

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL078-159</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>04/09/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>A BETTER WAY RESIDENTIAL SERVICES</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>220 CALVINS ROAD</b> <b>SHANNON, NC 28386</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on April 9, 2025. The complaints were unsubstantiated (NC00228349 and NC00229090). Deficiencies were cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure For Children Or Adolescents.</p> <p>This facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.</p> <p>This survey originally closed on March 27, 2025 but was reopened on April 9, 2025 due to additional complaint.</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) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes.</p> <p>(b) The plans 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 the facility's response to fire emergencies.</p> <p>(d) Each facility shall have a first aid kit</p>	V 114		

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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>accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure fire and disaster drills were held at least quarterly and repeated on each shift. The findings are:</p> <p>Review on 3/27/25 - 4/9/25 of the facility's documented fire and disaster drills for 1/1/24 - 12/30/24 revealed:</p> <ul style="list-style-type: none"> <li>- First quarter (4/1/24 - 6/30/24); no third or fourth shift fire drill documented.</li> <li>- Second quarter (7/1/24 - 9/30/24); no third or fourth shift fire drill documented.</li> <li>- Third quarter (10/1/24 - 12/31/24); no second, third, or fourth shift fire drill documented.</li> <li>- Third quarter (10/1/24 - 12/31/24); no second, or fourth shift disaster drill documented.</li> </ul> <p>Interview on 3/27/25 - 4/9/25 client #1 stated:</p> <ul style="list-style-type: none"> <li>- He had been at the facility since January, 2025.</li> <li>- He had participated in fire and disaster drills.</li> <li>- He was uncertain how often they were completed.</li> </ul> <p>Interview on 3/27/25 - 4/9/25 client #3 stated:</p> <ul style="list-style-type: none"> <li>- He had been at the facility for 8 months.</li> <li>- He had participated in fire and disaster drills.</li> <li>- He was uncertain how often they were completed, but they were completed often.</li> </ul> <p>Interview on 3/27/25 - 4/9/25 client #4 stated:</p> <ul style="list-style-type: none"> <li>- He had been at the facility for a few weeks</li> <li>- He had completed fire drills but was uncertain</li> </ul>	V 114		

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V 114	<p>Continued From page 2</p> <p>about disaster drills.</p> <p>Interview on 3/27/25 - 4/9/25 staff #1 stated: - Fire and disaster drills were completed monthly and covered all shifts.</p> <p>Interview on 3/27/25 - 4/9/25 staff #2 stated: - Fire and disaster drills were completed monthly and covered all shifts.</p> <p>Interview on 3/27/25 - 4/9/25 the House Manager stated: - Fire and disaster drills were completed each month and all shifts were covered. - There were four shifts. - Monday - Friday (1pm-10pm and 10pm - 8am) - Saturday and Sunday (8am - 8pm and 8pm - 8am).</p> <p>Interview on 3/27/25 - 4/9/25 the Qualified Professional stated she would ensure all shifts were covered with fire and disaster drills.</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"> <li>(A) client's name;</li> <li>(B) name, strength, and quantity of the drug;</li> <li>(C) instructions for administering the drug;</li> <li>(D) date and time the drug is administered; and</li> <li>(E) name or initials of person administering the drug.</li> </ul> <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 reviews and interview, the facility failed to keep the MARs current affecting 2 of 3 audited clients ( #3 and #4). The findings are:</p> <p>Finding #1: Review on 3/27/25 - 4/9/25 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- 9 year old.</li> <li>- Admission date of 7/8/24.</li> <li>- Diagnoses included Adjustment Disorder, Attention Deficit Hyperactivity Disorder (ADHD), Oppositional Defiant Disorder, and Disruptive Mood Dysregulation Disorder.</li> </ul> <p>Review on 3/27/25 - 4/9/25 of physician orders for client #3 dated 2/24/25 revealed:</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- Hydroxyzine (treats anxiety) 25 milligrams (mg)</li> <li>- 1 tablet (tab) 3 times daily.</li> </ul> <p>Review on 3/27/25 - 4/9/25 of client #3's April 2025 MAR revealed the following blanks:</p> <ul style="list-style-type: none"> <li>- Hydroxyzine 25mg 4/8/25 and 4/9/25 at 7am.</li> </ul> <p>Finding #2: Review on 3/27/25 - 4/9/25 of client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- 13 year old.</li> <li>- Admission date of 2/24/25.</li> <li>- Diagnoses included Intermittent Explosive Disorder, and Adjustment Disorder.</li> </ul> <p>Review on 3/27/25 - 4/9/25 of physician orders for client #4 dated 2/24/25 revealed:</p> <ul style="list-style-type: none"> <li>- Guanfacine (treats ADHD) 1 mg - 2 tabs daily.</li> <li>- VitaJoy (multi vitamin) 1 tab daily.</li> </ul> <p>Review on 3/27/25 - 4/9/25 of client #4's March - April 2025 MAR revealed the following blanks:</p> <ul style="list-style-type: none"> <li>- Guanfacine 1mg - 3/29/25 - 3/31/25, 4/3/25, 4/4/25, and 4/8/25 at 7am.</li> <li>- Vitajoy Multi - 4/4/25 and 4/9/25 at 7am.</li> </ul> <p>Interview on 3/27/25 - 4/9/25 client #3 and client #4 stated:</p> <ul style="list-style-type: none"> <li>-They received their medications daily as prescribed by their physician.</li> <li>-They had not missed any medications.</li> </ul> <p>Interview on 3/27/25 - 4/9/25 the Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-The clients received their medications daily.</li> <li>-She would review with staff to ensure staff followed proper documentation protocol.</li> </ul> <p>Due to the failure to accurately document</p>	V 118		

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V 118	Continued From page 5  medication administration it could not be determined if client #3 and client #4 received their medications as ordered by the physician.	V 118		