DEPARTMENT OF HEALTH AND HUMAN SERVICES							M APPROVED			
CENTER	S FOR MEDICARE &	MEDICAID SERVICES					0. 0938-0391			
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· /	K2) MULTIPLE CONSTRUCTIONBUILDING			E SURVEY PLETED			
		34G086	B. WING _			04	/13/2022			
NAME OF PI	ROVIDER OR SUPPLIER			S	TREET ADDRESS, CITY, STATE, ZIP CODE					
	HEIGHTS GROUP HOM	E			48 SHARON DR.					
DAL-MAN				STATESVILLE, NC 28677						
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL .SC IDENTIFYING INFORMATION)	ID PREFI) TAG	x	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD CROSS-REFERENCED TO THE APPROPR DEFICIENCY)	3E	(X5) COMPLETION DATE			
W 249	each client must rece) isciplinary team has ndividual program plan, ive a continuous active	w 2	249						
	and frequency to sup	nsisting of needed vices in sufficient number port the achievement of the n the individual program								
	Based on observatio reviews, the facility fa sampled clients (#2, # continuous active trea	#4 and #6) received a atment program consisting ns as identified in their s (PCPs) relative to								
	relative to communica	ensure a program objective ation was implemented in o support the need of client								
	4/12/22 - 4/13/22 sum participate in various to include leisure activ preparation and medi various times during s 4/12-13/2022 client #	oup home throughout the vey revealed client #2 to activities in the group home vities, participating in meal cation administration. At survey observations on 2 was observed to verbally tures at staff to which staff nd.								
		client #2 on 4/13/22 d 7/8/21. Review of current SUPPLIER REPRESENTATIVE'S SIGNATUI			TITLE		(X6) DATE			

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days

following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	-	ID HUMAN SERVICES MEDICAID SERVICES				FORM): 04/20/2022 1 APPROVED
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			OMB NO. 0938-0391 (X3) DATE SURVEY COMPLETED	
		34G086	B. WING		_	04/	13/2022
NAME OF PI	ROVIDER OR SUPPLIER		S	STREET ADDRESS, CITY, ST	TATE, ZIP CODE		
DAL-WAN HEIGHTS GROUP HOME				748 SHARON DR. STATESVILLE, NC 2867	77		
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	(EACH CORRE) CROSS-REFERE	S PLAN OF CORRECTION CTIVE ACTION SHOULD BI NCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
W 249	revealed a communic 10/11/21. Review of a program revealed the utilize her communica average of 90% of op months. Continued review of the for client #2 revealed implemented during the to target choices for m Review of program di provide the opportunity book to allow client #2 items or activities; the hand the client the book Further review revealed client in an interaction appropriate page. Interview with the quad developmental profession verified client #2 has a program. Continued verified client #2	the 7/21 PCP for client #2 cation program implemented client #2's communication e client will after a model will ation picture book an oportunities for 2 consecutive the communication program the program was to be he client's daily routine and nealtime and leisure. rections revealed staff will ty to use the communication 2 to expressively request ey will gesture towards or bok when appropriate. ed the trainer will involve the n and open the book to an alified intellectual esional QIDP on 4/13/22 a current communication interview with the QIDP mmunication program olemented as written to	W 249				

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DEPARTMENT OF HEALTH CENTERS FOR MEDICARE					PRINTED: 04/20/202 FORM APPROVE OMB NO. 0938-039	
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	. ,	(X2) MULTIPLE CONSTRUCTION A. BUILDING		(X3) DATE SURVEY COMPLETED	
	34G086	B. WING		_	04/13/2022	
NAME OF PROVIDER OR SUPPLIER			STREET ADDRESS, CITY, ST	TATE, ZIP CODE		
DAL-WAN HEIGHTS GROUP H		748 SHARON DR. STATESVILLE, NC 2867	77			
PREFIX (EACH DEFICI	Y STATEMENT OF DEFICIENCIES ENCY MUST BE PRECEDED BY FULL OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	(EACH CORRE CROSS-REFERE	S PLAN OF CORRECTION CTIVE ACTION SHOULD BE NCED TO THE APPROPRIA DEFICIENCY)		
during survey obs #4 was observed verbal request fro Review of records revealed a PCP d current training ob client #4 revealed implemented 1/20 communication pr complete the TEA accuracy for 2 con Continued review for client #4 revea client to utilize the settings. Staff sho reinforce the use symbols in the co provide the TEAC routine. Interview with the #4 has a current of Continued intervie #4's communication implemented as w communication ne C. The team failed relative to commu sufficient frequend #6. For example: Observation in the 4/12/22 - 4/13/22	Aministration. At various times ervations on 4/12-13/2022 client to complete tasks following m staff. for client #4 on 4/13/22 ated 10/26/21. Review of ojectives of the 10/21 PCP for a communication program /21. Review of client #4's ogram revealed the client will CCH schedule with 95% nsecutive months. of the communication program led staff should encourage the communication book across all ould also respond to and of manual signing, utilize mmunication picture book and CH schedule during the daily QIDP on 4/13/22 verified client communication program. w with the QIDP verified client on program should have been ritten to support the client's seeds.	W 24	9			

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DEPARTMENT OF HEALTH AN CENTERS FOR MEDICARE &						FORM): 04/20/2022 MAPPROVED). 0938-0391
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED		
	34G086	B. WING				04/	13/2022
NAME OF PROVIDER OR SUPPLIER	·		S	TREET ADDRESS, CITY, STAT	FE, ZIP CODE		
DAL-WAN HEIGHTS GROUP HOME				48 SHARON DR. TATESVILLE, NC 28677			
PREFIX (EACH DEFICIENC	TATEMENT OF DEFICIENCIES CY MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFI TAG		(EACH CORRECT CROSS-REFERENC	PLAN OF CORRECTION TIVE ACTION SHOULD BE CED TO THE APPROPRIA FICIENCY)		(X5) COMPLETION DATE
dishes to the kitchen administration. At var observations on 4/12 observed to verbally gestures at staff to w respond "It's okay an verbal request to com Review of records for revealed a PCP date training objectives of revealed a communio 1/20/21. Review of of program revealed the designated activity/lo a picture paired with accuracy for 2 conse Continued review of f for client #4 revealed implemented during a the client's schedules directions revealed s containing the picture opportunity for transif next by giving the clie picture paired with a Interview with the QII #6 communication progr	ivities, eating meals, taking and medication rious times during survey 2-13/2022 client #4 was scream or make loud verbal hich staff would verbally d calm down" followed by nplete tasks. r client #6 on 4/13/22 d 7/19/21. Review of current the 7/21 PCP for client #4 cation program implemented client #4's communication e client will go to the totation when presented with a gesture prompt with 90% cutive months. the communication program I the program was to be appropriate times throughout s. Review of program taff will carry the book es and provide the client the tion from one activity to the ent a cue in the form of a gestured cue. DP on 4/13/22 verified client rogram is current. Continued DP verified client #6's ram should have been en to support the client's	W	249				

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