

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411217	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/17/2024
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NAME OF PROVIDER OR SUPPLIER ROYAL HOUSE OF CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 5709 WATERPOINT DRIVE BROWNS SUMMIT, NC 27214
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on May 17, 2024. 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 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure that fire and disaster drills were held at least quarterly and repeated for each shift. The findings are:</p>	V 114		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 114	<p>Continued From page 1</p> <p>Review on 5/17/24 of the facility's fire and disaster drill log between 5/31/23 to 3/15/24 revealed:</p> <ul style="list-style-type: none"> -No documentation of a 1st shift fire drill and no documentation of a 1st and 3rd shift disaster drill for the 1st quarter (January, February, March) . -No documentation of a 2nd and 3rd shift fire drill and no documentation of a 2nd and 3rd shift disaster drill for 2nd quarter (April, May, June). -No documentation of a 1st and 3rd shift fire drill and no documentation of a 1st and 3rd shift disaster drill for 3rd quarter (July, August, September). -No documentation of a 2nd and 3rd shift fire drill and no documentation of a 1st and 3rd shift disaster drill for 4th quarter (October, November, December). <p>Interview on 5/17/24 with Client #1 revealed:</p> <ul style="list-style-type: none"> -Fire drills and hurricane drills were practiced at the facility. -He did not know when the last drill was practiced or what drill was practiced. -The meeting place for fire drills was outside at the mailbox and they (Clients #1, #2 and #3) went into the bathroom for hurricane drills. <p>Attempted interview on 5/17/24 with Client #2 revealed:</p> <ul style="list-style-type: none"> -He was non-verbal and unable to answer questions about fire and disaster drills at the facility. <p>Interview on 5/17/24 with Client #3 revealed:</p> <ul style="list-style-type: none"> -He had not practiced fire or tornado drills since his admission. <p>Interview on 5/16/24 with Staff #1 revealed:</p> <ul style="list-style-type: none"> -She conducted fire drills by making a sound to alert Clients #1, #2 and #3 that she was doing a 	V 114		

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V 114	<p>Continued From page 2</p> <p>fire drill. -She believed the last fire and disaster drills she conducted was about 2 months ago.</p> <p>Interview on 5/17/24 with Staff #2 revealed: -He had conducted a fire drill "a couple of times" with the last one in March 2024. -He had not ran any disaster drills.</p> <p>Interviews on 5/16/24 and 5/17/24 with Staff #3 revealed: -The facility had 3 shifts-1st shift was from around 7:00 am or 8:00 am to around 3:00 pm, 2nd shift was from around 3:00 pm or 4:00 pm to about 11:00 pm and 3rd shift ran from 11:00 pm to the next morning. -He believed staff were running the fire and disaster drills and were keeping up running the drills like they are supposed to.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>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</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>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> <ul style="list-style-type: none"> (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>(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 ensure prescription drugs were administered on the written order of a person authorized to prescribe drugs, and failed to ensure the MAR for each client was kept current. The findings are:</p> <p>Reviews on 5/16/24 and 5/17/24 of Client #1's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 11/9/15. -Diagnoses of Autism Spectrum Disorder, Intermittent Explosive Disorder, Mild Intellectual Developmental Disability (IDD), Pedophilia, Enuresis and Hypothyroidism. -1/3/24 physician orders for: <ul style="list-style-type: none"> -Quetiapine Fumarate 300 milligram (mg) 	V 118		

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V 118	<p>Continued From page 4</p> <p>(mood), 1 tablet (tab) twice daily.</p> <ul style="list-style-type: none"> -Benzotropine Mesylate 1 mg (reduce side effects of other medications) 1 tab twice daily. -Haloperidol 2 mg (behaviors), 2 tabs once daily. -Divalproex Sodium Extended Release (ER) 500 mg (sleep), 3 tabs at bedtime. -Vitamin D2 1.25 (50,000 Units) (Vitamin D deficiency), 1 capsule (cap) once a week. -Desmopressin Acetate 0.2 mg (Enuresis) 1 tab at bedtime. <p>-No physician order for Haloperidol 5 mg, 1 tab every morning.</p> <p>Reviews on 5/16/24 and 5/17/24 of Client #2's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 1/24/23. -Diagnoses of Autism, Severe IDD, and Urine Incontinence. <p>-5/17/24 physician order for:</p> <ul style="list-style-type: none"> -Vitamin D2 (Vitamin D deficiency), 1 capsule (cap) once weekly. <p>Reviews on 5/16/24 and 5/17/24 of Client #3's record revealed:</p> <ul style="list-style-type: none"> -An admission date of 4/5/24. -Diagnoses of Mild IDD, Schizoaffective Disorder, Attention-Deficit Hyperactivity Disorder (ADHD), Oppositional Defiant Disorder, and history of Reactive Attachment Disorder. <p>-4/16/24 physician orders for:</p> <ul style="list-style-type: none"> -Olanzapine 10 mg (Schizoaffective), 1 tab daily with 20 mg for 30 mg total dose. -Olanzapine 20 mg, 1 tab daily with 10 mg for 30 mg total dose. -Lamotrigine 150 mg (mood swings), 2 tabs once daily. -Gabapentin 300 mg (anti-seizure), 1 cap once daily. 	V 118		

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V 118	<p>Continued From page 5</p> <p>Reviews on 5/16/24 and 5/17/24 of Client #1's MARs from March 2024 through May 2024 revealed:</p> <ul style="list-style-type: none"> -Quetiapine Fumarate was staff initialed as administered twice daily from 3/1/24- 3/31/24 and from 5/1/24- 5/15/24 at the 8 am and 8 pm dose times. -Haloperidol 5 mg was staff initialed as administered from 3/1/24- 3/31/24 at the 8 am dose time. -No staff initials and no explanation whether the medication was administered for: <ul style="list-style-type: none"> -Bentropine Mesylate on 3/8/24, 3/22/24, 3/28/24 at 8 pm dose time. -Haloperidol 2 mg on 3/20/24 at 8 am dose time. -Divalproex Sodium on 3/8/24 and 3/18/24 at 8 pm dose time. -Vitamin D2 during the week from 3/9/24 through 3/16/24. -Desmopressin Acetate on 5/14/25 at 8 pm dose time. -No April 2024 MAR was provided for review. <p>Reviews on 5/16/24 and 5/17/24 of Client #2's MARs from March 2024 through May 2024 revealed:</p> <ul style="list-style-type: none"> -Vitamin D had no staff initials and no explanation whether the medication was administered on 3/15/24, 3/22/24, 3/29/24, 4/19/24 and 4/26/24 at 8 pm. <p>Reviews on 5/16/24 and 5/17/24 of Client #3's MARs from March 2024 through May 2024 revealed:</p> <ul style="list-style-type: none"> - No April 2024 MAR was provided for review. <p>Observation on 5/16/24 at 11:30 am of Client #1's medications revealed:</p> <ul style="list-style-type: none"> -No Quetiapine Fumarate medication was 	V 118		

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V 118	<p>Continued From page 6</p> <p>present at the facility.</p> <p>Interview on 5/17/24 with Client #1 revealed: -He took medicine for behaviors and to help him sleep. -Staff gave him his medicines. -He had no problems taking his medicine. -His medicine was "always here I think."</p> <p>Attempted interview with Client #2 revealed: -He was non-verbal and had no responses about his medications.</p> <p>Interview on 5/17/24 with Client #3 revealed: -He took medicine in the morning and medicine at night. -Staff gave him his medicines and had no problems taking his medicine.</p> <p>Interview on 5/17/24 with the local pharmacy used by the facility revealed: -Client #1's Quetiapine Fumarate was last filled on 12/18/24, and Client #1's physician denied refills on this medication on 4/18/24 because the medication was "no longer appropriate."</p> <p>Interview on 5/16/24 with Staff #1 revealed: -No problems or issues related to administering client medications at the facility. -"They have what they need."</p> <p>Interview on 5/17/24 with Staff #2 revealed: -He administered medications to Clients #1, #2 and #3. -There was no difference between the medications listed on each client MAR and the medications at the facility. -He recorded each client medication administration on their MAR after everyone (clients) had gone to sleep.</p>	V 118		

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V 118	<p>Continued From page 7</p> <p>Interview on 5/17/24 with Staff #3 revealed:</p> <ul style="list-style-type: none"> -He managed the group home which included oversight of the client medications and review of the clients' MARs. -The local pharmacy provided the monthly clients' MARs when the clients' medications were delivered. -He did not know the reasons Clients #1, #2 and #3 had medications on their MARs without staff having initialed or provided as explanation regarding the blanks on each of the MARs. -He believed staff gave clients their prescribed medications. -The doctor's order for Client #1's Haloperidol 5 mg should be at the contracted company's office, which maintained client records on Clients #1, #2 and #3. -The clients' March 2024 and April 2024 MARs were at the company's office. -His staff needed medication re-training. 	V 118		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in an attractive manner. The findings are:</p> <p>Observation of the facility on 5/16/24 between 12:50 pm-1:30 pm revealed: -At least seven white-plastered and unpainted</p>	V 736		

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V 736	<p>Continued From page 8</p> <p>areas on the wall of the stairs leading to Clients #1, #2 and #3's bedrooms. The sizes of the plastered areas ranged from 1"x 1" to a 5" x 5" area.</p> <p>-Client #1's bedroom had a white-plastered and unpainted area on his wall at the head of his bed with at least five scuff marks and a second plastered area on wall beside his bed with at least fourteen various size brown and black marks.</p> <p>-Client #1's bedroom door had a hole at the bottom of the door that was approximately 3"x 3" in size.</p> <p>-Client #1's room had various brown and white stains on his gray-colored carpet.</p> <p>-Client #2's bedroom had pin-sized holes in his wall near the calendar on his wall and about 9 areas on his bedroom door where paint had peeled away.</p> <p>-The client bathroom in the hallway had holes in the wall near the shower.</p> <p>Interview on 5/17/24 with Clients #1 revealed: -He did not know of any repairs needed at the facility.</p> <p>Interview on 5/17/24 with Client #3 revealed: -The washer was broken and was waiting to be fixed. -Staff #3 was washing his clothes at another place.</p> <p>Interview on 5/16/24 with Staff #1 revealed: -She was not aware of any repairs needed at the facility.</p> <p>Interview on 5/17/24 with Staff #2 revealed: -Client #1 had gotten mad the previous week and kicked the hole in his bedroom door. -Staff #3 talked with maintenance staff the day before yesterday (5/16/24) to replace the door.</p>	V 736		

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V 736	<p>Continued From page 9</p> <p>Interviews on 5/16/24 and 5/17/24 with Staff #3 revealed:</p> <ul style="list-style-type: none"> -The holes in the hallway stair area came from having moved furniture and needed to be repainted. -The places in Client #1's bedroom came from holes Client #1 put in the wall. -The rooms of Clients #1, #2 and #3 needed to be repainted. He had contacted a painter on the previous day about painting the walls. -He was having maintenance staff to replace Client #1's bedroom door. -Client #1 was incontinent (urine) and urinated on his floor and mattress. -The places in Client #2's bedroom came items removed from his wall and bedroom door. -There was a towel holder he had removed in the clients' bathroom that caused the holes in the bathroom wall. He would have this wall repaired. -He had a warranty on the dryer that was not working, a repairman came out last week about the dryer and it will be 7-10 days to get it repaired or another dryer to replace the one not working. He had been laundering the clients' clothes at his other facility. -He would have these areas of concern addressed as soon as possible. 	V 736		