

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-400 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | | (X3) DATE SURVEY COMPLETED R 07/18/2025 |
| NAME OF PROVIDER OR SUPPLIER MONARCH DBA UMAR-HOFFMAN | | | STREET ADDRESS, CITY, STATE, ZIP CODE 1482 HOFFMAN ROAD GASTONIA, NC 28054 | | |
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| V 000 | <p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 7-18-25. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living For Adults With Developmental Disability.</p> <p>This facility is licensed for 6 and has a current census of 6. The survey sample consisted of audits of 4 current clients.</p> <p>A sister facility is identified in this report. The sister facility will be identified as sister facility A. Staff/clients will be identified using the letter of the facility and a numerical identifier.</p> | V 000 | | | |
| V 118 | <p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> | V 118 | | | |

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

TITLE

(X6) DATE

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| V 118 | <p>Continued From page 1</p> <p>(B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure medications were administered on the written order of a physician affecting 2 of 4 audited clients (client #1 and #4). The findings are:</p> <p>Review on 7-8-25 and 7-10-25 of client #1's record revealed: -Date of admission: 2-19-16. -Diagnoses: Mild Intellectual Developmental Disability (IDD); Manic Episodes with psychotic symptoms, unspecified; Cerebral Palsy. -Physicians' order dated 9-6-24 and updated 7-10-25 for Alclometasone (corticosteroid for skin conditions) 0.05% cream: apply to affected areas on face, ears and neck twice a day three days a week.</p> <p>Review on 7-8-25 of client #1's MARs for April 1, 2025 to July 8, 2025 revealed Alclometasone administered twice a day from June 1, 2025 to July 7, 2025.</p> | V 118 | | |

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| V 118 | <p>Continued From page 2</p> <p>Review on 7-10-25 of client #4's record revealed: -Date of admission: 7-24-24. -Diagnoses: Mild IDD; Schizoaffective Disorder, Bi-Polar Type. -Physicians' order dated 9-4-24 for Nystatin (fungal infection) 100,00 unit/gram topical cream: apply to affected area(s) by topical route two times a day.</p> <p>Review of client #4's MARs for April 1, 2025 to July 10, 2025 revealed no documentation of administration for Nystatin from June 1, 2025 to June 10, 2025.</p> <p>Review on 7-9-25 of the facility incident reports for April 1, 2025 to July 8, 2025 revealed incident reports for June 1, 2025 through June 9, 2025 documenting missed administration of client #4's Nystatin from June 1, 2025 to June 9, 2025 due to the facility being out of the medication.</p> <p>Interview on 7-14-25 with client #1 revealed: -"Yeah I take a lot of medicines. I take a couple of different creams and ointments for my face and back for my skin. I take different ones (medications) on different days. I'm not sure exactly, you would have to ask staff what I get."</p> <p>Attempted interview on 7-14-25 with client #4 was unsuccessful as client #4 was quarantined due to COVID.</p> <p>Interview with staff #3 on 7-14-25 revealed: -"I don't know why she (client #1) started getting it (Alclometasone) everyday. There must have been a new order change but it's not in [electronic record]. I can't find a new script in [electronic record]. I don't know, you will have to check with [Home Manager/(HM)] she is the one that handles that (physicians' orders)."</p> | V 118 | | |

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| V 118 | <p>Continued From page 3</p> <p>Interview on 7-14-25 with staff #4 revealed: - "I don't know why it changed. I don't see a new order. I have no idea." - The HM is responsible for making sure the physicians orders are updated and that MARs are updated.</p> <p>Interview on 7-16-25 with the HM revealed: - The HM or staff #3 are responsible for obtaining physicians' orders and transcribing orders on the MARs. - Conducts medication audits monthly (checks med closet for expired meds, makes sure all meds administered are in the facility). - "If I don't do it (obtains physicians' orders and update the MARs) my first shift staff (staff #3) does it (obtain orders and update MARs)." - "Usually one of the staff on third or first will sign in the monthly batch meds (medications). It's not assigned to a specific shift you know, most of the time third shift will do it, sometimes first shift will do it if they (staff) have time to do it. It's not a first shift duty but she will do it if she has time. So no particular shift is responsible, just whoever has time to do it." - "No, she does not go behind staff to check accuracy of the medications. "But I guess I'll start checking now." - She was not aware that client #1 was receiving Alclometasone twice daily everyday. "Oh, no. I wasn't aware of that. I'm not sure what happened, I'll have to check her record to see if her doctor changed the order." - Staff notified the HM on 6-4-25 that client #4 was out of medication (Nystatin). She called the pharmacy for a refill but was informed that client #4 did not have any more refills and that a new physicians' order was needed for a refill of the Nystatin.</p> | V 118 | | |

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| V 118 | Continued From page 4 -"When I was notified I, immediately called the pharmacy, then the doctor to try to get the refill. Her (client #4) doctor was out of the office and we couldn't get her in to see the on call doctor." -"Yeah staff should have caught it before she ran out." Interview o 7-10-25 and 7-17-25 with the Residential Director revealed: -It is the HM's responsibility to monitor the medications administration process. -"She (HM) is suppose to be doing medication audits weekly. There is a check off form that she is suppose to use and check off that the audits are happening." -"[Client #4's] Nystatin, that should have been ordered before the medication ran out. That should have been caught (discrepancy in administration of client #1's Alclometasone cream), that should not have happened." | V 118 | | |
| V 291 | 27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such | V 291 | | |

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| V 291 | <p>Continued From page 5</p> <p>means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure that no more than 6 clients were being served at the facility. The findings are:</p> <p>Review on 7-8-25 of facility records revealed: -The facility was licensed for 6 clients.</p> <p>Interview on 7-14-25 with staff #3 revealed: -Client A #11 from sister facility A came to the facility Monday through Friday from approximately 8:30am to 3pm because sister facility A did not have enough staff after 10am to be in ratio. -"One of [sister facility A's] staff leaves (shift ends) at 10am and that puts them out of ratio (staff to client ratio). So [A #1] comes over here (facility) during the day." -"I meet them (staff from sister facility A) at [day program] during morning transport and I pick her (A #1) up from the day program then she rides with 2nd shift (staff) in the afternoon when they do</p> | V 291 | | |

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| V 291 | <p>Continued From page 6</p> <p>afternoon transport and she goes back to [facility A].</p> <p>-"We come back here (Hoffman), I supervise her, watch her make sure she is safe. Give her lunch, sometimes we go out in the community, she watches TV, interacts with [client #2] and [client #3]."</p> <p>Interview on 7-17-25 with the Home Manager revealed:</p> <p>-"She's (A #1) has been coming over here (facility) for a couple of months. I'm not sure of the exact day she started coming. I think it has to do with them (sister facility A) being out of ratio."</p> <p>Interview on 7-16-25 with the Residential Director revealed:</p> <p>-"Ratio is only part of the reason she (A #1) comes over. She (A #1) wanted to come (Hoffman). We asked her and she agreed to it (Hoffman during the day). I spoke with her guardian and her care manager and they were ok with her coming to Hoffman during the day. Her guardian wanted to make sure that she stayed active and the residents over here (Hoffman) are more active than the residents at the [sister facility A] home."</p> | V 291 | | | |