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	MHL0411122	A. BUILDING: _____ B. WING _____	06/06/2025

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V 000	INITIAL COMMENTS An annual and complaint survey was completed on June 6, 2025. The complaint was substantiated (intake #NC00229993). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability. This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000	Response to Complaint Survey Completed June 6, 2025 at Cranberry Group Home:	6/12/25
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the	V 290	V290: WesCare will increase staffing from 1 staff per every 3 clients to 2 staff per every 3 clients effective immediately. This staffing adjustment directly addresses the concerns raised in the complaint survey and ensures adequate supervision of residents. WesCare maintains established protocols to ensure client safety and will continue to implement these procedures as needed. Our Qualified Professional will continue working with the Program Director to monitor the situation through our standard oversight processes.	6/7/25

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V 290	Continued From page 1 emergency back-up procedures determined by the governing body; or (2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body. (d) In facilities which serve clients whose primary diagnosis is substance abuse dependency: (1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and (2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure staffing to meet the individualized needs of the clients served. The findings are: Reviews on 6/5/25 and 6/6/25 of Client #1's record revealed: -Admission date of 10/12/21. -Diagnoses of Autism Spectrum Disorder, Attention-Deficit Hyperactivity Disorder (ADHD), Seizure Disorder, Anxiety, Bipolar Disorder, Intermittent Explosive Disorder, Moderate Intellectual Developmental Disability (IDD), Obsessive Compulsive Disorder (OCD). -Behavioral history of property destruction	V 290		

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V 290	Continued From page 2 (tossing" objects with force which may result in a hole in the wall or broken glass), self-injurious behaviors (biting himself, head banging, skin picking), and invading personal space of others (standing within a few inches of another person causing discomfort or distress for the other individual). -Nonverbal but can verbalize one and two words at times. Reviews on 6/5/25 and 6/6/25 of Client #1's treatment plan dated 2/1/25 revealed: -Requires "daily supervision and assistance with ADLs (Activities of Daily Living), "close monitoring of medical needs," and "supervision in social activities." -His behavioral support plan dated 7/23/24 stated, " ...staff would benefit from providing continuous visual supervision in public as well as at home (facility). Maintaining visual supervision may deter the behaviors at the onset." Review on 6/5/25 of Client #2's record revealed: -Admission date of 5/1/15. -Diagnoses of Autism Spectrum Disorder, Moderate IDD, Seizure Disorder, and Allergic Rhinitis. -Behavioral history of "pica ingestion of inedible substances," "cramming" objects in places they do not belong such as areas of the body, self-injurious behavior (hitting himself), and invading personal space of others (touching others and not maintaining space between himself and his peers). -Limited verbal communication. Review on 6/5/25 of Client #2's treatment plan dated 7/31/24 revealed: -"Staff should closely monitor and verbally prompt [Client #2] to ensure zero episodes of cramming	V 290		

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V 290	Continued From page 3 occurs." -"Staff will monitor [Client #2] as he bathes to verbally prompt and gesture to him to wash his entire body thoroughly. Staff will assist if needed." -In the section titled "What is happening in my life right now," a statement was included that Client #2 had an increased need for personalized support for one on one (1:1) assistance to participate in daily activities and meet individualized goals.. Review on 6/5/25 of Client #3's record revealed: -Admission date of 9/7/10. -Diagnoses of Disruptive Behaviors, ADHD, Moderate IDD, Mood disorder due to known physiological condition with depressive features, Seizure Disorder and Autistic Disorder. -Behavioral history of physical aggression (biting, kicking, head butting, spitting, scratching, punching, pinching and stepping on someone's foot), property destruction, self-injurious behaviors and verbal aggression. Reviews on 6/5/25 and 6/6/25 of Client #3's treatment plan dated 8/1/24 revealed: -"[Client #3] needs consistent support from staff to avert injury from seizures that may occur." - A goal to decrease his aggressive behaviors such as kicking, hitting, and scratching peers with staff strategies to monitor Client #3's interactions with others and prompt him to give others space. Reviews on 6/3/25 an 6/4/25 of facility incident reports revealed: -On 4/20/25 at 3:37 pm, Client #1's family member observed bruising on 3 areas of Client #1's abdomen. The cause of the bruising was unknown. A report was submitted into the North Carolina Incident Response Improvement System.	V 290		

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V 290	Continued From page 4 -On 4/24/25 at 3:18 pm, Client #3 had a seizure in which he was running around the facility, rubbing his chest and ran into the kitchen where staff was preparing a meal, ran into the refrigerator and fell, hitting his head on the floor and led to a response by emergency medical services (EMS). -Client #1's 4/24/25 hospital emergency department report revealed his reason for the visit was seizures and was diagnosed with "traumatic injury of the head." Review on 6/5/25 of a hospital discharge summary dated 4/22/25 for Client #1 revealed: -He was seen in the hospital emergency department for bruising to his abdomen. -Diagnosed with a contusion of the abdominal wall. -Attached medical information defined a contusion as a deep bruise and "are the result of a blunt injury to tissues and muscle fibers under the skin." Review on 6/5/25 of an internal investigation report dated 5/2/25 of Client #1's abdomen bruising revealed: -Written statements by staff #1, #2, #3 and #4 documented staff were aware Client #1 had "light spots" on his abdomen area but they (staff) were not aware of the purple-colored bruise in the middle of his lower stomach until they were notified on 4/20/25. -Staff #3 and #4 assumed Client #1's abdomen injury was caused by self-injurious behaviors. -The outcome of the facility's internal investigation was documented as "undetermined." Review on 6/4/25 and 6/6/25 of the facility's staff schedule for April and May 2025 revealed: -3 shifts- 12 am to 8 am, 8 am to 8 pm, and 8 pm	V 290		

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V 290	Continued From page 5 to 12:00 am. -1 staff on each shift. Review on 6/5/25 of documentation of daily body checks of Client #1 revealed: -The documentation reviewed was from 4/22/25 to 6/3/25 for each shift. -At least 2 staff were identified in the documentation as having completed the body checks. -Out of approximately 35 documented entries for the period reviewed with documentation of scabs, scratches, sores and bruises on various parts of Client #1's body, there was no documentation in approximately 30 incidences of how the injuries occurred. Interview on 6/5/25 with Client #1's guardian/mother revealed: -A family member went to the facility on Easter to take Client #1 out to eat and when the family member observed Client #1's shirt dirty and asked his shirt be changed, Client #1 pulled his shirt up which revealed the bruises on his abdomen. -Staff #1 told the family member she did not know how the bruises occurred. The family member sent her (guardian) photos of Client #1's abdominal bruises. -She understood the facility had completed an internal investigation into Client #1's bruises and "they (facility staff) had no answers as to what or who caused the bruises." -"I don't understand that nobody knew what happened. He's supposed to be supervised by staff." -"If he (Client #1) was doing something to hurt himself, staff should have been giving him verbal prompts to stop and document the bruises." -"They (facility staff) should have seen the bruises	V 290		

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V 290	Continued From page 6	V 290		

while helping him shower."
-She understood staff were conducting body checks of Client #1 and completing documentation of any bodily injuries since she brought attention of the bruises to the Qualified Professional (QP).
-Client #1 "gets into things, he's a busy young man" who needed constant supervision.

Interview on 6/3/25 with Client #3 revealed:
-"I have bad balance," and "I sometimes fall down."
-No assistive devices were used by him when he walked in the facility although he had a protective helmet in his room which he stated he used while on family home visits.
-He had "spitting seizures" as well as grand mal seizures; he did not remember when he had seizures.
-Staff were supposed to check on him to make sure he was not having a seizure and to remind him to rub his chest to calm down when he was starting to have a seizure.
-There was 1 staff on each shift.

Interview on 6/3/25 with Staff #1 revealed:
-She had worked as direct support staff for about 2 years.
-Her work hours varied but usually worked 3 pm to 8 pm during the weekdays and 8 am to 8 pm on weekends.
-She worked alone on her shift.
-Client#1 was nonverbal except for a few simple words.
-"He's very active. He's going to get into something."
-"You cannot leave him the room and leave him alone.."
-When bored, he picked at his skin and peeled off scabs.

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V 290	Continued From page 7 -She did not know how the bruises on Client #1 occurred in April 2025. -Client #2 was nonverbal except for a few simple words. -Needed to be monitored and given verbal prompts while he showered; otherwise, he stood in the shower and would not bathe thoroughly. -Client #3 was verbal, had an unsteady balance when walking, needed to be monitored for seizure activity, and assisted both verbally (reminder to rub his chest for calming) and physically (guided down to lay on his side during a seizure). -It was hard for 1 staff on duty when all 3 clients (Clients #1-#3) were at the facility as each needed to be monitored and supervised. Interview on 6/4/25 with Staff #2 revealed: -He was direct support staff and had worked at the facility for 6 years. -He was day support staff for Client #3 during the weekday but worked as residential staff on the weekends and sometimes during the week from 8 pm-12 am. -There was 1 staff on each shift. -Client #1 would go into the trashcan to get papers and wrapping to tear up out if no one was looking. He needed verbal prompting to stay out of the trashcan. -Needed to be given soap, a washcloth and verbally prompts to wash each part of his body while showering. "You may have to physically assist him." -When he (Staff #2) was preparing a meal, he had Client #1 sit at the table to "keep my eye on him. No telling what he will get into ...has to be in staff sight." -He was not working the weekend of 4/18/25-4/20/25 when Client #1's bruises were discovered on his stomach. -He had no knowledge how Client #1 got	V 290		

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V 290	Continued From page 8 bruises to his stomach around 4/20/25. -Client #1 had a history of slapping himself at times which caused bruises on his arm and stomach but the bruising would go away quickly. -Confirmed that Client #2 needed assistance with showering. -Client #3 had seizures and needed assistance to try and get him to sit down and rub his chest when he felt a seizure starting . -Client #3 also needed physical assistance (putting his arm under Client #3's arm) when walking during times of unsteadiness. Interview on 6/4/25 with Staff #3 revealed: -He worked as direct support staff over 2 years. -His usual work hours were from 3 pm-8 pm and from 8 pm- overnight. -1 staff on each shift. -Client #1 was a "busy body" meaning he was active around the facility. -Needed to be monitored while eating his meals with verbal prompting to eat slow to prevent choking. -Needed full assistance with showering (verbal and physical support to ensure he bathed all body parts), putting on deodorant, and brushing his teeth. -If Client #3 did not get his way about something, he was "aggressive toward himself," meaning he would hit himself or "flops" down on the floor. -Had a history of self-bruising by hitting himself and needed to be redirected to a preferred activity such as coloring. -No knowledge how or when Client #1 sustained the abdominal bruising on or about 4/20/25. -Client #2 needed to monitored and verbally prompted to stop his "cramming" behaviors where he stuffed objects behind furniture.	V 290		

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V 290	Continued From page 9 -Needed help with showering and getting dressed. -Client #3 needed help at times with his unsteady balance and reminders to swallow to prevent drooling. Interview on 6/6/25 with the Qualified Professional revealed: -Based on the information he gathered during his internal investigation of Client #1's abdominal bruises on 4/20/25, no determination could be made how or when the bruises occurred. -As a result of the facility's investigation, daily body checks on Client #1 by staff were being implemented and documented at every shift change. -A trip and fall protocol document was created for Client #1 and staff were trained on the protocol after the 4/20/25 bruising to Client #1's stomach. -With the monitoring and supervision needs of each client when Clients #1, #2 and #3 were present at the facility, he would follow up to address the need for additional staffing of the facility. -He believed ensuring additional staffing would not be a problem.	V 290		