management of the remaining snack supplies.</p> <p>Firstly, we will review current snack allotment practices and identify any issues or inconsistencies in the current distribution and storage process. We will conduct a training session for staff on proper snack allotment and storage procedures while also emphasizing the importance of adhering to the new system to be sure to provide while preventing overuse of snacks. We will designate a specific time each day for staff to replenish the daily allotment of snacks in the two-shelf basket, ensuring they are easily accessible to residents.</p> <p>In addition to the two-shelf basket being accessible to clients the remaining snacks will be locked in the pantry due to the knives, utensils and sharp objects being housed in the pantry. A key will be provided for authorized personnel only, ensuring controlled access to the snack supply.</p> <p>To help the Client learn how to eat snack in moderation Specific, measurable and achievable goals will be added to their treatment plan that will also teach the clients about Healthy eating habits, portion control, and the nutritional value of various Snacks.</p>		
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 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</p>	V 513			

Division of Health Service Regulation

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

TITLE

(X6) DATE

STATE FORM

6899

50W011

If continuation sheet 1 of 3

Betty Wilkins Director/CEO 2-17-25

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V 513	<p>Continued From page 1</p> <p>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, record review and interview, the facility failed to ensure the least restrictive and most appropriate settings and methods were used. The findings are:</p> <p>Observation on 1/29/25 at approximately 12:15pm revealed:</p> <ul style="list-style-type: none"> - key lock doorknob on the pantry door where the snacks and dry foods were kept - the Director used a key to unlock the pantry - oatmeal, potato chips, peanut butter, fruit cups, and canned vegetables were in the pantry - no snacks or dry foods were out and accessible to the clients <p>Interview on 1/30/25 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - the pantry had been locked since she could remember, "since I started" 	V 513	<p>This plan will be evaluated by the Director, QP and AP by conducting daily checks to ensure the plan is being followed correctly. We will Evaluate the effectiveness by observations and feedback from staff and clients. We will also Inform all residents about the new snack allotment system ensuring that there are clear communication channels between staff and residents regarding any changes or updates.</p> <p>By following this plan, we can ensure a fair and efficient snack allotment system while keeping the remaining snacks secure.</p>		

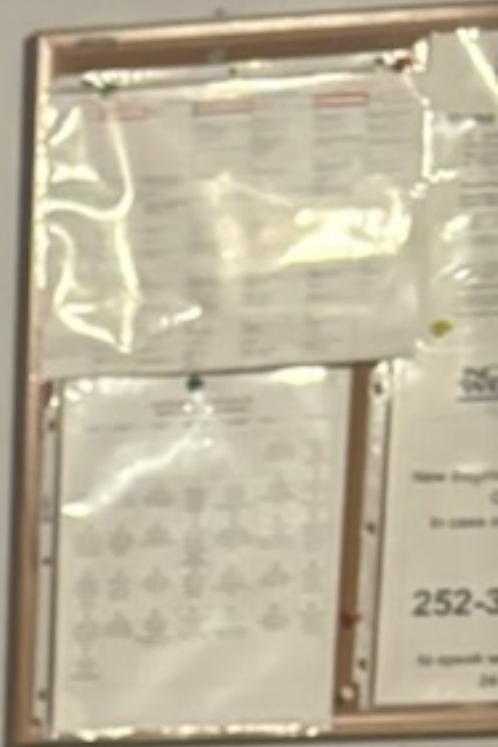
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V 513	<p>Continued From page 2</p> <ul style="list-style-type: none"> - she was told that residents would sneak food to take in their rooms when they were not allowed to eat in their rooms - the clients would leave the trash or food under their beds - there were designated times for snacks - sometimes the clients did ask for snacks outside of the snack times and sometimes "we will give them snacks outside of the snack times" - sometimes they wouldn't give snacks outside of snack times because they had a lot of snacks with a lot of sugar and if the clients ate too much, their behaviors would increase <p>Interview on 1/29/25 & 1/30/25 the Director reported:</p> <ul style="list-style-type: none"> - that if she didn't keep the pantry locked, the clients would eat all the food - "I have always had a lock on the pantry since I opened the facility" - the clients had to ask for a snack and staff would unlock the pantry and get it for them - that one night, staff put a bag of oranges out on the counter, and all of the oranges ended up in a clients room - "if you don't have any control over the food, they will walk by and grab it all" - the kids would get up all hours of the night and eat food if it out - she would speak with the QP to come up with a solution to leave some food items accessible for the clients 	V 513			



FOR YOURSELF
NEW LISTEN TO THE VOICE

The time is always right to do what you can





121 Harris Street · Williamston, NC 27892
252-792-3737 (office) 252-827-0595 (fax)
Cell: 252-314-8732

February 17, 2025

[REDACTED]
Facility Compliance Consultant I
Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

Re: Annual Survey completed 1/30/25
New Beginnings with Love, Inc.
121 Harris Street
Williamston, NC 27892
MHL-058-050

Dear Ms. [REDACTED]:

Many thanks for the courtesy and professionalism you demonstrated during our annual survey. It was very much appreciated.

Attached is NBWL Plan of Correction (POC), along with a photo of the plan. If you have any questions, please advise.

Sincerely

Betty Wilkins, Director/President
New Beginnings with Love, Inc.
121 Harris Street
Williamston, NC 27892

Attachments