

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL067-100</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/20/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>COURTLAND</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>113 COURTLAND DRIVE JACKSONVILLE, NC 28546</b>		
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on March 20, 2025. Two complaints (intakes #NC00227310 and #NC00227868) were unsubstantiated and 2 complaints (intake #NC00227510 and #NC00228731) were substantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living: Alternative Family Living in a Private Residence.</p> <p>This facility is licensed for 3 and has a current census of 2. The survey sample consisted of audits of 2 current clients and 1 former client.</p> <p>This survey originally closed on 03/06/25 but was re-opened on 03/20/25 due to additional information received from the provider. The deficiencies remained the same.</p>	V 000		
V 118	<p><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></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</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>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> <p>(E) name or initials of person administering the drug.</p> <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 and interview the facility failed to administer medications on the written order of a physician affecting one of three clients (FC #3) and failed to keep the MARs current affecting one of three clients (FC #3). The findings are:</p> <p>Review on 02/25/25 of FC #3's record revealed:</p> <ul style="list-style-type: none"> <li>-Admission date of 09/22/23.</li> <li>-Discharge date of 02/14/25.</li> <li>-Diagnoses of Autism Spectrum Disorder, Cerebral Palsy and Seizure Disorder.</li> <li>-Current medications with a side effect of constipation: <ul style="list-style-type: none"> <li>-Diazepam 2mg, 1 twice daily.</li> <li>-Glycopyrrolate 1mg, 1 twice daily.</li> <li>-Multivitamin, 1 daily.</li> <li>-Trazodone 100mg, 1 every night at bedtime.</li> </ul> </li> </ul>	V 118		

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V 118	<p>Continued From page 2</p> <p>-Vitamin D2 1000 Unit, 1 daily.</p> <p>-Physician order dated 08/05/24 and for 11/20/24 revealed:</p> <p>-Miralax (Polyethylene Glycol) (constipation) 17 gram, Take 1 cap full every day with 8 ounces (oz) water, juice, soda, coffee or tea.</p> <p>-Review on 02/25/25 of FC #3's MARs for November 2024, December 2024, January 2025 and through February 6, 2025 revealed:</p> <p>-Two entries for the same medication: one for Miralax and one for generic Polyethylene Glycol.</p> <p>-Miralax listed as a PRN (as needed) schedule repeat 1 time a day...Miralax -as needed 1 time a day follow label instructions.</p> <p>-Polyethylene Glycol 3350 powder mix 1 cap full 17 gm in 8 oz water/juice/tea once daily.</p> <p>-No staff initial's to indicate that Miralax was administered from 11/20/2024 thru 02/06/25.</p> <p>Review on 03/03/25 of the hospital discharge summary dated 03/03/25 for FC #3 revealed:</p> <p>-FC #3 was admitted to a local hospital on 02/06/25: "hospital medicine was consulted to admit this patient for further work up and medical management of possible aspiration pneumonia and constipation."</p> <p>-Results of an abdominal and pelvis Computed Tomography (CT) on 02/06/25: "Impression: considerable stool burden with no other significant finding in the abdomen or pelvis."</p> <p>-He had a medical history of colon surgery per discharge summary dated 03/03/25.</p> <p>Review of photos on 03/05/25 provided by FC# 3's guardian of Facility Medication Sign In/Release form on 02/22/25 at 12:20pm and 2 bottles of Miralax revealed:</p> <p>Facility Medication Sign In/Release Form dated 02/22/25 at 12:20pm:</p> <p>-2 unopened bottles of Miralax.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>-Staff/Provider: [House Manager]- 2-22-25- Time of Departure 12:20pm- Medication...Miralax...Quantity on departure 2 bottles."</p> <p>Miralax bottle 1 with a partial label with FC #3's first name:</p> <p>-Did not contain a pharmacy label.</p> <p>Miralax bottle 2 with FC 3#'s name:</p> <p>-17 gram/dose oral powder 260 (Two Hundred Sixty) Gram, Take 1 cap full by ORAL route every day powder mixed with 8 ounces (oz) water, juice, soda, coffee, or tea.</p> <p>-Date written on bottle: 08/05/24.</p> <p>-Date filled on bottle: 08/05/24.</p> <p>-Both Miralax bottles were 238 grams.</p> <p>Interview on 02/28/25 former staff #10 stated:</p> <p>-She had worked at the facility for two years as a paraprofessional.</p> <p>-She had trained in "Medication Management."</p> <p>-She had administered medications to all three clients at the facility.</p> <p>-She had no knowledge of FC #3 taking Miralax.</p> <p>Interview on 02/28/25 and 03/05/25 Staff #9 stated:</p> <p>-She had trained in "Medication Management."</p> <p>-She administered FC #3's medications.</p> <p>-She had access to the facility data base and FC #3's MAR and Miralax was not listed.</p> <p>-She had never administered FC #3 Miralax.</p> <p>Interview on 03/05/25 FC #3's guardian/mother stated:</p> <p>-She had "some concerns" FC #3's Miralax not being administered as the physician's order was written for daily.</p> <p>- "The Miralax is for [FC #3's] constipation."</p> <p>-When FC #3 was admitted in the hospital his bowel was full of feces and he was so "backed</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>up," because the facility was not giving him his Miralax daily.</p> <p>-"[FC #3] has to take Miralax because he is taking Trazodone and it makes him constipated. That is why he was ordered Miralax."</p> <p>-When FC #3 was discharged and items were picked up from the facility, there was a medication list with all of the client's medications checked and accounted for with the House Manager's name on the form.</p> <p>-"The form listed 2 unopened bottles of Miralax. One of the bottles had the label attached and the 2nd bottle did not have a label."</p> <p>-The written transcription on the bottle retrieved from the facility,"Miralax 17 gram/dose oral powder 260 (Two Hundred Sixty) Gram,Take 1 cap full by ORAL route every day powder mixed with 8 oz water, juice, soda, coffee, or tea."</p> <p>-The House Manager never mentioned the Miralax was ordered as PRN.</p> <p>Review on 03/05/25 of an email to surveyors dated 03/05/25 sent by the Director of Operations revealed:</p> <p>-"A comprehensive review all of facility files was conducted."</p> <p>-"The nurse (Registered Nurse (RN)) signed off on all of the MARs. Her process via our/the facility request is to check all MARs,Physician Medication Orders (PMOs), Medicine Labels,etc with medications (meds) and alert myself and the clinical director of any issues."</p> <p>-"All doctors the facility uses are linked to our pharmacy interfacing."</p> <p>-"We have no orders of Miralax sent via the doctor to the pharmacy and/or us."</p> <p>-"I can provide these notes from the pharmacy and doctors via therapy pharmacy interfacing."</p> <p>Review on 03/05/25 of the facility's data</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>system/pharmacy interfacing with the Director of Operations of FC #3's medication orders revealed:</p> <p>-Group Messages: Prescription number-2391520. Order Control-Change Order Request. Message Received Date: 08/05/2024.Status-Acknowledged.</p> <p>-Administration Instruction- Mix 1 capful (17 GM) in 8oz of water/juice/tea and drink once daily.</p> <p>-Medication: Polyethylene Glycol 3350 Powder.</p> <p>-Acknowledged by the Operations Manager, Provider Administrator on 08/06/2024 9:49 am.</p> <p>Interview on 02/28/25 and 03/03/25 the House Manager revealed:</p> <p>- She made sure medications were administered and were in the facility (ready and available) and administer medications.</p> <p>-Her trainings included "medication management."</p> <p>-"There was a PRN for Miralax for [FC #3]."</p> <p>-"I have never given [FC #3] Miralax."</p> <p>-"The Miralax was not opened at the facility."</p> <p>-"There was no reason why the medication was not opened."</p> <p>-She "did not recognize there was an error on the transcription from the physician's order to the MARs."</p> <p>-When the clients came from an appointment, a copy of the physician's order was made and given to the Records Manager/Administrative Assistant and she entered it into the data system.</p> <p>-"It was my fault."</p> <p>Interview on 03/06/25 the Primary Qualified Professional revealed:</p> <p>-Her trainings included "medication management."</p> <p>-"I do not give medications."</p> <p>-"I do not know about the orders."</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>- "I did not take [FC #3] for appointments."          - "The RN and I check MARs monthly to make sure the medications are correct."          - She was unaware of the transcription discrepancy on FC #3's physician's order.          - The Records Manager/Administration Assistant entered the information in the MARs/ facility data system from the physician's order after the client had returned from an appointment.</p> <p>Interview on 03/06/25 the Records Manager/Administrative Assistant revealed:          - Her job duties were to keep up with paperwork, transcribed physician orders information into that facility data system to the MARs and ensured that the MARs were up to date.          - "I do not know why the information was entered on the MARs incorrectly."          - "I usually see Physician's Medication Orders (PMOs)."          - The facility staff had given her orders after the clients' appointments. She entered the medications on the MAR. The paper copy physician's orders were filed into the audit book/client files.          - "If there is a change in the medications they write it on the PMO. The House Manager lets me know if there is any changes in the medications."          - "It was an oversight on my part."</p> <p>Review on 03/06/25 of the Plan of Protection dated 03/06/25 and completed by the Director of Operations revealed:          - "What immediate actions will the facility take to ensure the safety of the consumers in your care? The immediate actions that have taken place to ensure the safety of our consumers are as follows:          Operations Director and Manager (Operations Manager) will be completing bi-weekly checks of</p>	V 118		

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V 118	<p>Continued From page 7</p> <p>MAR's, labels and orders. QP (Primary) will be checking MAR's daily for any errors that need addressed. People of Potential (Licensee) will also be looking for a new Nurse that has more time to dedicate to the reviews of medications and overall safety of the consumers. Describe your plans to make sure the above happens. 1)Procedure changes &amp; training on new procedures 2)Increased Director involvement 3)Full team approach 4)New Nurse to complete bi-weekly checks of new med orders. Nurse will be given access to the Electronic Medical Administration Record (EMAR). *Will sign back of MAR with dates from operations Director &amp; Manager(Operations Manager). *QP's will submit a weekly daily log to the Operations Director &amp; Clinical Director."</p> <p>This deficiency has been cited 2 times since the original cite on May 5, 2022.</p> <p>FC #3 had a diagnoses of Autism Spectrum Disorder, Cerebral Palsy and Seizure Disorder. He was discharged from the facility on 02/14/25 per the request of the guardian. On November 20, 2024 FC #3 was prescribed Miralax 1 cap full every day with 8 oz of water, juice, soda, coffee or tea. However, the Miralax was transcribed on FC #3 MARs from November 20,2024 through February 6, 2025 to only administer as a PRN. Staff never documented or administered the Miralax to FC #3 since it was ordered on November 20, 2024. Therefore, FC #3 missed 79 doses of Miralax. FC #3 was admitted to the hospital on 02/06/25 and results of a CT scan</p>	V 118		



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V 118	Continued From page 8  showed a considerable stool burden. This deficiency constitutes a Type B rule violation which is detrimental to the health, safety and welfare of the client and must be corrected within 45 days.	V 118			
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification  G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.  This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the Health Care Personnel Registry (HCPR) was accessed prior to employment for 1 of 2 audited current staff (#9) and 3 of 4 audited former staff (FS #11, FS# 12, FS #13). The findings are:  Finding #1 Review on 03/05/25 of staff #9's personnel record revealed: -Hire Date: 03/27/24. -HCPR was accessed on 04/16/24.  Finding #2	V 131			

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V 131	Continued From page 9  Review on 02/28/25 of FS # 11's personnel record revealed: -Hire Date: 07/16/24. -HCPR was accessed on 01/07/25.  Finding #3 Review on 03/05/25 of FS # 12's personnel record revealed: -Hire Date: 08/20/24. -HCPR was accessed on 08/27/24.  Finding #4 Review on 03/05/25 of FS # 13's personnel record revealed: -Hire Date: 07/02/24. -HCPR was accessed on 07/08/24.  Interview on 02/25/25 the Director of Operations stated: - It was her responsibility to complete the HCPR checks for potential employees. -"The facility waited to complete the checks until the staff had completed training because they did not want to do the check and it was a waste of money if they did not make it through training." -"That is how I was trained to do the HCPR checks after the date of hire." -"HCPR will be completed prior to the staff being trained going forth."	V 131		
V 133	G.S. 122C-80 Criminal History Record Check  G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse	V 133		

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V 133	Continued From page 10  services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the	V 133		

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V 133	Continued From page 11  information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency. (c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant: (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.	V 133		

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V 133	Continued From page 12  (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant. (d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for: (1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual. (2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section. (e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers;	V 133		

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V 133	Continued From page 13  Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5. (f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor. (g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record	V 133		

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V 133	<p>Continued From page 14</p> <p>check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the criminal history record check was requested within five business days of making the conditional offer of employment affecting 1 of 2 audited current staff (#9) and 2 of 4 audited former staff (FS #11, FS #12). The findings are:</p> <p>Finding #1 Review on 03/05/25 of staff #9's personnel record revealed: -Hire Date: 03/27/24. -Criminal background check was requested on 4/16/24.</p> <p>Finding #2 Review on 02/28/25 of FS # 11's personnel record revealed: -Hire Date: 07/16/24. -Criminal background check was requested on</p>	V 133		

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V 133	Continued From page 15  8/15/24.  Finding #3 Review on 03/05/25 of FS # 12's personnel record revealed: -Hire Date: 08/20/24. -Criminal background check was requested on 8/27/24.  Interview on 03/05/25 with the Director of Operations stated: -She had the responsibility and accessed the Background checks for potential employees. -The facility waited to complete the checks until the staff had completed training because they did not want to do the check and it was a waste money if they did not make it through training. -"That is how I was trained to do the Background checks after the date of hire." -"Background checks will be completed prior to the staff being trained going forth."	V 133		
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 was not maintained in a clean, attractive and orderly manner. The findings are:  Observation on 02/25/25 at approximately 10:54am revealed:	V 736		



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V 736	<p>Continued From page 16</p> <ul style="list-style-type: none"> <li>-In the Kitchen was some lighter paint and marker discolorations where a dry erase board was hanging.</li> <li>-There was dried liquid spillage stains that covered the bottom of both (dual) ovens.</li> <li>-Vacant Bedroom #1 had a golf ball size hole in wall near outlet.</li> <li>-1 light bulb did not work in bedroom #1.</li> <li>-The living room had puckered wood raised and cracked about 12 inches by left window.</li> <li>-The lamp shade had 2 broken fitters inside the lamp shade and the shade leaned to the front; 1 of 3 light bulbs did not work.</li> <li>-The 1st chandelier in the living room had a missing globe on the light.</li> <li>-The 2nd chandelier in the living room had 1 of 5 light bulbs that did not work.</li> <li>-The carpeted staircase leading upstairs was soiled in multiple areas with a dark residue.</li> <li>-The transition lift chair on the stair railing did not work.</li> <li>-There were 1 of 2 light bulbs that did not work in main hallway light fixture of facility.</li> <li>-Client #1's bedroom had paint drips and splotches on the floor that covered majority of floor.</li> <li>-The upstairs bathroom had a toilet seat with a ping pong ball size smear of brown residue on the back edge of toilet seat.</li> </ul> <p>Interview on 02/25/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-The Licensee was in the process of the home being purchased.</li> <li>-A client used the restroom and did not clean behind himself. "We did not check behind him."</li> <li>-The repairs were going to be made after the Licensee purchased the house.</li> </ul> <p>Interview on 02/25/25 the Director of Operations</p>	V 736		

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V 736	Continued From page 17  stated: -The client that moved out of vacant bedroom #1 liked to pick the paint off of the wall. He had just discharged recently and the landlord would not make the needed repairs. -The living room had "a pipe to burst which left water damage, that is why the wall looks like that." -The landlord just painted over the patches. When the house is purchased they can make the needed changes. -They have never used the stair lift chair since they have been in the home and never checked to see if the chair worked. -Client #1's bedroom had paint drips on the floor because the landlord that they rent from painted and "refused" to get the paint off of floor. -A client used the restroom and did not clean behind himself. "Staff did not check behind the client." -The Licensee was in the process to purchase the house from the landlord and they planned to renovate the facility.	V 736		