

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl060-852	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R-C 08/15/2025
NAME OF PROVIDER OR SUPPLIER NEW VISION HOME		STREET ADDRESS, CITY, STATE, ZIP CODE 5004 GLENVIEW COURT CHARLOTTE, NC 28215		
(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>A complaint and follow up survey was completed on 8/15/25. One complaint was unsubstantiated (intake # NC00232767) and two complaints were substantiated (intake # NC00232935 and NC00232934). 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 6 and has a current census of 6. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(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.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present 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</p>	V 296		

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

TITLE

(X6) DATE

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V 296	<p>Continued From page 1</p> <p>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 and interview, the facility failed to ensure the minimum staffing ratio of 2 staff for up to 4 adolescents. The findings are:</p> <p>Review on 8/14/25 of client #1's record revealed: -Admission date of 3/27/25. -16 years old. -Diagnoses of ADHD, PTSD, Disruptive Mood Dysregulation Disorder, Reactive Attachment Disorder.</p>	V 296		

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V 296	<p>Continued From page 2</p> <p>Review on 8/14/25 of client #2's record revealed: -Admission date of 2/21/25 -16 years old. -Diagnosis of Post Traumatic Stress Disorder.</p> <p>Review on 8/13/25 of the North Carolina Incident Response Improvement System of the incident on 7/22/25 with client #1 and client #2 revealed: -"Consumer (client #1) got into a physical altercation with another consumer (client #2). [Client #1] was upset when she came home from school. She refused to discuss with staff regarding her feelings. Next, [Client #1] received a phone call from the day treatment director regarding a electronic device that was stolen from the director's desk. It was reported that [Client #1] took the device without asking. The director called the group home facility to speak with [Client #1] regarding the device. [Client #1] did not deny that she took the device. However, she became more upset and stated to the director that she apologized and threw the phone that hit another consumer (client #2). Next, she (client #1) left out of the facility as she heard a peer (client #2) state: "This is ridiculous". [Client #1] came back into the facility and asked the peer (client #2), what did you say; The peer (client #2) repeated her statement. [Client #1] went into her room to put on her tennis shoes. She came back out and started to become aggressive with the peer. She went over to the peer and begin to physically assault her. Staff (#2) intervene and attempt to break up the fight."</p> <p>Interview on 8/13/25 with client #1 revealed: -Sometimes, when there was an emergency, there was only 1 staff present. -During the incident 7/22/25 involving a physical altercation between client #1 and client #2, staff</p>	V 296		

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V 296	<p>Continued From page 3</p> <p>#2 was the only staff present in the facility.</p> <p>Interview on 8/13/25 with client #2 revealed: -Sometimes there was only 1 staff at the facility when she arrived home from school. -Sometimes staff was late for work. "It happens quite a lot." -When staff was late for work, there was 1 staff present from 2:30pm to 3:00pm. -During the incident 7/22/25 involving a physical altercation between client #1 and client #2, staff #2 was the only staff present in the facility.</p> <p>Interview on 8/13/25 with client #4 revealed: -On 3 to 4 occasions there was only one staff present when she returned from school, from 2:30pm to 2:45pm or 3:00pm.</p> <p>Interview on 8/13/25 with staff #2 revealed: -Had worked the first 10 to 15 minutes of her shift alone with clients when co-workers were running late and did not notify management. -Was the only staff present on 7/22/25 with client #1, client #2, and client #3 for about 30 to 45 minutes. -Client #1 and #2 were arguing and it escalated into a physical altercation. -"[Client #1] jumped on her (client #2) and I tried to break it up." -"It (physical altercation between client #1 and client #2) could have been prevented with another staff here. I couldn't calm them both down by myself."</p> <p>Interview on 8/14/25 with the Program Director revealed: -During second shift 2 staff arrived at 2pm, 2 staff arrived at 2:30pm and 1 staff arrived at 3:00pm. -"Staff may call out or get sick and we have someone there (at the facility) within 30 minutes."</p>	V 296		

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V 296	Continued From page 4 -On 7/22/25 staff got there 15 minutes late. Interview on 8/14/25 with the Licensee revealed: -Some staff took Ubers to work and could not always get there on time. -Tried to find back up staff when notified that staff would be late. -On 7/22/25 one staff was late, and the other staff took 2 clients to the doctor leaving staff #1 alone with 3 clients.	V 296			