

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL043-084</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R 01/15/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>FOREST HILLS FAMILY CARE FACILITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>54 RIPLEY ROAD CAMERON, NC 28326</b>
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V 000	<b>INITIAL COMMENTS</b>  An annual, complaint and follow up survey was completed on January 15, 2025. The complaint was substantiated (intake #NC00225248). Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.  This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 112	<b>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</b>  <b>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</b> (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112	The facility will ensure for each client that all strategies and procedures will be implemented in accordance with the treatment plan to address clients' needs to include but not limited to glucose readings and documentation.  Staff will be in-service by the QP on Client #3's Diabetes Mellitus status and the importance of completing glucose readings twice daily and charting the readings accordingly.  For Client #3, staff will be monitored in the home by the QP weekly to ensure the implementation of physician's orders to check glucose levels and document/chart twice daily.  The Quality Management Director and/or Director of Operations will check the MARs and charting of glucose readings twice weekly to ensure continued compliance.	3/12/25  3/12/25  3/12/25

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

TITLE

(X6) DATE

STATE FORM

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If continuation sheet 1 of 10

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DHSR-MH Licensure Sect

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STATE FORM

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V 112	<p>Continued From page 2</p> <p>January 2025- Blood sugar checked once daily 1/1/25, 1/6/25, 1/9/25. No blood sugar check 1/10/25.</p> <p>Review on 1/14/25 of Client #3's Individual Support Plan dated 4/1/24 revealed:</p> <ul style="list-style-type: none"> <li>- "My Support Needs- Medical support needs: [Client #3] needs support to...have his blood sugar levels checked twice daily...regular blood checks are required...Things that may create stress...change in blood sugar levels (high: 250-400, low: less than 70)...What you can do to help me prepare ahead? Ensure his blood sugar levels are in good range. Long Range Goal 1: [Client #1] will increase his health...Where am I now: [Client #1] needs support to monitor his blood sugar levels.</li> </ul> <p>Interview on 1/15/25 staff #2 stated he was aware of client #3's 2 times daily blood sugar checks and completed it when he worked.</p> <p>Interview on 1/15/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>- She visited the facility 1-2 times weekly and reviewed staff's documentation.</li> <li>- She had a training with staff to remind them to document appropriately.</li> <li>- She would ensure staff were checking and documenting client #3's blood sugar checks.</li> </ul> <p>Interview on 1/15/25 the Director of Quality Management stated:</p> <ul style="list-style-type: none"> <li>- Client #3's blood sugar checks should be completed and documented twice daily.</li> </ul>	V 112		
V 542	27F .0105(a-c) Client Rights - Client's Personal Funds	V 542		

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V 542	Continued From page 3  10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS (a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days. (b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts. (c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that: (1) assure to the client the right to deposit and withdraw money; (2) regulate the receipt and distribution of funds in a personal fund account; (3) provide for the receipt of deposits made by friends, relatives or others; (4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account; (5) assure that a client's personal funds will be kept separate from any operating funds of the facility; (6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client; (7) provide for the issuance of receipts to persons depositing or withdrawing funds; and (8) provide the client with a quarterly accounting of his personal fund account.	V 542		



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V 542	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to provide quarterly accounting of personal funds for 3 of 2 current client (#1, #2 and #3). The findings are:</p> <p>Finding #1: Review on 1/14/25 of client #1's record revealed: - Admitted 4/26/10 - Diagnoses Autistic Disorder, Intellectual Developmental Disability-Severe and Hypertension. - No evidence quarterly accounting statements had been provided to client #1's representative.</p> <p>Finding #2: Review on 1/14/25 of client #2's record revealed: - Admitted 7/16/20 - Diagnoses Autistic Disorder and Intellectual Developmental Disability- Moderate - No evidence quarterly accounting statements had been provided to client #1's representative.</p> <p>Finding #3: Review on 1/14/25 of client #2's record revealed: - Admitted 6/21/12 - Diagnoses Autistic Disorder, Intellectual Developmental Disability- Severe, Hypertension and Diabetes Mellitus II - No evidence quarterly accounting statements had been provided to client #1's representative.</p> <p>Interview on 1/15/25 client #1 and client #2 did not respond to questions when asked.</p> <p>Interview on 1/15/25 client #3 did not answer questions when asked and only commented about the super bowl.</p>	V 542	<p>The facility will ensure that a statement representing the quarterly accounting of each client's personal funds will be provided to each member and/or guardian in accordance with the regulatory requirements.</p> <p>The Accounting/Human Resources staff will mail each client and/or legal guardian the most recent statement representing their quarterly accounting of personal funds.</p> <p>Moving forward, each client and/or guardian will receive from the Accounting/Human Resources staff quarterly statements representing an accounting of their personal funds.</p> <p>The Director of Quality Management will monitor via review of client personal funds prior to the end of each quarter to ensure continued compliance.</p>	<p>3/15/25</p> <p>3/15/25</p> <p>3/15/25</p>

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V 542	Continued From page 5  Interview on 1/15/25 client #1's guardian stated: - She had recently requested client #1's balance due to some planned shopping. - She had received a statement with the balance but she had not received quarterly statements of client #1's account.  Interview on 1/15/25 client #3's guardian stated: - She had recently received a statement of client #3's account because she had requested it. - She had not received any other statements for client #3's account.  Interview on 1/15/25 the Accounting/Human Resources staff stated: - She had worked in accounting for the facility for several years. - She had not provided quarterly accounting statement to the client's or their representatives unless it was requested.  Interview on 1/15/25 the Director of Quality Management stated: - He thought the facility only had to make the quarterly statement of the clients accounts available. - He understood the requirement to provide quarterly accounting statements. - He would ensure the facility provided quarterly accounting statements as required.	V 542		
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.	V 736		

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V 736	Continued From page 6  This Rule is not met as evidenced by: Based on observations and interviews the facility was not maintained in a safe, clean and attractive manner. The findings are:  Observation on 1/14/25 of the facility revealed: - The dining area right side window had a blind that was missing approximately 1 1/2 feet (ft) of blind slats; the walls had stains that were various shades of brown; the baseboards were discolored and dusty; there was a crack in the wall under the light switch approximately 4 inches long; a chair at the dining table had a broken piece of wood approximately 4 inches that exposed sharp wooded edges. - The kitchen floor had tile in front of the kitchen sink that was loose and lifting approximately 3 ft by 2 ft in size and the area was very soft when stepped on; the lower cabinet in the corner to the left of the sink was off the hinge; all cabinets under the sink had small black particles through out; 1 cabinet under the sink had 2 live spiders in webs; the kitchen counter had 3 pots with liquid ad food residue in them sitting on a baking pan that also had food residue on it; ; the upper cabinet beside the refrigerator had a door on the right side that was cracked in several areas on the inside of the door; the freezer was missing a handle but had a sharp pointy piece of it towards the bottom of the freezer door; the refrigerator had brown residue on it; bottom refrigerator doors ere missing and food particles were spilled; the microwave was heavily soiled with food particles and spills; stove drip pans were rusted, dark with food particles and some had cracks; the oven was heavily stained with dark particles in the bottom; the oven drawer had dark colored spills on it; cabinets beside the stove felt greasy and had dust.	V 736	The facility will ensure that the group home is maintained in such a manner to ensure a safe, clean, attractive, odorless, and an orderly environment through implementation of cleaning, repairs, and ongoing preventive maintenance monitoring.  Staff will complete work orders to address any repair needs noted.  The group home will be cleaned thoroughly to ensure that it is free of dirt, odor, stains and is maintained in an attractive manner. Staff were in service and instructed to clean the walls, cabinets, refrigerator, microwave, vents, bedrooms and in other areas or home items to ensure a clean environment.  A technician will complete repairs of the home to include but not limited to floor tiling, cracks in doors, walls, door knobs, the refrigerator freezer door handle will be replaced; wood paneling near doorways, replace broken window blinds, or any other such repair needs noted in the SOD and as determined through ongoing preventive maintenance monitoring to address any facility repair needs.	2/14/25  2/14/25  2/14/25

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V 736	<p>Continued From page 7</p> <ul style="list-style-type: none"> <li>- The return vent door by the kitchen had heavy dust on inside and outside.</li> <li>- Client #1's bedroom had no blind at the window; no sheet on the bed; walls had various brown stains and smudges throughout the room; the 9 drawer dresser had the top middle drawer handle missing; there was broken plastic clothes hamper that had sharp edges; the bedroom door was cracked by the door knob; brown molding at the bottom of the doorway was cracked and broken.</li> <li>- The hallway bathroom had a section of baseboard that was missing behind the door, a rusted vent cover, shoe molding and baseboard was discolored green and dark behind the toilet; the toilet tank top was broken on the right edge approximately 3 inches; the door frame on the right side had brown molding around the bottom that was cracked and broken.</li> <li>- Client #2's bedroom had a blind missing from the left side window; the brown headboard was peeling; approximately 6 ft of brown molding around the door frame from top to bottom missing; the corner wall beside client #2's bed room was missing approximately 4 ft of molding;</li> <li>- The floor vent in the living room behind the Christmas tree was missing.</li> <li>- Client #3's bedroom had a foul odor of feces; the white door was stained; the toilet was dirty with feces.</li> <li>- The sitting/tv room had had wood frame chair, sofa and love seat that had rips and tears in the material of cushions; walls had dark smudges and stains throughout.</li> </ul> <p>Interview on 1/15/25 client #1 and client #2 did not respond to questions when asked.</p> <p>Interview on 1/15/25 client #3 did not answer questions when asked and only commented</p>	V 736	<p>All baseboards will be cleaned, treated for mold, and/or painted or replaced, as necessary.</p> <p>All broken plastic clothes hampers will be replaced. The rusted vent will be replaced or cleaned. The missing vent was secured and put into place.</p> <p>For Client #2- in his bedroom the headboard will be replaced. The door frame and corner wall moldings of missing frame pieces will be repaired.</p> <p>The hall, bathroom walls, and baseboards will be thoroughly cleaned, or painted; and repairs made to the baseboard of flooring as needed throughout the facility.</p> <p>The living room sofas and chairs will be either replaced or the repairs will occur of any torn cushions.</p> <p>The QPs will conduct checks of the group home twice weekly to ensure that the facility is maintained in a safe, clean, and attractive manner.</p> <p>The Director of Quality Management (DQM) will develop a monitoring tool to inspect the home to address potential safe, clean, and attractive needs. DQM will monitor weekly in the home to ensure continued compliance.</p>	<p>2/14/25</p> <p>2/14/25</p> <p>2/14/25</p> <p>2/14/25</p> <p>2/14/25</p>

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V 736	<p>Continued From page 8</p> <p>about the super bowl.</p> <p>Interview on 1/15/25 staff #2 stated he had worked at the facility since October 2024 and was responsible for monitoring clients, administering medications, meal preparation and cleaning. He would notify the office if repairs were needed at the facility.</p> <p>Interview on 1/15/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>- She went to the facility 1-2 times weekly.</li> <li>- The facility had maintenance work request slips for staff to complete.</li> <li>- Staff would complete the form and send it to the office.</li> <li>- She had completed the maintenance before, taken pictures and notified the Accounting/Human Resources staff.</li> <li>- Maintenance would be sent to the facility to complete the repairs.</li> </ul> <p>Interview on 1/15/25 the Director of Quality Management stated:</p> <ul style="list-style-type: none"> <li>- The kitchen floor had been like that for approximately 3 weeks. The facility will get new flooring installed in the kitchen.</li> <li>- He understood the freezer was missing a handle but it could still be used by the clients.</li> <li>- The pots on the counter were probably soaking.</li> <li>- Client #1 tears down the blinds and curtains in his room. They are planning to tint the window and update his treatment plan.</li> <li>- Staff working 3rd shift should be cleaning the facility during the shift.</li> <li>- He would ensure all maintenance issues were addressed.</li> </ul> <p>This deficiency constitutes a re-cited deficiency</p>	V 736		

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V 736	Continued From page 9 and must be corrected within 30 days.	V 736		