

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-877	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/24/2025
NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME-PHILLIP STREET		STREET ADDRESS, CITY, STATE, ZIP CODE 1008 PHILLIP STREET GARNER, NC 27529		
(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>An annual, complaint and follow up survey was completed on February 24, 2025. The complaint was substantiated (Intake #NC00227017). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This facility is licensed for 6 and has a current census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 115	<p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that: (1) space and supervision is provided to ensure the safety and welfare of the clients; (2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and (3) clients participate in planning or determining activities. (h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year. unless otherwise specified in the rule. (c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious. (d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment. (e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p>	V 115		

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

TITLE

(X6) DATE

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V 115	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interviews the facility failed to ensure nutritional meals were served for six of six clients (#1, #2, #3, #4, #5, #6). The findings are:</p> <p>Interview on 2/24/25 client #1 stated: -Been staying in the facility for about six months. -Been running low on food for "a while, it's been like this since being here." -The Licensee will not bring food in time before they run out. -They did not have food for three to four days and all they ate was oatmeal. -Not sure if staff was calling the Licensee or not. -Client #3 went to the store and bought milk with his own money. -Staff #1 was working two to three weeks ago and he called his Minister and he brought them food to the facility. -His brother took him out weekly to Walmart to shop and he had bought food back to the facility. -Mostly kept the food in his room, but he did buy pimento cheese and deli meat to keep in the fridge for everyone else to have because they were low on food.</p> <p>Interview on 2/24/25 client #2 stated: -Been living in the facility for almost two years. -"Runs low on food." -"Normally," they have enough food for two weeks, but now the Licensee is trying to shop for the month and it is only lasting three week.</p>	V 115		

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V 115	<p>Continued From page 2</p> <ul style="list-style-type: none"> -Had bought food out of the "kindness of his heart." -Had an insurance flex card he used to buy food for the home as they did not have anything to eat. -There was a few two weeks ago where they did not have food. -Staff #1 called his minister who brought food to the home. -If the minister had not brought food they would have not had food for three days. -The Licensee was aware of the situation and told them there was three bags of chicken in the freezer to eat. -The Licensee wanted them to finish the chicken before she brought more food. -"We didn't have anything to cook the chicken with or eat along with it, you get sick of chicken every day." -Had bought food "often" because they run out and the clients depended on him to provide some. -Staff had told him that the Licensee will tell them to "stretch" the food. -Client #3 had also bought food because he had the same insurance flex card and worked a job. <p>Interview on 2/24/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> -Been having issues with the home having enough food. -A staff contacted her last week who had worked from Tuesday-Friday and was upset because they did not have food to eat. -She called the Licensee who said she had planned to take food on Tuesday but did not. -That staff was a fill in staff and stated she would not come back to work and planned to call "the state" because of the food situation. -The Licensee must have taken food by that weekend, because she did not get anymore calls. 	V 115		

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V 115	Continued From page 3 -Had multiple conversations over the last few months with the Licensee about the food running low and buying a variety of food. -The Licensee will buy lots of chicken, but not provide anything to prepare it with the change the menu up. -The Licensee did not consistently maintain food in the facility. -Had heard clients and staff were buying food for the home. -Told the Licensee this was "unacceptable"	V 115		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (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. This Rule is not met as evidenced by: Based on observation and interview the facility and its grounds were not maintained in a safe, clean and attractive manner. The findings are: Observations at 11:00 AM on 2/24/25 revealed the following: Interior: -The blinds on the front door had 12 broken slats -The blinds on the back door had 4 broken slats -The blinds in the hallway bathroom had 2 broken slats -Two rat traps with cheese placed in the hallway corner -One large rat trap in the living room area. -Couch and love seat in the living room was ripped, peeling fabric with the inside filling coming out.	V 736		

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V 736	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Baseboards throughout were dusty with spider webs and dirt on the. -Client bathroom sink and shower had black substance in it. <p>Interview on 2/24/25 the Qualified Professional reported:</p> <ul style="list-style-type: none"> -She was aware of the needed repairs in the facility -The Licensee/Registered was responsible for overseeing the repairs of the facility -Thought the Licensee had made some repairs since last survey. <p>This deficiency has been cited 7 times since the original cite on 5/11/21 and must be corrected within 30 days.</p>	V 736		