

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-694	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/17/2024
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NAME OF PROVIDER OR SUPPLIER UNITED RESIDENTIAL SERVICES OF NORTH C	STREET ADDRESS, CITY, STATE, ZIP CODE 6503 KEMPER COURT FAYETTEVILLE, NC 28303
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on April 17, 2024. The complaint was unsubstantiated (intake #NC00214892). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability</p> <p>This facility is licensed for 4 and currently has a census of 4. The survey sample consisted of audits of 4 current clients.</p>	V 000		
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 unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(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;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p>	V 118		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 118	<p>Continued From page 1</p> <p>(E) name or initials of person administering the drug. (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 reviews and interviews, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 2 of 4 current clients (#1, #4). The findings are:</p> <p>Finding #1 Review on 4/17/24 of client #1's record revealed: -34 year old male. -Admitted on 12/9/11. -Diagnoses of Autism Spectrum Disorder, Bipolar 1 Disorder and Borderline Intellectual Functioning.</p> <p>Review on 4/17/24 of signed physician orders for client #1 revealed: -2/8/24 - Hydroxyzine HCL 50 milligram (mg) at bedtime. -2/22/24 - Ondansetron 4 mg 2 tablets 3 times daily as needed for nausea and vomiting.</p> <p>Review on 4/17/24 of client #1's MARs from 2/1/24 - 4/17/24 revealed: -Hydroxyzine HCL 50 was not given from 2/1/24-3/4/24, 3/9/24-3/31/24. -Ondansetron 4 mg was not documented on the</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>MAR as administered.</p> <p>Interview on 4/17/24 client #1 stated: -He received his medications daily.</p> <p>Finding #2 Review on 4/17/24 of client #4's record revealed: -30 year old male. -Admitted on 12/20/11. -Diagnoses of Bipolar Disorder II, Intellectual Disability Developmental Disorder moderate, Obsessive-Compulsive Disorder (OCD) and Intermittent Explosive Disorder.</p> <p>Review on 4/17/24 of client #4's signed physicians orders revealed: -6/1/23 - Risperidone 1 mg three times daily. (Bipolar)</p> <p>Review on 4/17/24 of client #4's MARs from 2/1/24 - 4/17/24 revealed: -Risperidone 1 mg was not administered 3/1/24 - 3/31/24 at 7am and 7pm. -Risperidone 1 mg was not administered 4/1/24 - 4/16/24 at 7am and 2pm.</p> <p>Interview on 4/17/24 client #4 stated: -He received his medications every morning, afternoon and night.</p> <p>Interview on 4/17/24 the Program Manager stated: -Client #1's Hydroxyzine HCL was prescribed as needed. -Client #1 would request the Hydroxyzine HCL. -She would get clarification on client #1's Hydroxyzine HCL. -Client #1 was seen at a local urgent care and prescribed Ondansetron 4 mg. -Client #2's Risperidone was administered as</p>	V 118		

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V 118	Continued From page 3 ordered. Staff did not document correctly. This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 118		
V 121	27G .0209 (F) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (f) Medication review: (1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated. (2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable. This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to obtain drug regimen reviews for 3 of 4 audited clients (#1, #3, #4) who received psychotropic medications. The findings are: Finding #1 Review on 4/17/24 of client #1's record revealed: -34 year old male. -Admitted on 12/9/11. -Diagnoses of Autism Spectrum Disorder, Bipolar 1 Disorder and Borderline Intellectual Functioning.	V 121		

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V 121	<p>Continued From page 4</p> <p>-No drug regimen review documented in the past 6 months.</p> <p>Review on 4/17/24 of signed physician orders for client #1 dated 2/8/24 revealed:</p> <ul style="list-style-type: none"> -Bupropion hydrochloride (HCL) extended release (ER) 300 milligram (mg) daily (Depression). -Cetirizine HCL 10 mg daily for allergies. -Fluticasone Propionate 50 microgram daily. (allergies) -Hydroxyzine HCL 50 mg at bedtime for sleep. -Lithium ER 300 mg every morning. (Bipolar) -Lithium ER 450 mg 2 tablets at bedtime. (Bipolar) -Melatonin 3 mg 2 tablets at bedtime. (sleep) -Quetiapine ER 400 mg at bedtime. (Bipolar) <p>Finding #2</p> <p>Review on 4/17/24 of client #3's record revealed:</p> <ul style="list-style-type: none"> -36 year old male. -Admitted on 3/16/20. -Diagnoses of Autism Spectrum, Turret ' s Disorder, Intermittent Explosive Disorder, Severe Intellectual Disability, Bipolar Disorder II with disassociate personality episodes, Functional Neurological Symptom Disorder, Conversion Disorder. -No drug regimen review documented in the past 6 months. <p>Review on 4/17/24 of signed physician orders for client #1 revealed:</p> <p>FL2 dated 8/7/23</p> <ul style="list-style-type: none"> -Haloperidol 10 mg twice daily as needed for agitation. -Aspirin EC 81 mg daily. (Preventive) -Benztropine 1 mg three times daily. (side effects) -Buspirone HCL 15 mg twice daily for anxiety. -Divalproex SOD DR 500 mg 2 tablets twice daily for mood stabilization. 	V 121		

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V 121	<p>Continued From page 5</p> <ul style="list-style-type: none"> -Ferrous Sulfate 325 mg daily. (anemia) -Haloperidol Dec 100 mg/ml every 4 weeks. (mental) -Invega Sustenna 234 mg monthly. (Schizophrenia) -Lisinopril 5 mg daily. (blood pressure) -Melatonin 5 mg at bedtime. (Sleep) -Paliperidone ER 6 mg daily at 2pm for psychosis. -Xarelto 20 mg daily. (blood thinner) -Clonazepam 1 mg twice daily. (Anxiety) <p>9/25/23 - Quetiapine Fumarate 400 mg twice daily. (mental)</p> <p>Finding #3 Review on 4/17/24 of client #4's record revealed:</p> <ul style="list-style-type: none"> -30 year old male. -Admitted on 12/20/11. -Diagnoses of Bipolar Disorder II, Intellectual Disability Developmental Disorder moderate, Obsessive-Compulsive Disorder (OCD) and Intermittent Explosive Disorder. -No drug regimen review documented in the past 6 months. <p>Review on 4/17/24 of client #4's signed physicians orders revealed:</p> <ul style="list-style-type: none"> -6/1/23 - Risperidone 1 mg three times daily. (Bipolar) -7/26/23 - Atorvastatin 40 mg daily. (Cholesterol) <ul style="list-style-type: none"> - Lisinopril 2.5 mg daily. (blood pressure) - Omeprazole DR 20 mg daily. (heartburn) -7/19/23 - Docusate Sodium 100 mg twice. (Stool) -8/28/23 - Metformin HCL 500 mg twice daily. (Blood Glucose) -10/3/23 - Fluvoxamine Maleate 50 mg at bedtime updated 3/28/24 twice daily. (OCD) <ul style="list-style-type: none"> - Oxcarbazepine 600 mg twice daily. (Seizures) 	V 121		

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V 121	<p>Continued From page 6</p> <p>- Clonazepam 1 mg three times daily.</p> <p>Interview on 4/17/24 the Qualified Professional stated: -The facility had a contract with a local pharmacy for the drug reviews. -The drug reviews had not been completed due to the remodel at the facility. -He scheduled the drug regimen review with the pharmacy.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 121		