

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL036-303</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/18/2026</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NEW HOPE HOME 4 CHANGE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5116 SAWBILL LANE</b> <b>GASTONIA, NC 28054</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on 3/18/26. The complaint was unsubstantiated (Intake #NC00235224). Deficiencies were 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 1. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(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,</p>	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>the American Heart Association or their 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 reviews and interviews, the facility failed to train 2 of 2 audited staff (Associate Professional (AP), Qualified Professional (QP)) to meet the mh/dd/sa needs of the client. The findings are:</p> <p>Review on 3/9/26 of Client #1's record revealed: - Admission date 8/8/24; - Age 15 years old; - Diagnoses: Post traumatic Stress Disorder, Major Depressive Disorder, Disruptive Mood Dysregulation Disorder, Autism Spectrum Disorder, Type 1 Diabetes.</p> <p>Review on 1/2/26 of the Associate Professional's personnel record revealed: - Hire date 4/22/09; - No documentation of training on diabetes.</p> <p>Review on 1/2/26 of the Qualified Professional's personnel record revealed: - Hire date 10/14/24; - No documentation of training on diabetes.</p> <p>Interview on 3/18/26 with the Associate</p>	V 108		

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V 108	<p>Continued From page 2</p> <p>Professional revealed:</p> <ul style="list-style-type: none"> <li>- Received yearly training on diabetes;</li> <li>- The Director was the instructor for the diabetes training;</li> <li>- The training was very detailed;</li> <li>- Was able to assist Client #1 in learning how to administer her insulin.</li> </ul> <p>Interview on 1/2/26 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- Was trained on diabetes;</li> <li>- The Director was the instructor for the diabetes training.</li> </ul> <p>Interview on 3/9/26 and 3/18/26 with the Director revealed:</p> <ul style="list-style-type: none"> <li>- Provided training to all staff on diabetes;</li> <li>- "Our staff also received training from the doctor when they took her (client #1) to her appointments with the Endocrinologist;"</li> <li>- "I just didn't make a separate training certificate stating they were trained;"</li> <li>- "I made sure all of my staff were well trained in diabetes to care for [Client #1]."</li> </ul>	V 108		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(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.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>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:</p> <p>(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.</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 and interview, the facility failed to ensure that the MAR was kept current affecting 1 of 1 client (#1). The findings are:</p> <p>Review on 3/9/26 of Client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date 8/8/24;</li> <li>- Age 15 years old;</li> <li>- Diagnoses: Post traumatic Stress Disorder, Major Depressive Disorder, Disruptive Mood Dysregulation Disorder, Autism Spectrum Disorder, Type 1 Diabetes;</li> <li>- Physician's Order: 1/13/26 Lantus (Insulin), give 7 units.</li> </ul>	V 118		

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V 118	<p>Continued From page 4</p> <p>Review on 3/10/26 of Client #1's MARs from 12/1/25-3/3/26 revealed:</p> <ul style="list-style-type: none"> <li>- Lantus 7 units was added to the MAR on the same line as the Lantus 15 units as of 1/24/26;</li> <li>- February 2026 MAR stated Lantus 15 units, instead of reflecting the new medication order dated 1/13/26 for Lantus 7 units.</li> </ul> <p>Interview on 3/18/26 with the Director revealed:</p> <ul style="list-style-type: none"> <li>- Was aware the changes were not written on the MAR correctly;</li> <li>- "She (Client #1) was discharged before we (staff) were able to make the changes on the MAR."</li> </ul>	V 118		