

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

PRINTED: 05/13/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G336		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 05/13/2025	
NAME OF PROVIDER OR SUPPLIER FOREST HILLS GROUP HOME				STREET ADDRESS, CITY, STATE, ZIP CODE 1913 FOREST HILLS DRIVE GREENVILLE, NC 27858			
(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 000	INITIAL COMMENTS			W 000			
W 252	<p>A complaint investigation was conducted on 5/13/25 for intakes #NC00230151 and #NC00230147. The complaints were unsubstantiated. However, deficiencies were cited.</p> <p>PROGRAM DOCUMENTATION CFR(s): 483.440(e)(1)</p> <p>Data relative to accomplishment of the criteria specified in client individual program plan objectives must be documented in measurable terms.</p> <p>This STANDARD is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 1 of 1 audit clients (#1) behavior data was documented. The finding is:</p> <p>Review on 5/13/25 of client #1's behavior support plan (BSP), dated 9/12/24 and revised 3/11/25, revealed target behaviors to include physical aggression, disruptive behaviors (i.e. yelling, crying, cursing), self-injury (i.e. banging head, hits, bites, scratches self), property destruction, refusal to participate in scheduled activities, inappropriate social behavior, inappropriate toileting, and stealing. Data should be recorded using an interval method to monitor the frequency of behaviors to include documenting "good hours" or when no targeted behavior has occurred to promote the use of his picture cue reward progress system. In addition, all target behaviors should be documented.</p> <p>Review on 5/13/25 of client #1's behavior data</p>			W 252			

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 252	Continued From page 1 revealed inconsistency and lack of data for several hours from 4/21/25 to 5/3/25. On 5/4/25, it was documented that no target behavior was observed for the day. However, an incident was reported during an investigative interview on the same day in which client #1 "stole" brownies from the kitchen and then engaged in disruptive behavior, including crying and yelling. Review on 5/13/25 of interview with Staff A revealed client #1 had no behaviors overnight on 5/3/25. On 5/4/25, client #1 had behaviors during the morning but they were "not worth writing down". Staff A stated client #1 had "stolen" brownies that staff made and had gone to his room to begin yelling. Interview on 5/13/25 with the Qualified Intellectual Disabilities Professional (QIDP) revealed staff should document positive behavior and target behavior according to plan guidelines. Staff are scheduled to be trained on May 21, 2025.	W 252			
W 288	MGMT OF INAPPROPRIATE CLIENT BEHAVIOR CFR(s): 483.450(b)(3) Techniques to manage inappropriate client behavior must never be used as a substitute for an active treatment program. This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure a technique to manage client #1's inappropriate behavior was included in a formal active treatment program. This affected 1 of 1 audit clients. The finding is: Review on 5/13/25 of an investigative interview with Staff A, completed on 5/4/25, revealed client	W 288			

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W 288	<p>Continued From page 2</p> <p>#1 "stole" brownies from the kitchen after staff had made them. Client #1 then became upset when Staff A told him he would lose his morning snack due to taking the brownie. Staff A asked client #1 to calm down in his room. Client #1 went to his room and began to yell. Staff A then went to client #1's room and asked him who he was yelling at. Client #1 faced the wall and Staff A sat on client #1's bed. He asked him, "do you think staff deserves to be respected because we come in and take care of you and make sure you alright?" Client #1 shook his head to say "yes". Staff A did not document the behavior because he did not feel it was a "big deal" and he responded to his "stealing" by withholding his morning snack.</p> <p>Review on 5/13/25 of client #1's behavior support plan (BSP), dated 9/12/24 and revised 3/11/25, revealed target behaviors to include physical aggression, disruptive behaviors (i.e. yelling, crying, cursing), self-injury (i.e. banging head, hits, bites, scratches self), property destruction, refusal to participate in scheduled activities, inappropriate social behavior, inappropriate toileting, and stealing. If he is engaged in disruptive behavior, verbal redirection and calming talk should be used. Staff should allow him space and time to de-escalate, minimizing excessive verbal exchanges or high responsiveness as this may cause behavior to escalate. If he engages in stealing, verbal redirection should be used, as well as using his picture cue reward progress system. No withholding of snacks were noted.</p> <p>Interview with the Qualified Intellectual Disabilities Professional (QIDP) on 5/13/25 revealed staff should follow client #1's BSP by addressing target behaviors appropriately. Staff should not withhold</p>	W 288			

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W 288	Continued From page 3 designated snacks for behavior intervention, and disruptive behavior should be addressed according to plan.	W 288			