



North Carolina Department of Health and Human Services
Division of Health Service Regulation • Mental Health Licensure and Certification Section

Control Form
Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)

Keyed Date: 5/14/25

Date of Visit: 4/22/25 – 4/23/25

Date Complaint Received (if applicable):

Facility Name: Rollingwood

Provider Number: 34G188

MHL#: 041-087

FID Number: 922015

Survey Type	Document	Check
All	CMS 1539: Certification and Transmittal	
All	CMS 2567: Statement of Deficiencies/Plan of Correction	
All	CMS-IJ Template (if IJ cited)	
Complaint, Follow-Up	CMS 2567: Revisit Report (Now saved as 2567F for follow ups)	
Recert only	CMS 3070G: Survey Report Form (completed by facility)	
Recert only	DHSR 4146: Civil Rights Compliance Form	
Recert only	DHSR 4503: ICF-IID Application for Certification/Recertification	

DHSR Staff Name:

Justin Foster

Date: 5/14/25

DEPARTMENT OF HEALTH AND HUMAN SERVICES

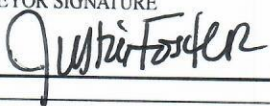

CENTERS FOR MEDICARE & MEDICAID SERVICES

MEDICARE/MEDICAID CERTIFICATION AND TRANSMITTAL

ID: SJQM

Facility ID: 922015

PART I - TO BE COMPLETED BY THE STATE SURVEY AGENCY

1. MEDICARE/MEDICAID PROVIDER NO. (L1) 34G188		3. NAME AND ADDRESS OF FACILITY (L3) ROLLINGWOOD		4. TYPE OF ACTION: 2 (L8)	
2. STATE VENDOR OR MEDICAID NO. (L2) 346073		(L4) 4206 WEST FRIENDLY AVENUE		1. Initial 3. Termination 5. Validation 7. On-Site Visit	
5. EFFECTIVE DATE CHANGE OF OWNERSHIP (L9) 06/25/2019		(L5) GREENSBORO, NC (L6) 27405		2. Recertification 4. CHOW 6. Complaint 9. Other	
6. DATE OF SURVEY 04/23/2025 (L34)		7. PROVIDER/SUPPLIER CATEGORY 11 (L7)		8. Full Survey After Complaint	
8. ACCREDITATION STATUS: 0 (L10)		01 Hospital 05 HHA 09 ESRD 13 PTIP 22 CLIA 02 SNF/NF/Dual 06 PRTF 10 NF 14 CORF 03 SNF/NF/Distinct 07 X-Ray 11 ICF/IID 15 ASC 04 SNF 08 OPT/SP 12 RHC 16 HOSPICE		FISCAL YEAR ENDING DATE: (L35) 06/30	
11. LTC PERIOD OF CERTIFICATION From (a): To (b):		10. THE FACILITY IS CERTIFIED AS: X A. In Compliance With Program Requirements Compliance Based On: X 1. Acceptable POC B. Not in Compliance with Program Requirements and/or Applied Waivers: * Code: A1* (L12)			
12. Total Facility Beds 6 (L18)		And/Or Approved Waivers Of The Following Requirements: ___ 2. Technical Personnel ___ 6. Scope of Services Limit ___ 3. 24 Hour RN ___ 7. Medical Director ___ 4. 7-Day RN (Rural SNF) ___ 8. Patient Room Size ___ 5. Life Safety Code ___ 9. Beds/Room			
13. Total Certified Beds 6 (L17)					
14. LTC CERTIFIED BED BREAKDOWN					15. FACILITY MEETS
18 SNF (L37)	18/19 SNF (L38)	19 SNF (L39)	ICF (L42)	IID (L43)	1861 (e) (1) or 1861 (j) (1): (L15)
16. STATE SURVEY AGENCY REMARKS (IF APPLICABLE SHOW LTC CANCELLATION DATE): Transmit; Recert Survey 04.23.2025					
17. SURVEYOR SIGNATURE 			18. STATE SURVEY AGENCY APPROVAL 		
Date: 05/14/2025 (L19)			Date: 5/16/25 (L20)		

PART II - TO BE COMPLETED BY HCFA REGIONAL OFFICE OR SINGLE STATE AGENCY

19. DETERMINATION OF ELIGIBILITY X 1. Facility is Eligible to Participate ___ 2. Facility is not Eligible (L21)		20. COMPLIANCE WITH CIVIL RIGHTS ACT: Yes		21. 1. Statement of Financial Solvency (HCFA-2572) 2. Ownership/Control Interest Disclosure Stmt (HCFA-1513) 3. Both of the Above: ___	
22. ORIGINAL DATE OF PARTICIPATION 04/24/1991 (L24)	23. LTC AGREEMENT BEGINNING DATE (L41)	24. LTC AGREEMENT ENDING DATE (L25)	26. TERMINATION ACTION: (L30) VOLUNTARY 00 01-Merger, Closure 02-Dissatisfaction W/ Reimbursement 03-Risk of Involuntary Termination 04-Other Reason for Withdrawal		
25. LTC EXTENSION DATE: (L27)	27. ALTERNATIVE SANCTIONS A. Suspension of Admissions: (L44) B. Rescind Suspension Date: (L45)		IN VOLUNTARY 05-Fail to Meet Health/Safety 06-Fail to Meet Agreement OTHER 07-Provider Status Change 00-Active		
28. TERMINATION DATE: (L28)		29. INTERMEDIARY/CARRIER NO. (L31)		30. REMARKS	
31. RO RECEIPT OF CMS-1539 (L32)		32. DETERMINATION OF APPROVAL DATE 05/14/2025 (L33)		DETERMINATION APPROVAL	



North Carolina Department of Health and Human Services
Division of Health Service Regulation • Mental Health Licensure and Certification Section

Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)
Application for Certification/Recertification in Title XIX (Medicaid) Program

Please print or type. Put an asterisk (*) beside the mailing address which reports from DHSR/Certification are to be forwarded.
If additional space is needed for any part, please identify and write on the back of this form.

Facility Information

Facility Name: <u>BHA Health Services LLC-Rollingwood</u> <small>(Identify facility as it is known or will be known)</small>		MHL#: <u>041-087</u>
Facility address <small>(exact location, no PO box)</small> : <u>4206 W. Friendly Ave</u>		
City: <u>Greensboro</u>	State: <u>NC</u>	ZIP: <u>27410</u>
Telephone <small>(including area code)</small> : <u>336-273-6105</u>	County: <u>Guilford</u>	
Facility Administrator Name: <u>Shelia Shaw</u> <small>(If administrator is someone other than a person in the facility, give name and title of person responsible for daily operation)</small>		
Email Address: <u>sshaw@rhanet.org</u>		
Anticipated Opening Date of New Facility: <u>N/A</u>	Number of Beds: <u>N/A</u>	
<small>Reminder: The Facility's effective date for participation in the Medicaid program cannot be prior to the on-site survey of either the general survey or the life safety code survey; whichever is the later survey date. If deficiencies are cited in either survey, the effective date cannot be prior to the date of an acceptable plan of correction received by DHSR. Before the general survey can be scheduled, the facility must be licensed, in operation and has clients which cannot be reimbursed by Medicaid prior to the effective date of certification.</small>		

Owner Information

Owner's Name: <u>BHA Health Services LLC</u>		
Corporate Administrator <small>(name & title)</small> : <u>Mickey Atkins</u>		
Business address: <u>17 Church St</u>		
City: <u>Asheville</u>	State: <u>NC</u>	ZIP: <u>28801</u>
Telephone <small>(including area code)</small> : <u>828-232-6844</u>		

Management Company Information

(If facility is managed by a firm or someone other than owner, complete this section)

Management Company Name: <u>BHA Health Services LLC</u>		
Address: <u>17 Church St</u>		
City: <u>Asheville</u>	State: <u>NC</u>	ZIP: <u>28801</u>
Telephone <small>(including area code)</small> : <u>828-232-6844</u>		

Day Program Information

Day Program Facility Name: <u>Gatewood Voc</u> <small>(Identify facility as it is known or will be known)</small>		MHL#: _____
Address: <u>1508 Gatewood Ave</u>		
City: <u>Greensboro</u>	State: <u>NC</u>	ZIP: <u>27405</u>
Telephone <small>(including area code)</small> : <u>336-273-6105</u>		

Signature/Date: <u>Mellisa White, OP</u>	<u>4/22/05</u>
Printed Name and Title: <u>Mellisa White, OP</u>	

20. Individual Characteristics (Note: The total number in Items B-L (Col.(a)) may exceed the facility's population because some clients have multiple disabilities)

A.

(1) Age

under 22(a)	0	W29
22-45 (b)	1	W30
46-65 (c)	4	W31
66+ (d)	1	W32
	Total	6
		W33

(2) SEX

Male	6	W34
Female	0	W35
	Total	6
		W36

B. DISABILITIES

(1) Intellectual Disability

Mild	0	W37
Moderate	2	W38
Severe	4	W39
Profound	0	W40
	Total	6
		W41

(2) Autism

1 W42

(3) Cerebral Palsy

2 W43

(4) Epilepsy

2 W44

Controlled

2 W44

Uncontrolled

0 W45

Total 2 W46

C. OTHER DISABILITIES

(1) Non-ambulatory

Mobile	3	W47
Non-Mobile	0	W48
	Total	3
		W49

(2) Speech/Language Impairment

3 W50

(3) Hearing Impairment

Hard of Hearing 0 W51

Deaf 0 W52

Total 0 W53

(4) Visual Impairment

Impaired 3 W54

Blind 0 W55

Total 3 W56

D. MEDICAL CARE PLAN

0 W57

E. DRUGS TO CONTROL BEHAVIOR

4 W58

F. PHYSICAL RESTRAINTS

0 W59

G. TIME-OUT ROOMS

0 W60

H. APPLICATION OF PAINFUL OR NOXIOUS STIMULI

0 W61

I. NUMBER ATTENDING OFF-CAMPUS DAY PROGRAMS

6 W62

J. NUMBER OF COURT ORDERED ADMISSIONS

0 W63

K. NUMBER OF CLIENTS OVER AGE 18 WITH A LEGAL GUARDIAN ASSIGNED BY THE COURT

0 W64

L. OTHER (specify)

(1) 0 W65

(2) 0 W66

(3) 0 W67

**INTERMEDIATE CARE FACILITIES FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES
SURVEY REPORT**

M. ALLEGATIONS OF ABUSE AND NEGLECT

no. of allegations of abuse investigated (a) 0 W68

no. of allegations of neglect investigated (b) 0 W69

Total 0 W70

N. NUMBER OF DEATHS

no. of deaths related to unusual incidents (a) 0 W71

no. of deaths related to restraints (b) 0 W72

no. of deaths for any reason (c) 1 W73

Total 1 W74

**ALLEGATIONS OF ABUSE AND NEGLECT AND NUMBER OF DEATHS
DATA ENTRY INSTRUCTIONS**

M. Allegation of abuse and neglect

(W68) Number of allegations of abuse investigated.

(W69) Number of allegation of neglect investigated.

According to 42CFR §488.301:

Abuse is the willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish.

Neglect is the failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness.

Consistent with the referenced definitions, enter the number of allegations of abuse and or neglect investigated, including investigations resulting from complaints, follow ups, initials or recertifications.

If there is no information to report, leave the field blank.

(W70) Total

This field represents a combined total of W68 (allegations of abuse investigated) and W69 (allegations of neglect investigated). The total for this field is program generated therefore, no data input is necessary.

N. Number of Deaths

(W71) Number of deaths related to unusual incidents.

Insert the number of deaths that occurred as a result of unusual incidents. This includes all unexpected or unanticipated deaths not included in W72 or W73.

(W72) Number of death related to restraints.

Insert the number of deaths that occurred as a result of the use of restraints.

(W73) Number of deaths for any reason.

Insert the number of deaths occurring for any reason. Do not include information contained is W71 and W72 above.

(W74) Total

This field represents a combined total of W71 (number of deaths related to unusual incidents), W72 (number of deaths related to restraints), and W73 (number of deaths for any reason).

The total for this field is program generated; therefore, no data input is necessary.

CIVIL RIGHTS (Title VI) COMPLIANCE FORM

Date of Visit: 4/22/25 - 4/23/25

Facility Name: Rollingwood

Licensee: RHA Health Services NC, LLC

Site Address: 4206 W. Friendly Ave, Greensboro, NC 27410

Provider Number: 34G188 MHL#: 041-087 Phone: _____

Yes	No	N/A	Materials Reviewed	Explanation (if needed)
X			The facility's policies and procedures are consistent with Title VI requirements	
X			Room assignments are made on a random basis.	
X			All areas appear to be used by all races in the same manner.	
X			On the day of the visit, the above referenced facility was found to be in compliance with Title VI.	

Comments: _____

DHSR Staff Signature: Chad Sprehe /s/

Date: 4/28/25

CC: Facility File

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/01/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G188	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 04/23/2025
NAME OF PROVIDER OR SUPPLIER ROLLINGWOOD			STREET ADDRESS, CITY, STATE, ZIP CODE 4206 WEST FRIENDLY AVENUE GREENSBORO, NC 27405		
(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) COMPLETION DATE	
W 189	<p>STAFF TRAINING PROGRAM CFR(s): 483.430(e)(1)</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently. This STANDARD is not met as evidenced by: Based on observations and interview, the facility failed to ensure staff were sufficiently trained to perform his or her duties for 3 of 4 audited clients (#3, #4 and #6). The findings are:</p> <p>A. The facility failed to ensure safe movement of client #3's wheelchair in the home. For example:</p> <p>Observations in the group home on 4/23/25 at 8:04 AM revealed staff E to move client #3 in his wheelchair without his permission from the front entryway to the living room. Continued observation revealed staff E to push client #3's wheelchair into two wooden chairs, enough to clear an opening to get him through to the living room.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 4/23/25 confirmed staff receive training on client rights, including the right to be treated with dignity and respect. Further interview with the QIDP revealed staff E should have moved the wooden chairs rather than push client #3's wheelchair into them.</p> <p>B. The facility failed to ensure client #4 had safe access to his environment. For example:</p> <p>Observations in the group home on 4/23/25 at 8:07 AM revealed staff E to forcefully ambulate client #4 without his permission to the kitchen sink to wash his hands and to set his place at the</p>	W 189	<p>W 189 A-C The QP will obtain re-evaluations from the physical therapist to clarify specific recommendations for ambulation for clients #4, and #6. Staff will be in-serviced by the QP on appropriate methods to assist all people supported at Rollingwood with ambulating based on the recommendations of the Physical Therapist and ensuring dignity and respect. This will be monitored by the clinical team through unannounced observations at least twice a week for a period of one month. In the future, the QP will ensure the people supported are assisted with ambulation in both the recommended manner and with dignity and respect.</p>	6/22/25	

RECEIVED

DHSR-MH Licensure Sect

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

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 189	<p>Continued From page 1</p> <p>table. Continued observation revealed staff E to dry client #4's hands as he walked away towards the living room. Further observation at 8:24 AM revealed staff E to forcefully ambulate client #4 again towards the kitchen sink to wash his hands and to set his place at the table. Further observation revealed staff E to limit client #4's movement to the immediate kitchen area.</p> <p>Interview with the QIDP on 4/23/25 confirmed staff receive training on client rights, including the right to be treated with dignity and respect. Further interview with the QIDP revealed staff E should not force or limit a client's movements.</p> <p>C. The facility failed to ensure client #6 had safe access to his environment. For example:</p> <p>Observation in the group home on 4/23/25 at 8:16 AM revealed staff E to grab client #6 under his arms and ambulate him to the kitchen to wash his hands without utilizing his gait belt. Continued observation at 8:19 AM revealed staff E to grab client #6 under his arms and ambulate him to the dining room table without utilizing his gait belt. Further observation at 8:29 AM revealed client #6 to nearly fall due to staff holding him up by his shoulders instead of utilizing his gait belt.</p> <p>Interview with the QIDP on 4/23/25 confirmed staff should utilize client #6's gait belt at all times as prescribed.</p>	W 189			
W 249	<p>PROGRAM IMPLEMENTATION</p> <p>CFR(s): 483.440(d)(1)</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active</p>	W 249			

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W 249	<p>Continued From page 2</p> <p>treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record review and interview, the facility failed to ensure 1 of 4 audited clients (#6) received a continuous active treatment program consisting of needed interventions relative to their adaptive equipment. The finding is:</p> <p>Observations throughout the 4/22-23/25 survey revealed client #6 to wear a gait belt around his torso. Continued observations throughout the survey revealed multiple staff to support client #6 with ambulating, without utilizing his gait belt.</p> <p>Review of client #6's record on 4/23/25 revealed a physical therapy (PT) evaluation dated 2/5/25. Review of the PT evaluation indicated client #6 requires contact assist +1 for transfers and ambulates for functional mobility; continued supervision for gait is recommended due to a risk for falls secondary to decreased safety awareness; he wears a gait belt during waking hours to ensure his safety. Continued review of the PT evaluation revealed recommendations for client #6 to continue contact guard assist for safety during transfers, gait, and ADL's. A gait belt is used during waking hours.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 4/23/25 confirmed staff should utilize client #6's gait belt at all times as</p>	W 249	<p>W 249 The QP will obtain a re-evaluation from the Physical Therapist in order to clarify recommendations for ambulation for client #6. Staff will be in-serviced by the QP on recommended methods to assist client #6 as well as all people supported at Rollingwood with ambulating based on the recommendations of the Physical Therapist and ensuring dignity and respect. This will be monitored by the clinical team through unannounced observations at least twice a week for a period of one month. In the future, the QP will ensure the people supported are assisted with ambulation in both the recommended manner and with dignity and respect.</p>	6/22/25	

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W 249	Continued From page 3 prescribed.	W 249			