

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-371	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/10/2025
NAME OF PROVIDER OR SUPPLIER AUBREY'S SAFE HAVEN		STREET ADDRESS, CITY, STATE, ZIP CODE 837 LYNHAVEN DRIVE GASTONIA, NC 28052		
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 4-10-25. The complaint was substantiated (Intake #NC00228352). 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 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p> <p>(3) analytical skills;</p> <p>(4) decision-making;</p> <p>(5) interpersonal skills;</p> <p>(6) communication skills; and</p>	V 110		

Division of Health Service Regulation

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

TITLE

(X6) DATE

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V 110	<p>Continued From page 1</p> <p>(7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews 1 of 5 audited staff (Executive Director/ED) failed to demonstrate the knowledge, skill and abilities required for the population served. The findings are:</p> <p>Review on 4-4-25 of client #1's record revealed: -Date of admission: 1-9-25. -Age: 17 years. -Diagnoses: Disruptive Mood Dysregulation Disorder (DMDD); Post-Traumatic Stress Disorder.</p> <p>Review on 3-7-25 of client #3's record revealed: -Date of admission: 3-14-25, -Age: 16 years. -Diagnoses: DMDD; Attention Deficit Hyperactivity Disorder; Bi-Polar II; Major Depressive Disorder; Type 1 Diabetes.</p> <p>Review on 3-9-25 of the ED's record revealed: -Date of hire: 8-9-22. -Job description dated 1-1-22. -Meets requirements for a para-professional.</p> <p>Interview on 3-7-25 with client #1 and #3's school principal revealed:</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>- "We (school staff) have had ongoing communication issues with them (facility). Not just with this student (client #1), we have had issues with other students (client #3) and even going back to the previous school year."</p> <p>- On 3-7-25, client #1 attempted to self harm by stabbing herself in her arm and attempted to tie a belt around her neck.</p> <p>- "She (client #1) had a ink pen in one hand and a belt in the other hand. She was threatening to stab herself and at one point she put the belt around her neck and she threatened to harm others (teacher and students) who tried to help her "</p> <p>- At approximately 9am the principal attempted to contact facility staff but no one answered the facility phone and the ED did not return messages left on her cell phone.</p> <p>- After 2 unsuccessful attempts to reach facility staff the principal called client #1's Department of Social Services (DSS) guardian and advised the guardian of client #1's behaviors (self-harm, suicidal ideation and threats to harm other). She was advised by the guardian to send client #1 to the hospital.</p> <p>- Emergency Medical Technicians (EMT's) were called to assist client #1.</p> <p>- "The school was still legally responsible for the student (client #1) so I went to the hospital with her. I attempted to call [ED] two more times from the hospital but still no one answered the group home (facility) phone or the cell phone."</p> <p>- She sent the school resource officer (SRO) to the group home (facility), but there was no one at the facility.</p> <p>- After seeing the officer on the ring camera, the ED called the school and wanted to know what was going on.</p> <p>- "Then all of a sudden she called (after the SRO went to the facility) and wanted to know why we</p>	V 110		

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V 110	Continued From page 3 sent the police to the home (facility). She said she was over an hour away and could not come to the school. She said she tried to get another staff to come but no one was available." -"I was at the hospital for about an hour an a half. I left at around 12:15pm and went back to the school. and no one from the facility was at the hospital at that point. They (facility staff) did not get to the hospital until 4 (pm). -"That's not the first time they (facility) have refused to pick up a student." -"When she came back to school (3-11-25), it was the same thing (self harm). She (client #1) got upset over something and put her hand through a wall (hit a wall). The nurse applied first aid and wrapped her hand. I started calling the group home (facility) at 8:45 for someone to come and get the student (client #1) to have her hand checked out. She (ED) did not call back until 30 minutes later and then she told me that we (school staff) could not expect her to drop everything and pick these kids up every time we called. She said she does not always keep her phone on her because she has a life. No one came to the school until 12:30 (pm) (to pick client #1 up on 3-11-25)." -"There was another student (client #3), it was her first or second day in class (4-1-25) her blood sugar dropped to 68 that morning (4-1-25). We gave her something to eat, had her to sit down and then we checked her blood sugar again and it was over 200. She reported she felt like she was going to pass out and that her vision was blurry. We reached out to the group home (approximately 9:30 am) to have them come and get her. [ED] called back and said she was an hour away in traffic and that she didn't know what time she could get someone to the school to pick the student up. She was not picked up until that afternoon, around lunch time."	V 110		

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V 110	<p>Continued From page 4</p> <p>Interview on 4-4-25 with client #1 revealed: -She was triggered (3-7-25) to self harm by some girls (unknown) at school. -"Yeah I was mad at some girls at school. They were talking about me and trying to get me to fight and get in trouble and that triggered me to self harm. I went to the hospital. They (hospital) sent me home, I didn't stay at the hospital." -"It (3-11-25) was pretty much the same girls I was having issues with. I hit the wall instead of hitting one of them. No, it was just a little cut. They (nurse) wrapped it up. It wasn't broken or anything. No I was able to calm myself and stay in school."</p> <p>Interview on 4-4-25 with client #3 revealed: -"I don't remember the day I wasn't feeling well. I didn't need to go home. I just needed to lay down for minute. I tried to tell them (school staff) that but they wouldn't listen to me."</p> <p>Interview on 4-4-25 and 4-7-25 with the ED revealed: -"They (school staff) never called me (3-7-25), I did not get one call from them (school) and they have my number, I'm the contact person. [client #1's] guardian called me (3-7-25) and informed me what was going on. She (guardian) told me that they were taking her (client #1) to the hospital. She (guardian) was the one that told me I didn't need to go to the hospital (with client #1). She (guardian) said '[ED] you don't have to go to the hospital, I'll call you when she is discharged...' When the hospital called her (guardian) and told her they were discharging her (client #1) she (guardian) called me and I went to the hospital and picked her up." -"The school didn't have to go the the hospital with her they chose to do that. She was taken to</p>	V 110		

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V 110	Continued From page 5 the hospital by EMT's, she was going to behavioral health...it wasn't like she was going to be sitting out unsupervised in the emergency room." -"They want us to be able to pick these kids (clients) up, like five minutes after they call and I told them that's not possible. They (school) call us for every thing. The least little thing that happens they are calling us to pick them (clients) up because they don't want to deal with our kids. They don't want them (clients) in the school, they think our kids should be home schooled..." -"When she called me about [client #3] I told her I was in traffic. I can't do anything about traffic. She (client #3) knows what to do (when she is feeling ill). She didn't need to come home, all they had to was let her lay down and she would have been alright. I told them to let me talk to her." -"I have staff. All of my staff except me (ED) and the (Qualified Professional) live here (within 30 minutes of the school), but they want them picked up as soon as they call us, five minutes after they call they want them picked up." -"I'm going to call [principal] and set up a meeting." -The ED will develop a plan to ensure that clients can be picked up within 30 of being contacted by school staff and notified that a client needs to be picked up.	V 110		