

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

PRINTED: 05/29/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G041		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 05/28/2025	
NAME OF PROVIDER OR SUPPLIER COUNTRY MANOR GROUP HOME				STREET ADDRESS, CITY, STATE, ZIP CODE 1070 PACKING PLANT ROAD SMITHFIELD, NC 27577			
(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 111	<p>CLIENT RECORDS CFR(s): 483.410(c)(1)</p> <p>The facility must develop and maintain a recordkeeping system that documents the client's health care, active treatment, social information, and protection of the client's rights. This STANDARD is not met as evidenced by: Based on record reviews and interviews, the facility failed to maintain a recordkeeping system that accurately reflected 1 of 3 audit clients (#6). The findings are:</p> <p>Review on 5/27/28 of client #6's Individual Program Plan (IPP), dated 7/4/24, revealed the following dates listed on the IPP: * 8/25/23 **"Updated" 12/6/23 **"Updated" 3/4/23 with a line marked through this date and handwritten new date, 7/4/24, entered.</p> <p>Further review of client #6's IPP revealed a prescribed diabetic diet of "whole" consistency for foods.</p> <p>Review on 5/27/25 of client #6's nutrition evaluation, dated 2023 and 2024, revealed a diet order consisting of a regular diet with 1/4" consistency food and thin liquids. Further review of client #6's nutrition evaluation, dated 2/21/25, revealed a continued diet order consisting of a regular diet with 1/4" consistency food and thin liquids. Ensure should be given for meal refusals.</p> <p>Additional reveiw of client #6's IPP revealed a behavior goal to exhibit 20 or fewer combined target behaviors per month for three consecutive months by 1/1/22.</p> <p>Review on 5/28/25 of client #6's behavior support</p>			W 111			

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 111	<p>Continued From page 1</p> <p>program (BSP), dated 11/19/24, revealed a goal to exhibit no (0) target behaviors per month for 12 consecutive months by 1/1/26.</p> <p>Further review of client #6's IPP revealed older goals to include brushing teeth with 50% by 6/30/24 and shaving with 50% partial physical prompts by 7/31/24. No current goals could be located.</p> <p>Review on 5/28/25 of client #6's goals in the home training data revealed the following current goals: *Respect the privacy of others with 50% verbal prompts for six reporting periods by 6/30/25 as discharged *Close the door for privacy with 70% accuracy for six reporting periods by 6/30/25 *Brush teeth with 60% accuracy for six reporting periods by 1/31/26</p> <p>Interview on 5/28/25 with Staff D revealed client #6 does not receive a whole diet. His current goals are in the home training data to include respecting privacy, closing the door for privacy, and crushing his teeth.</p> <p>Interview on 5/28/25 with Staff E revealed client #6 does not receive a whole diet. His current goals are located in the online training data.</p> <p>Interview on 5/28/25 with the Qualified Intellectual Disabilities Professional (QIDP) revealed that client #6's IPP had been updated. However, the QIDP could not locate an updated IPP for client #6 with correct information. She later confirmed that it had not been completed.</p>	W 111			
W 249	PROGRAM IMPLEMENTATION	W 249			

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W 249	<p>Continued From page 2 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 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 interviews, the facility failed to ensure 3 of 3 audit clients (#3, #5 and #6) received a continuous active treatment program consisting of needed interventions in the area of meal preparation as identified in the Individual Program Plan (IPP). The findings are:</p> <p>A. During observations in the home on 5/27/25 at 6:10pm, Staff C placed all food on the table for family style dining in whole form. Clients began to serve themselves. Client #3 placed a whole bun on his plate. Staff D then retrieved a hamburger patty from the dining table and asked client #3 to leave the table, go to the kitchen, and grind his burger. Client #3 used the blender to ensure his burger was ground. However, he refused to cut his bread into smaller 1/2" pieces. Staff D prompted him to give her his bun (already on his plate) to toast and cut up. Client #3 refused to remove his bread from the plate.</p> <p>Observations in the home on 5/28/25 at 7:00am revealed all food placed on the table for breakfast in whole form. Clients began to serve themselves.</p>	W 249			

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W 249	<p>Continued From page 3</p> <p>Staff E then took the pancake platter to the kitchen to obtain two pancakes for a separate plate. She then returned the pancakes to the dining table and prompted client #3 to cut his pancakes into smaller pieces at the table. He cut his pancakes into 1/2" pieces.</p> <p>Review on 5/27/25 of client #3's nutrition evaluation, dated 10/15/24, revealed a diet order consisting of 1/2" consistency, with all meats ground, and sandwiches cut into 1/2" pieces. Staff should ensure he cuts/grinds food in the kitchen, prior to taking to table, and staff should encourage him to take small bites.</p> <p>Review on 5/28/25 of the kitchen dietary guide, no dated noted, revealed client #3 receives a regular diet with 1/2" consistency and all meats should be ground. Sandwiches should be cut into 1/2" pieces and all food should be cut before bringing to table.</p> <p>Review on 5/27/25 of client #3's nutrition evaluation, dated 10/15/24, revealed a diet order consisting of 1/2" consistency, with all meats ground, and sandwiches cut into ½ inch pieces. In addition, he should cut food in kitchen prior to taking to table, and staff should encourage him to take small bites.</p> <p>Review on 5/28/25 of the kitchen dietary guide, no dated noted, revealed client #3 receives a regular diet with 1/2" consistency and all meats should be ground. Sandwiches should be cut into 1/2" pieces and all food should be cut before bringing to table.</p> <p>Interview on 5/28/25 with Staff E revealed client #3 should have food cut in the kitchen before</p>	W 249			

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W 249	<p>Continued From page 4</p> <p>bringing to the table because he gets upset if his food is taken for cutting once at the table.</p> <p>Interview on 5/28/25 with the Qualified Intellectual Disabilities Professional (QIDP) revealed client #3 may refuse to cut food up once it at the table.</p> <p>B. Observations on 5/27/25 in the day program at 12:00pm revealed client #5 seated at the dining table for lunch. Staff C used the microwave to warm his food and then placed it on the table in front of him. Further observation during meal preparation in the home on 5/27/25 and 5/28/25 revealed client #5 watching cartoons in the den and walking back and forth to the kitchen/dining areas as meals were being prepared. He was not prompted to participate in meal prep.</p> <p>Review on 5/27/25 of client #5's IPP, dated 7/8/24, revealed he "likes to help prepare meals" and can use a microwave. In addition, he has a goal to participate in meal preparation with 80% independence for four consecutive reporting periods by 11/30/25.</p> <p>Interview with Staff B revealed client #5 can assist with meal preparation and use a microwave.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 5/28/25 revealed client #5 can become anxious with new people in the home, but he should be given opportunity to participate.</p> <p>C. Observations on 5/27/25 in the day program at 12:00pm revealed client #6 seated at the dining table for lunch. Staff C used the microwave to warm his food and then placed it on the table in</p>	W 249			

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W 249	Continued From page 5 front of him. Staff B then sat beside him to cut his food. Review on 5/27/25 of client #6's IPP, dated 7/4/24, revealed he uses a microwave and can assist with meal preparation. Review on 5//27/25 of client #6's habilitation evaluation, dated 10/27/24, revealed he participates in meal preparation and uses the microwave. Review on 5/28/25 of client #6's adaptive behavior inventory (ABI), dated 5/27/24, revealed he uses a knife for cutting and uses a microwave independently. Interview with Staff B revealed client #6 can assist with meal preparation and cut his food. Interview with the QIDP on 5/28/25 revealed client #6 should be given the opportunity to participate in meal preparation.	W 249			
W 460	FOOD AND NUTRITION SERVICES CFR(s): 483.480(a)(1) Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets. This STANDARD is not met as evidenced by: Based on observations, record review and interviews, the facility failed to ensure 2 of 3 audit clients (#3 and #6) received their specially prescribed diets as indicated. The findings are: A. During observations at the day program on	W 460			

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W 460	<p>Continued From page 6</p> <p>5/27/25 at 12:00pm, client #3 was observed eating his lunch, which consisted of 1" pieces of chicken nuggets, pasta salad, and chocolate pudding. At no time during the observation did staff prompt client #3 to cut his chicken into smaller, 1/2" pieces. Client #3 did not have issues with eating his meal.</p> <p>During observations in the home on 5/27/25 at 6:10pm, client #3 was observed eating his dinner, which consisted of ground beef, one whole bun, macaroni and cheese, and collards. Staff D prompted him to toast and cut his bread during the meal, but he refused. Client #3 did not have issues with eating his meal.</p> <p>Review on 5/27/25 of client #3's Individual Program Plan (IPP) dated 7/10/24, revealed a regular diet order with 1/2" consistency. Meats should be ground. Sandwiches should be cut into 1/2" pieces.</p> <p>Review on 5/27/25 of client #3's nutrition evaluation, dated 10/15/24, revealed a diet order consisting of 1/2" consistency, with all meats ground, and sandwiches cut into 1/2 inch pieces.</p> <p>Review on 5/28/25 of the kitchen dietary guide, no dated noted, revealed client #3 receives a regular diet with 1/2" consistency and all meats should be ground. Sandwiches should be cut into 1/2" pieces.</p> <p>Review on 5/28/25 of client #3's occupational therapy (OT) evaluation, dated 1/3/25, revealed he receives a regular diet with 1/2" consistency and all meats should be ground. All sandwiches should be cut to 1/2" consistency.</p>	W 460			

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W 460	<p>Continued From page 7</p> <p>Interview on 5/27/25 with Staff D revealed client #3 has ground meat and they toast his bread and then blend to ground consistency.</p> <p>Interview on 5/28/25 with Staff E revealed client #3 has a diet of ground meats and foods cut to 1/2" consistency.</p> <p>Interview on 5/28/25 with the Qualified Intellectual Disabilities Professional (QIDP) revealed client #3 has a diet of ground meats and foods cut to 1/2" consistency.</p> <p>B. During observations at the day program on 5/27/25 at 12:00pm, client #6 was observed eating his lunch, which consisted of 1" pieces of chicken nuggets, pasta salad, and chocolate pudding. At no time during the observation did staff prompt client #6 to cut his chicken into smaller, 1/4" pieces.</p> <p>During observations in the home on 5/27/25 at 6:10pm, client #6 was observed eating dinner, which consisted of a hamburger patty cut to 1/4", one whole bun, collards, and macaroni-n-cheese. At no time was client #6 prompted to cut his bun into 1/4" pieces.</p> <p>Review on 5/27/25 of client #6's Individual Program Plan (IPP) dated 7/4/24, revealed a diet order consisting of a diabetic, high fiber diet with whole consistency food and has no chewing or swallowing problems.</p> <p>Review on 5/27/25 of client #6's nutrition evaluation, dated 2023 and 2024, revealed a diet order consisting of a regular diet with 1/4" consistency food and thin liquids. Further review of client #6's nutrition evaluation, dated 2/21/25,</p>	W 460			

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W 460	<p>Continued From page 8</p> <p>revealed a continued diet order consisting of a regular diet with 1/4" consistency food and thin liquids. Ensure should be given for meal refusals.</p> <p>Review on 5/28/25 of the kitchen dietary guide, no dated noted, revealed client #6 receives a regular diet with 1/4" consistency food.</p> <p>Interview on 5/28/25 with Staff E revealed client #6 should receive food cut to 1/4" pieces.</p> <p>Interview on 5/28/25 with the Qualified Intellectual Disabilities Professional (QIDP) revealed client #6 can cut his food, as needed, and staff should prompt or assist him to cut his food to 1/4".</p>	W 460			