

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

PRINTED: 06/19/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G272	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 06/19/2025
NAME OF PROVIDER OR SUPPLIER CREST ROAD GROUP HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 114 GREENHOUSE LANE SOUTHERN PINES, NC 28387		
(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 130	<p>A complaint survey was completed on 6/19/25 for intake #NC00230177. The allegation was substantiated and no deficiencies were cited in relation to the complaint. However, unrelated deficiencies were cited during the survey.</p> <p>PROTECTION OF CLIENTS RIGHTS CFR(s): 483.420(a)(7)</p> <p>The facility must ensure the rights of all clients. Therefore, the facility must ensure privacy during treatment and care of personal needs. This STANDARD is not met as evidenced by: Based on observations and interviews, the facility failed to ensure privacy during care of personal needs for 1 of 1 audit clients (#1). The finding is:</p> <p>During morning observations in the home on 6/19/25 at 7:16am, client #1 was observed in the shower. Further observations revealed the shower curtain was pulled back and the bathroom door was also open. Staff A then entered the bathroom and stepped into the shower to assist client #1 with his shower. At no time did Staff A close the bathroom door.</p>	W 130			
W 287	<p>During an interview on 6/19/25, the Home Manager (HM) confirmed client #1 should be allowed to have privacy during his showers.</p> <p>MGMT OF INAPPROPRIATE CLIENT BEHAVIOR CFR(s): 483.450(b)(3)</p> <p>Techniques to manage inappropriate client behavior must never be used for the convenience of staff. This STANDARD is not met as evidenced by: Based on observations, record review and</p>	W 287			

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 287	<p>Continued From page 1</p> <p>interviews, the facility failed to ensure techniques to manage behaviors was not used for the convenience of staff. This affected 1 of 1 audit clients (#1). The findings are:</p> <p>A. During observations in the home on 6/19/25, the surveyor entered the home and saw client #1 laying on a couch in the living room. Further observations revealed client #1 was covered with a blanket.</p> <p>During an interview on 6/19/25, Staff A stated client #1 sometimes sleeps on the couch because he will "cut up". Further interview revealed client #1 will yell and disturb the other clients while they are sleeping. Client #1 will also run and down the hallway at night. Staff A stated client #1 does have his own bed in his bedroom. Further interview revealed they allow client #1 to sleep on the couch so that staff can keep an eye on him at night.</p> <p>Review on 6/19/25 of client #1's Behavior Intervention Plan (BIP) dated 9/30/24 stated, "Target Behavior(s) 1) Noncompliance: Refusing to participate in essential activities, which includes required activities of daily living (i.e.,...and going to bed)....Response to Inappropriate Behaviors 1. If [client #1] engages in Noncompliance with activities/tasks, staff will:</p> <ol style="list-style-type: none"> 1. Give [client #1] a verbal prompt (instructions), "[Client #1], will you please do...?" and name the task. If he does not comply after 1 minute, staff will repeat the instruction. If he does not comply after 1 additional minute, staff will wait 5 minutes...During thre 5 minute time span, talk to him and attempt to focus his attention on the request by making it sound and seem fun. You may entice compliance by reminding him of 	W 287			

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W 287	<p>Continued From page 2</p> <p>reinforcers he will earn upon completion of the activity. 2. If no cooperation after 5 minutes, try taking the activity to him and prompt participation there. Offer to do some small part of the task, i.e., "I'll hold the bath towels while you get your self-care kit for your shower."</p> <p>During an interview on 6/19/25, the Home Manager (HM) revealed staff have been instructed not to allow client #1 to sleep on the couch in the living whenever he is having a behavior.</p> <p>B. During observations in the home on 6/19/25, Staff A unlocked a office door, entered the room and went into a closet and removed a toothbrush and toothpaste. Staff A then assisted client #1 with brushing his teeth.</p> <p>During an interview on 6/19/25, Staff A revealed client #1's personal hygiene items are kept in the closet due to him having PICA.</p> <p>Review on 6/19/25 of client #1's BIP dated 9/30/24 indicated he has a diagnosis of PICA. Further review revealed there is no indication where he cannot have access to his own personal items.</p> <p>During an interview on 6/19/25, the HM was unaware that client #1's personal items cannot be locked up.</p> <p>C. During observations in the home on 6/19/25, Staff A was observed unlocking a cabinet under a sink in one of the bathrooms. Further observations revealed Staff A reaching under the sink and turning the water on for the sink.</p>	W 287			

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W 287	<p>Continued From page 3</p> <p>During an interview on 6/19/25, Staff A stated the water is turned off and the cabinet is kept locked because client #1 will break the faucet.</p> <p>Review on 6/19/25 of client #1's BIP dated 9/30/24 did not list strategies to address client #1 breaking the bathroom sinks.</p> <p>During an interview on 6/19/25, the HM was unaware that the water cannot be turned off and the cabinet locked.</p>	W 287			