

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0411196</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>06/23/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>BEAUTIFUL BEGINNINGS</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>2509 ROWE STREET GREENSBORO, NC 27407</b>		
(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  Annual and follow up survey was completed on 6/23/25. 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 has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 118	27G .0209 (C) Medication Requirements  10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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: (A) client's name; (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.	V 118		

RECEIVED

JUL 30 2025

DHSR-MH Licensure Sect

Division of Health Service Regulation  
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>(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 interview, the facility failed to keep the MARs current affecting 3 of 3 clients (#1, #2, and #3). The findings are:</p> <p>Review on 6/19/25 of client #1 record revealed: -An admission date of 5/27/24. -Diagnoses of Moderate intellectual Developmental Disability, Autistic disorder, Obsessive Compulsive disorder, Hypertension, Hyperlipidemia, Urinary Incontinence. -He was 59 years old.</p> <p>Review on 6/19/25 of client #1's physician's orders dated 3/15/25 revealed: -Zolpidem Tartrate 10mg (milligram), take one tablet by mouth at bedtime for insomnia. - Divalproex SOD (sodium) DR (delayed release). 500 mg, take one tablet by mouth twice daily for mood. - Lorazepam 1mg, take one and ½ tablet by mouth twice daily for anxiety. -Memantine Hcl 10mg, take one tablet by mouth twice daily for catatonia. -Divalproex Solidum ER 250mg, take one tablet by mouth at bedtime for mood. -Mirtazapine 30mg, take one tablet by mouth at bedtime for sleep. -Olanzapine 20mg, take one tablet by mouth at</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>bedtime for mood.</p> <p>-Qc Melatonin Max st 5mg, take two tablets by mouth at bedtime for sleep.</p> <p>-Pantoprazole Sodium 40mg, take one table by mouth everyday for anxiety/depression.</p> <p>-Sertraline HCL 50mg, take one tab by moth everyday for anxiety/depression.</p> <p>-Tamsulosin HCL 0.4mg, take one tablet by mouth in the morning for BPH.</p> <p>-Vyvanse 30mg, take one tablet by mouth every morning for ADHD (Attention Deficit Hyperactive Disorder).</p> <p>-Ferosul 325mg, take one tablet by mouth every day (supplement).</p> <p>-Olanzapine 5mg, take one tablet by mouth every morning for mood.</p> <p>-Risperidone 3mg tablet, take one tablet by mouth three times daily for severe agitation.</p> <p>Review on 6/19/25 of MARs dated from April 2025 through June 19, 2025, for client #1 revealed:</p> <p>-April 2025- No staff initials to document administration of the following medications: Risperidone 3mg on 4/29, 4/30.</p> <p>-May 2025-No staff initials to document administration of following medications: Risperidone 3mg on 5/26.</p> <p>-June 1, 2025-June 19, 2025 -No staff initials to document administration of following medications: Risperidone 3mg on 6/10 for 8am dosage, 6/3, 6/4, 6/5, 6/6, 6/7, 6/8, 6/9, 6/10 for 2pm dosage.</p> <p>Review on 6/19/25 of client #2's record revealed:</p> <p>-An admission date of 10/2/22.</p> <p>-Diagnoses of Disruptive Mood Dysregulation Disorder, Autism Spectrum Disorder, Mild</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Intellectual Developmental Disability, Asthma. -He was 24 years old.</p> <p>Review on 6/19/25 of client #1's physician's orders dated 3/15/25 revealed: -Aripiprazole 15mg, take one tablet by mouth everyday for mood. -Loratadine 10mg, take one tablet by mouth everyday for allergy. -Linzess 145mcg (microgram), take one capsule by mouth daily for stool softener. -Omeprazole DR (direct release) 20mg, take one capsule by moth once a day 30-60 minutes prior to first meal of the day for reducing acid in stomach. -Haloperidol 10mg, take on tablet by mouth at bedtime for mood. -Aripiprazole 5mg, take one tablet by mouth at bedtime for mood. -Clonidine HCL 0.5mg,take one tablet by mouth once a day at bedtime for regulating of blood pressure. -Escitalopram 20mg, take one tablet by mouth once a day at bedtime for mood. -Rosuvastatin Calcium 5mg, take one tablet by mouth at bedtime for supplement. -Olanzapine 15mg, take one tablet by mouth twice daily for aggression/psychosis. -Triamcinolone 0.1%, apply to skin daily for inflammation relief. -Divalproex Solidum ER 250mg, take one tablet three times a day for mood.</p> <p>Review on 6/19/25 of MARs dated from April 2025 through June 19, 2025, for client #1 revealed: -May 2025-No staff initials to document administration of following medications: Triamcinolone 0.1% on 5/1, 5/2, 5/3, 5/4, 5/5, 5/8, 5/9, 5/10,5/11,5/20, 5/21, 5/22, 5/23, 5/24, 5/25 at</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>8pm application. Divalproex Sodium ER 250mg on 5/6, 5/7, 5/8, 5/9, 5/10, 5/11, 5/12 at 8am dosage, 5/5 8pm dosage, 5/1, 5/2, 5/3, 5/4 4pm dosage.</p> <p>-June 1, 2025-June 19, 2025 -No staff initials to document administration of following medications: Divalproex Sodium ER 250mg on 6/1, 6/2, 6/3, 6/4, 6/5, 6/6, 6/7, 6/8 8pm dosage, Triamcinolone 0.1% on 6/3, 6/4, 6/5, 6/6, 6/7, 6/8, Olanzapine 15mg 6/2, 6/3, 6/4, 6/5, 6/6, 6/7, 6/8.</p> <p>Review on 6/19/25 of client #2's record revealed: -An admission date of 12/16/24. -Diagnoses of Bipolar disorder, Episode depress, sever, with psychotic features, Mild Intellectual Developmental Disability, Antisocial behavior, Conduct disorder, Post Traumatic Stress Disorder. -He was 19 years old.</p> <p>Review on 6/19/25 of client #1's physician's orders dated 5/8/25 revealed: -Aripiprazole 15mg, take one tablet by mouth everyday for mood. -Venlafaxine HCL ER 150mg, take one capsule by mouth mouth every morning for anxiety/depression. -Mirtazapine 15mg, take one tablet by mouth at bedtime for sleep. -Prazosin HCL 1mg, take one cap by mouth every day at bedtime for PTSD/Nightmares. -Chlorpromazine HCL 50mg, take one tablet by mouth three times daily. -Trazodone HCL 150mg take one tablet by mouth at bedtime for sleep. (discontinued on 5/8/25)</p> <p>Review on 6/19/25 of MARs dated from April 2025 through June 19, 2025, for client #1 revealed:</p>	V 118			

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V 118	Continued From page 5  -April 2025- No staff initials to document administration of the following medications: Prazosin HCL 1mg on 4/7, 4/28, Trazodone HCL 150mg on 4/7.  -June 1, 2025-June 19, 2025 -No staff initials to document administration of following medications: Chlorpromazine HCL 50mg on 6/3, 6/4, 6/5, 6/6, 6/7, 6/8, 6/9, 6/17/, 6/18 for 3pm dosage.  Interview on 6/20/25 with staff #3 revealed: -There were no none medication errors. -He always signed the MARs.  Interview on 6/23/25 with the Director/Licensee/Qualified Professional revealed: -The Qualified Professional and Pharmacist review MARs monthly. -Unless they (staff) give it (medication) to them we leave it blank (MARs)." -"We don't provide MARs to the parent."  "Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician"	V 118			
V 736	27G .0303(c) Facility and Grounds Maintenance  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.  This Rule is not met as evidenced by:	V 736			

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V 736	<p>Continued From page 6</p> <p>Based on observations and interviews the facility was not maintained in a safe, clean, attractive, and orderly manner. The findings are:</p> <p>Observation of the facility on 6/20/25 between the times of 10:30am to 11:15am revealed:</p> <ul style="list-style-type: none"> <li>-Ten broken slats in the mini blinds in Client #1's bedroom window to the left of the room.</li> <li>-Thirteen broken slats in the mini blinds in Client #1's bedroom window to the right of the room.</li> <li>-Main hallway in front of facility had a baseball size hole in the wall.</li> <li>-Main hallway front door of facility had a baseball size dent in the wall.</li> <li>-Main hallway in front of facility 4 boxes of paper products.</li> <li>-Back hallway floor had 3 inches of missing parts of tile on the flooring.</li> <li>-Back hallway brown stain on floor vent, with cracks along the tiles.</li> <li>-Kitchen cabinet above washing machine had a missing door.</li> <li>-Kitchen vanity pulling away from wall.</li> <li>-Four broken slats in mini blinds in front area of the facility.</li> <li>-Bathroom flooring not level with cracks.</li> <li>-Bathroom wall had one foot of missing paneling outside of tub area.</li> <li>-Bathroom tub had a 2-inch brown stain under the overflow covering drain.</li> <li>-Bathroom tub/shower discolored paint throughout wall paneling.</li> </ul> <p>Interview on 6/20/25 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-The flooring needs to repair, it had been about a month since the vinyl had been coming apart.</li> </ul> <p>Interview on 6/23/25 with the Director/Licensee/Qualified Professional revealed:</p>	V 736		

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V 736	Continued From page 7  -"Construction came out a couple of months ago and everything was approved." -The facility was a older building. -Maintenance will be making updates to the facility.	V 736			



## Plan of Correction

**Provider Name:** Beautiful Beginnings Services, LLC

**Date of Review:** June 19–23, 2025

**Prepared by:** [REDACTED] Director

### Tag V118 – Medication Administration Documentation Deficiencies

#### Deficient Practice:

Failure to document administration of multiple medications across various dates for Clients #1 and #2. This included Divalproex Sodium ER 250mg, Triamcinolone 0.1%, Olanzapine 15mg, Prazosin HCL 1mg, Trazodone HCL 150mg, and Chlorpromazine HCL 50mg. MARs showed blank entries, making it unclear whether medications were administered as ordered by the physician.

#### Corrective Measures to Address the Deficiency:

##### 1. Policy and Procedure Update:

The MAR documentation policy has been updated to require staff to initial the MAR **immediately after administering medication**. The policy also clarifies that **no blank entries are acceptable**, and any missed documentation must be corrected with appropriate justification and notification to the QP or nurse.

##### 2. Staff Training:

All staff responsible for medication administration will be retrained on:

- Correct MAR documentation practices,
- How to handle missed or late entries,

- The importance of compliance with physician orders and regulatory guidelines.

Training will be completed by **July 7, 2025** with signed acknowledgments placed in staff files.

### **3. Shift-Level Medication Review:**

A **Medication Pass Checklist** will be added to each shift to ensure that all MARs are reviewed and verified before shift change.

### **Measures to Prevent Recurrence:**

- Weekly MAR audits will be conducted by the QP or medication oversight nurse to catch and address errors in real-time.
- Any staff found with repeated documentation errors will undergo additional training and possible reassignment or disciplinary action.

### **Monitoring Plan:**

- **Responsible Person:** Qualified Professional (QP) and/or Medication Oversight Nurse.
- **Frequency:** Weekly audits for the next 90 days, then monthly thereafter. Spot checks will also be conducted biweekly.

### **Tag V736 – Facility and Grounds Maintenance Deficiencies**

#### **Deficient Practice:**

Failure to maintain the facility in a safe, clean, attractive, and orderly condition. Observations revealed:

- Multiple broken slats in mini blinds (Client #1's room and front area),
- Holes and dents in hallway walls,
- Stained floor vents, damaged tiles, and uneven flooring,
- Missing kitchen cabinet door and vanity pulling away from the wall,
- Cracked and discolored bathroom flooring and tub area.

**Corrective Measures to Address the Deficiency:**

**1. Facility Repairs and Cleaning:**

- Mini blinds throughout the facility will be replaced.
- Holes, dents, and missing paneling in walls will be patched and repainted.
- Damaged flooring in the hallway and bathroom will be repaired or replaced.
- Stains on vents and tubs will be professionally cleaned or refinished.
- Kitchen cabinetry will be repaired and re-secured.

**Note:** Construction contractors visited the facility a couple of months ago and all structural conditions were **approved at that time**. However, due to the **age of the building**, ongoing wear-and-tear is expected. **Maintenance will continue making updates** to ensure the facility meets safety and cleanliness standards.

**2. Environmental Inspection Protocol:**

A **weekly facility walk-through checklist** will be implemented by the Site Manager or QP to identify maintenance issues before they escalate.

**Measures to Prevent Recurrence:**

- Monthly safety and maintenance inspections will be formally documented.
- Staff will receive guidance on how to immediately report damage or hazards using the Facility Maintenance Request Form.

**Monitoring Plan:**

- **Responsible Person:** Site Manager and Director/QP.
- **Frequency:** Weekly internal walk-throughs, with monthly maintenance reports submitted to the Director. Quarterly facility reviews will also be conducted during QP meetings.

**Signature:**

A black rectangular box redacting the signature of the Director.

Director

**Date:** 07/25/2025