

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-818	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 07/07/2025
NAME OF PROVIDER OR SUPPLIER SUCCESSFUL TRANSITIONS, LLC-LONDON HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 1458 LONDON DRIVE HIGH POINT, NC 27262		
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V 000	INITIAL COMMENTS An annual and follow up survey was completed on July 7, 2025. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents. This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.	V 000		
V 108	27G .0202 (F-I) Personnel Requirements 10A NCAC 27G .0202 PERSONNEL REQUIREMENTS (f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following: (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. (h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their	V 108		

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

TITLE

(X6) DATE

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V 108	<p>Continued From page 1</p> <p>equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the hands-on skills component in Cardiopulmonary Resuscitation (CPR) training for 3 of 3 audited staff (Staff #1, #2 and Qualified Professional (QP)). The findings are:</p> <p>Review on 7/7/25 of Staff #1's personnel record revealed: -Hire date of 9/14/18. -An online CPR training certificate did not include a hands-on skills training component.</p> <p>Review on 7/7/25 of Staff #2's personnel record revealed: -Hire date of 10/10/24. -An online CPR training certificate did not include a hands-on skills training component.</p> <p>Review on 7/7/25 of the QP's personnel record revealed: -Hire date of 6/5/14. -An online CPR training certificate did not include a hands-on skills training component.</p> <p>Interview on 7/7/25 with the QP revealed: -There were always 2 staff on each shift. -The CPR training for staff was completed online.</p>	V 108		

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V 108	Continued From page 2 -Prior years the CPR staff training had been conducted by an in-person instructor and included the practice on mannequins. -She would arrange for CPR training with hands-on skill training as soon as possible. -All staff except for Staff #3 had the online CPR training. Interview on 7/7/25 with the Director revealed: -He would ensure all staff received CPR training that met the required training techniques.	V 108		
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	V 118		

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V 118	<p>Continued From page 3</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 interview, the facility failed to record medications immediately after administration and failed to have MARs kept current. The findings are:</p> <p>Review on 7/3/25 of Client #1's record revealed: -Admission date of 3/27/24. -Diagnoses of Attention-Deficit Hyperactivity Disorder (ADHD), Post-Traumatic Stress Disorder (PTSD), Major Depressive Disorder (MDD). -Age 16 years. -3/27/25, physician-prescribed Duloxetine HCL 60 mg (anti-depressant), 1 capsule (cap) every day. -6/18/25, physician-prescribed Risperidone 2 mg (ADHD), 1 tab daily.</p> <p>Review on 7/3/25 of Client #1's 7/1/25- 7/3/25 MAR revealed: -No documentation on 7/3/25 at 8:00 am dosage time for Duloxetine and Risperidone.</p> <p>Review on 7/3/25 of Client #2's record revealed: -Admission date of 3/6/25. -Diagnoses of Oppositional Defiant Disorder (ODD), ADHD, Social Phobia, and Reactive to Severe Stress-unspecified.</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Age: 17 years. -2/28/25, physician-prescribed medications: <ul style="list-style-type: none"> -Concerta Extended Release (ER) 54 mg (ADHD), 1 tab every day. -Hydroxyzine HCL 25 mg (Social Phobia), 1 tab twice daily. -Prazosin 1 mg (Symptoms of dissociative personality), 1 cap at bedtime. -Latuda 80 mg (Mood regulation), 1 tab daily. <p>Review on 7/3/25 of Client #2's 5/1/25-7/3/25 MARs revealed:</p> <ul style="list-style-type: none"> -No documentation on 7/3/25 at 8:00 am dosage time for Concerta and Hydroxyzine. -No documentation on 5/31/25 at 8:00 am dosage time for Concerta, Hydroxyzine, Prazosin, and Latuda. <p>Review on 7/3/25 of Client #3's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 10/18/24. -Diagnosis of Disruptive Mood Dysregulation Disorder. -Age: 16 years. -10/18/24, physician-prescribed Cetirizine HCL 10 mg (Allergies), 1 tab every day. -12/19/24, physician-prescribed Guanfacine HCL ER 2 mg (Anxiety), 1 tab every day. <p>Review on 7/3/25 of Client #3's 7/1/25-7/3/25 MAR revealed:</p> <ul style="list-style-type: none"> -No documentation on 7/3/25 at 8:00 am dosage time for Cetirizine and a Guanfacine. <p>Interview on 7/2/25 with Client #1 revealed:</p> <ul style="list-style-type: none"> -He was on medication for anger, depression and sleep. -Staff gave him his medications. -He never refused his medications. <p>Interview on 7/2/25 with Client #2 revealed:</p>	V 118		

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V 118	Continued From page 5 -He took 2 medications in the morning and 2 medications at bedtime. -He did not know what his medications were for. -Staff gave him his medications. Interview on 7/2/25 with Client #3 revealed: -He took medication for anxiety, depression and anger. -Staff gave him his medications. -He never refused his medications. Interview on 7/3/25 with the Qualified Professional revealed: -It was an oversight by Staff #1 that Client #1, #2 and #3's medications were not recorded immediately on their MARs on 7/3/25 at 8:00 am dosage time. -Client #2 was administered his medications on 5/31/25. -"They definitely take their medications." -She would make sure client medications were recorded immediately after administration and the MARs were kept current.	V 118		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing 10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times. (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present	V 296		

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V 296	<p>Continued From page 6</p> <p>for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record review, observation and</p>	V 296		

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V 296	<p>Continued From page 7</p> <p>interview, the facility failed to ensure a minimum of two direct care staff when clients were transported on the facility vehicle to community activities. The findings are:</p> <p>Review on 7/3/25 of Client #1's record revealed: -Admission date of 3/27/24. -Diagnoses of Attention-Deficit Hyperactivity Disorder (ADHD), Post-Traumatic Stress Disorder (PTSD), Major Depressive Disorder (MDD). -Age 16 years. -3/21/25 treatment plan included his need to be "monitored 24/7, "always staying in the line of staff sight," having "impulsive behaviors," and "has been caught stealing, vaping, and cussing out staff and peers."</p> <p>Review on 7/3/25 of Client #2's record revealed: -Admission date of 3/6/25. -Diagnoses of Oppositional Defiant Disorder (ODD), ADHD, Social Phobia, and Reactive to Severe Stress-unspecified. -Age: 17 years. -History of excessive cursing when talking to peers and staff, and history of property damage. -4/25/25 treatment plan included anger outbursts, AWOL (Away Without Leave) behaviors, and "condescending and sarcastic" behaviors toward his peers and staff.</p> <p>Review on 7/3/25 of Client #3's record revealed: -Admission date of 10/18/24. -Diagnosis of Disruptive Mood Dysregulation Disorder. -Age: 16 years. -History of "severe anger management and verbal aggression." -11/2024 updated treatment plan included behaviors of verbal aggression and continued</p>	V 296		

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V 296	Continued From page 8 "issues with his anger management." Review on 7/3/25 of Client #4's record revealed: -Admission date of 9/9/24. -Diagnoses of ADHD, PTSD, Disruptive Mood Dysregulation, and Conduct Disorder -Age: 17 years. Observation on 7/7/25 at 11:23 am and observation on 7/7/25 at 2:09 pm revealed: -Clients #2, #3 and #4 were getting into the facility van with Staff #1 as the van driver and only staff on the van. Interview on 7/7/25 with the Qualified Professional revealed: -Clients #2, #3 and #4 were transported to a gym and to pick up lunch this morning by Staff #1. -Clients #2, #3 and #4 were transported to swimming this afternoon with Staff #1 as the only staff on the van. -She understood as long as there was a statement in each client's treatment plan where they could be transported by one staff, this was okay. -She usually went with Staff #1 to transport the clients to activities away from the facility. -She understood the rationale for having 2 staff on the van for supervision and safety of clients during transportation. -She would ensure at least 2 staff were with Clients #1, #2, #3 and #4 while they were being transported on the van to activities.	V 296			
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed,	V 752			

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V 752	<p>Continued From page 9</p> <p>constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to maintain the water temperature between 100-116 degrees Fahrenheit in areas where clients were exposed to hot water. The findings are:</p> <p>Observation on 7/7/25 between 12:00 pm-1:00 pm of the hot water temperature revealed: -The temperature of the water at the clients' shared bathroom sink was 136 degrees Fahrenheit. -The temperature of the water at the clients' shared bathtub was 134 degrees Fahrenheit. -The temperature of the water at the kitchen sink was 135 degrees Fahrenheit.</p> <p>Interview on 7/2/25 with Client #1 revealed: -Did not identify a problem with the water temperature in response to any concerns or problems with the facility.</p> <p>Interview on 7/2/25 with Client #2 revealed: -Did not identify a problem with the water temperature in response to any concerns or problems with the facility.</p> <p>Interview on 7/2/25 with Client #3 revealed: -Did not identify a problem with the water temperature in response to any concerns or problems with the facility.</p>	V 752		

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V 752	<p>Continued From page 10</p> <p>Interview on 7/7/25 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -A plumber had been out to the facility last month and worked on the hot water heater. -She was not aware of any complaints about the water temperature from clients or staff. -There had been no incidents of clients having been burned by hot water. -Clients #1, #2, #3 and #4 were able to adjust the water temperatures in the bathroom and at the kitchen sink and were able to tell staff if the water temperature was too hot. <p>Interview on 7/7/25 with the Director revealed:</p> <ul style="list-style-type: none"> -On 6/18/25, a new temperature valve was installed on the hot water heater. -Instructions he received from the plumber were to run the water for 30-45 minutes to cycle the water out of the hot water tank and reset the temperature on the water tank. -He was willing to have a new hot water heater installed if needed to maintain the hot water temperature within the required range. <p>Review on 7/7/25 of a Plan of Protection completed by the Director on 7/7/25 revealed:</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care?"</p> <ul style="list-style-type: none"> -In the short term, showers will be taken at another location (gym) if temperature cannot be brought within range. -Plumber installed new temperature valve recently and suggested running the water for approximate 30 to 45 mins to cycle old hot water out and reset the temperature. Will cycle water through for 45 minutes and recheck temperature. If this does not resolve the issue a new water heater will be installed. Staff will continue to document water temperature on each shift (3 	V 752		

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V 752	<p>Continued From page 11</p> <p>time daily) and report any abnormalities to the QP and Director immediately. Combination locks will be installed on the closet doors where the water heater is housed to eliminate client tampering.</p> <p>Describe your plans to make sure the above happens.</p> <p>-Review water temperature logs by QP once daily and instruct staff to inform QP and Director of any out-of- range conditions. Plumber is on standby to install a new water heater unit if temperatures can't be brought within range using method described above."</p> <p>The facility served clients between the ages of 16 and 17 years old with diagnoses which included Attention-Deficit Hyperactivity Disorder, Post-Traumatic Stress Disorder, Major Depressive Disorder, Oppositional Defiant Disorder and Disruptive Mood Dysregulation Disorder. The water temperature was 136 degrees Fahrenheit at the clients' bathroom sink, 134 degrees Fahrenheit in the bathroom tub and 135 degrees Fahrenheit at the kitchen sink. Clients #1, #2, #3 and #4 were exposed to hot water above 130 degrees Fahrenheit which placed them at substantial risk of harm.</p> <p>This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days.</p>	V 752		