

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-892	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/25/2025
NAME OF PROVIDER OR SUPPLIER SERENITY THERAPEUTIC SERVICES #3		STREET ADDRESS, CITY, STATE, ZIP CODE 2299 DOCKWOOD COURT FAYETTEVILLE, NC 28306		
(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) COMPLETE DATE
V 000	INITIAL COMMENTS An annual and follow up survey was completed on June 25, 2025. Deficiencies were 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 currently has a census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112		

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

TITLE

(X6) DATE

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to implement strategies to meet the individual needs of 1 of 3 audited clients (#1). The findings are:</p> <p>Review on 6/24/25 of client #1's record revealed: -Date of admission: 6/1/10. -Diagnoses: Asperger's Disorder, Schizoaffective Disorder, Intermittent Explosive Disorder, Generalized Anxiety Disorder, Obesity, Gastroesophageal Reflux Disease, Sleep Apnea and Allergic Rhinitis. -Treatment Plan dated 5/1/25 and updated 5/20/25 did not contain strategies for property destruction.</p> <p>Interview on 6/24/25 client #1 stated: -"The tile got pushed in, I pushed it. I was kicking at it. It needs to be fixed again. I don't remember if it was fixed. I need to stop damaging it. I have been kicking the wall for awhile. I don't know why I keep doing it." -He did not know what his goals were.</p> <p>Interview on 6/24/25 staff #1 stated: -He worked one on one with client #1. -Client #1 continued to destroy the bathroom wall after facility got it repaired. -He didn't know why he continued to destroy the wall. -Client #1 goals were to cook, clean, wash</p>	V 112			

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V 112	<p>Continued From page 2</p> <p>clothes, have computer time and return back to school.</p> <p>Interview on 6/24/25 the Lead worker stated: -Client #1 continued to "pick at it" and damage the bathroom wall. -The wall had been repaired twice since last year.</p> <p>Interview on 6/24/25 the House Manager stated: -Client #1 had "an issue" with damaging the wall. -She was not sure why he continued to damage the wall. -Maintenance had last repaired the wall 4/2/25 and client #1 damaged it since then.</p> <p>Interview on 6/24/25 the Qualified Professional (QP) stated: -"Staff should be monitoring him (client #1) 24/7, he is doing it (damaging the bathroom wall) while he is in the shower." -She had addressed with the House Manager to make make sure client #1 was being monitored while in the shower. "To my understanding this was being done." -She was responsible for developing the residential goals in the treatment plan. -She would update the treatment plan to address strategies for client #1 picking the tile off the bathroom wall.</p> <p>Interview on 6/24/25 the Director stated: -The QP would ensure strategies were in the treatment plan to address client #1's needs with property destruction of the bathroom wall. -An updated would be made to the current treatment plan to address the concern of property destruction.</p>	V 112		

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V 736	Continued From page 3	V 736		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean and attractive manner. The findings are:</p> <p>Observation on 6/24/24 between 9:47 am - 10:09 am during a tour of the facility revealed: -The bathtub in the hall bathroom had missing approximately 18-20 tiles around the water faucet, exposing wood and plastic bags. The rear of the bathtub had a single row of missing tiles the length of the rear of the bathtub exposing wood frame.</p> <p>Interview on 6/24/25 staff #1 stated: -Client #1 had picked the tiles off the wall. -Staff reported damage to the House Manager and she submitted a maintenance request. -Client #1 continued to damage the wall after repairs.</p> <p>Interview on 6/24/25 the Lead Staff stated: -Client #1 continued to "pick at it" and damage the wall. -The wall had been repaired twice since last year. -Staff notified the House Manager of repairs and she would submit a maintenance request.</p> <p>Interview on 6/24/25 the House Manager stated: -"[Client #1] had picked at the tiles until they came off.</p>	V 736		

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V 736	<p>Continued From page 4</p> <p>- "This had been an on-going problem for more than a year."</p> <p>- She had submitted a maintenance orders for repairs.</p> <p>- The last maintenance order was submitted on 4/2/25, the wall was repaired and damaged again by client #1.</p> <p>- Maintenance planned to put a "hard plastic material" to prevent client #1 from pulling the tile off.</p> <p>Interview on 6/24/25 the Qualified Professional stated:</p> <p>- Client #1 continued picked at the wall which damaged the tile.</p> <p>- The House Manager submitted a maintenance request.</p> <p>- The last work order was submitted 4/2/25.</p> <p>Interview on 6/24/25 the Director stated:</p> <p>- A maintenance request was submitted by the House Manager.</p> <p>- The wall had previously been repaired following last year 's DHSR survey.</p> <p>- Client #1 had since damaged the wall again.</p> <p>- To prevent further damage, a plastic one-piece covering will be installed to deter the client from picking at the tile.</p> <p>- The Operations Manager assigned the task to a licensed contractor, the repair was beyond the capabilities of the in-house maintenance worker.</p> <p>- The contractor estimates the new installation would be completed within 5-7 days.</p> <p>- The facility would ensure all repairs meet standards and were properly maintained going forward.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		

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