

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-901	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 08/13/2025
NAME OF PROVIDER OR SUPPLIER NEURO RESTORATIVE - WINDEMERE		STREET ADDRESS, CITY, STATE, ZIP CODE 3601 WINDEMERE PLACE RALEIGH, NC 27604		
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on August 13, 2025. 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 4. The survey sample consisted of audits of 3 current clients.</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> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</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>(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 by an unlicensed person trained by a registered nurse (RN), pharmacist or other legally qualified person and privileged to prepare and administer medications affecting four of six audited staff (#1, #2, #3 and Program Manager). The findings are:</p> <p>Reviews on 8/12/25 and 8/13/25 of client #1's record revealed: -Admission date of 2/6/15. -Diagnoses of Intracranial injury with loss of consciousness of unspecified duration, Type II Diabetes, Essential Hypertension, Mixed Hyperlipidemia, Osteoarthritis of knee, Rosacea and Benign Neoplasm of Prostate. -Physician's order dated 7/5/25 for the following medications: Aspirin Ecotrin 81 milligrams (mg) (Heart Health), one tablet in the morning Atorvastatin 20 mg (High Cholesterol), one tablet at bedtime Azo D-Mannise 500 mg (Urinary Tract), four capsules daily Daily-Vite (Vitamin Deficiency), one tablet daily Levetiracetam 1000 mg (Seizure Disorder), one tablet twice daily</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Levothyroxine 50 micrograms (mcg) (Hypothyroidism), one tablet in the morning Losartan Potassium 50 mg (Hypertension), one tablet daily Metformin Extended Relief (ER) 500 mg (Diabetes), one tablet one hour before dinner Metformin 500 mg, 2 tablets after breakfast Metronidazole 0.75 % cream (Skin Conditions), apply thin layer to face twice daily Sertraline HCL 50 mg (Depression), 1.5 tablets at bedtime Silodosin 4 mg (Enlarged Prostate), one capsule at breakfast Tropium Chloride 20 mg (Overactive Bladder), one tablet twice daily Vitamin D3 50 mcg (Bone Health), one capsule in the morning Glipizide 10 mg (Diabetes), one tablet in the morning Gabapentin 300 mg (Pain), one capsule three times daily</p> <p>Review on 8/13/25 of MARs for client #1 revealed: -August, July and June 2025-Staff #1, staff #2 and staff #3's initials were listed to indicate they administered the above medications.</p> <p>Reviews on 8/12/25 and 8/13/25 of client #2's record revealed: -Admission date of 5/31/23. -Diagnoses of Diffuse Traumatic Brain Injury (TBI), Conversion Disorder with seizures and convulsions, Hypothyroidism, Gastroesophageal Reflux Disorder (GERD) and Benign Prostatic Hyperplasia. -Physician's order dated 7/5/25 for the following medications: Atorvastatin 80 mg (High Cholesterol), one tablet at bedtime</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Bromocriptine Mesylate 2.5 mg (Cognitive), four tablets twice a day Divalproex Sodium 500 mg (Seizure Disorder), one tablet twice a day Donepezil HCL 23 mg (Cognitive), one tablet at bedtime Hydroxyzine 25 mg (Anxiety), three tablets at bedtime Lacosamide 200 mg (Seizure Disorder), one tablet twice daily Levothyroxine 112 mcg (Hypothyroidism), one tablet daily Losartan Potassium 50 mg (Hypertension), one tablet daily Memantine HCL 28 mg (Cognitive Impairment), one capsule at bedtime Modafinil 100 mg (Sleep), 2 tablets in the morning</p> <p>Pantoprazole Sodium 40 mg (GERD), one tablet two times daily Sudogest 30 mg (Nasal Congestion), one tablet twice daily Loratadine 10 mg (Allergy Relief), one tablet in the morning Quetiapine Fumarate 100 mg (Depression), one tablet at bedtime Miralax 17 grams (gm) (Constipation), give 17 gm two times daily -Physician's order dated 7/25/25 for Amlodipine 10 mg (Hypertension), one tablet daily</p> <p>Review on 8/13/25 of MARs for client #2 revealed: -August, July and June 2025-Staff #1, staff #2 and staff #3's initials were listed to indicate they administered the above medications</p> <p>Reviews on 8/12/25 and 8/13/25 of client #3's record revealed: -Admission date of 9/24/24.</p>	V 118		

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V 118	Continued From page 4 -Diagnoses of Diffuse TBI and Abnormalities of gait and mobility. -Physician's order dated 7/5/25 for the following medications: Amantadine 100 mg (Cognition), one capsule twice daily Desenex 2% powder (Skin Infection), apply to buttocks twice daily Glycopyrrolate 2 mg (Drooling), one tablet three times daily Hydroxyzine HCL 25 mg (Sleep), two tablets at bedtime Methylphenidate HCL 5 mg (Attention Deficit Hyperactivity Disorder), one tablet twice daily Omeprazole 40 mg (GERD), one capsule prior to breakfast Senna 8.6 mg (Constipation), one tablet daily Vitamin D3 (Vitamin Deficiency), one tablet daily Donepezil HCL 5 mg (Cognitive), two tablets at bedtime Gabapentin 100 mg (Pain), two capsules at bedtime Ketoconazole Shampoo 2% (Skin Infection), apply to scalp topically in the morning every other day Trazodone 100 mg (Sleep), one tablet at bedtime Benefiber Oral Powder (Constipation), give one dose two times daily Carboxymethyl Cellulose Sodium 0.5% drops (Dry Eyes), instill two drops into both eyes two times a day Levetiracetam 1000 mg (Seizure Disorder), one tablet two times daily Memantine 10 mg (Cognitive), one tablet twice a day Cetylpyridinium Chloride mouthwash (Disinfection), give 30 millileters (ml) orally two times daily MiraLax 17 gm (Constipation), give twice daily	V 118		

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V 118	<p>Continued From page 5</p> <p>Ensure, drink three times daily (Supplement), please add two packets of thickener Divalproex 500 mg (Seizure Disorder), one tablet twice daily Melatonin 3 mg (Sleep), one tablet at bedtime</p> <p>Review on 8/13/25 of MARs for client #3 revealed: -August, July and June 2025-Staff #1, staff #2 and staff #3's initials were listed to indicate they administered the above medications</p> <p>Review on 8/13/25 of the facility's personnel records revealed the following:</p> <p>Nurse Case Manager: -Date of hire was 4/4/22. -She was a Licensed Practical Nurse (LPN).</p> <p>Staff #1: -Date of hire was 8/30/23. -Hired as a Life Skills Trainer. -Medication Administration training was completed on 2/19/25 by the Nurse Case Manager.</p> <p>Staff #2: -Date of hire was 10/14/24. -Hired as a Life Skills Trainer. -Medication Administration training was completed on 2/26/25 by the Nurse Case Manager.</p> <p>Staff #3: -Date of hire was 10/14/24. -Hired as the Lead Life Skills Trainer. -Medication Administration training was completed on 2/26/25 by the Nurse Case Manager</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>Program Manager: -Date of hire was 3/21/14. -Medication Administration training was completed on 2/19/25 by the Nurse Case Manager.</p> <p>Interview on 8/12/25 with staff #1 revealed: -He administered medication to the clients during his shift. -The Nurse Case Manager did the medication administration training for them a few months ago.</p> <p>Interview on 8/12/25 with the Nurse Case Manager revealed: -She was a LPN. -They had a Nurse Practitioner who did the medication administration training originally for the facility staff. -She started doing the medication administration training about a year ago. -She did one medication training with staff. -She didn't realize she could not do the medication administration training for staff. -She confirmed there was no documentation of medication administration training for staff #1, staff #2 and staff #3 and the Program Manager completed by a RN, pharmacist or other legally qualified person.</p> <p>Interview on 8/13/25 with the Program Manager revealed: -She had medication administration training with the Nurse Case Manager. -She administered medication to the clients as needed. -She confirmed there was no documentation of medication administration training for staff #1, staff #2 and staff #3 and herself completed by a RN, pharmacist or other legally qualified person.</p>	V 118		

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V 118	Continued From page 7 Interview on 8/13/25 with the Program Director revealed: -The Nurse Case Manager and Program Manager made him aware yesterday (8/12/25), that a LPN can't do the medication administration training for staff. -"We were never informed of that during previous surveys." -He confirmed there was no documentation of medication administration training for staff #1, staff #2 and staff #3 and the Program Manager completed by a RN, pharmacist or other legally qualified person.	V 118		
V 121	27G .0209 (F) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (f) Medication review: (1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated. (2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to obtain drug regimen reviews every	V 121		

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V 121	<p>Continued From page 8</p> <p>six months for three of three clients (#1, #2 and #3) who received psychotropic drugs. The findings are:</p> <p>Reviews on 8/12/25 and 8/13/25 of client #1's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 2/6/15. -Diagnoses of Intracranial injury with loss of consciousness of unspecified duration, Type II Diabetes, Essential Hypertension, Mixed Hyperlipidemia, Osteoarthritis of knee, Rosacea and Benign Neoplasm of Prostate. -Physician's order dated 7/5/25 for Sertraline HCL 50 mg (Depression), 1.5 tablets at bedtime and Gabapentin 300 mg (Pain), one capsule three times daily. -There was no documentation of a drug regimen review completed within the last six months. <p>Review on 8/13/25 of the August 2025 Medication Administration Record (MAR) revealed:</p> <ul style="list-style-type: none"> -Staff documented client #1 was administered the above medication on 8/1 thru 8/12. <p>Reviews on 8/12/25 and 8/13/25 of client #2's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 5/31/23. -Diagnoses of Diffuse Traumatic Brain Injury (TBI), Conversion Disorder with seizures and convulsions, Hypothyroidism, Gastroesophageal Reflux Disorder (GERD) and Benign Prostatic Hyperplasia. -Physician's order dated 7/5/25 for the following medications: <ul style="list-style-type: none"> Divalproex Sodium 500 mg (Seizure Disorder), one tablet twice a day Hydroxyzine 25 mg (Anxiety), three tablets at bedtime Memantine HCL 28 mg (Cognitive Impairment), one capsule at bedtime 	V 121		

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V 121	<p>Continued From page 9</p> <p>Quetiapine Fumarate 100 mg (Depression), one tablet at bedtime -A a drug regimen review was completed on 5/23/24. -There was no documentation of a drug regimen review completed within the last six months.</p> <p>Review on 8/13/25 of the August 2025 MAR revealed: -Staff documented client #2 was administered the above medication on 8/1 thru 8/12.</p> <p>Reviews on 8/12/25 and 8/13/25 of client #3's record revealed: -Admission date of 9/24/24. -Diagnoses of Diffuse TBI and Abnormalities of gait and mobility. -Physician's order dated 7/5/25 for the following medications: Amantadine 100 mg (Cognition), one capsule twice daily Hydroxyzine HCL 25 mg (Sleep), two tablets at bedtime Methylphenidate HCL 5 mg (Attention Deficit Hyperactivity Disorder), one tablet twice daily Gabapentin 100 mg (Pain), two capsules at bedtime Trazodone 100 mg (Sleep), one tablet at bedtime</p> <p>Memantine 10 mg (Cognitive), one tablet twice a day Divalproex 500 mg (Seizure Disorder), one tablet twice daily -There was no documentation of a drug regimen review completed within the last six months.</p> <p>Review on 8/13/25 of the August 2025 MAR revealed: -Staff documented client #3 was administered the above medication on 8/1 thru 8/12.</p>	V 121		

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V 121	<p>Continued From page 10</p> <p>Interview on 8/13/25 with the Nurse Case Manager revealed:</p> <ul style="list-style-type: none"> -The Medical Director did the drug regimen reviews for clients. -The Medical Director did the last drug regimen review for clients in May 2024. -She was not sure why the Medical Director had not done the drug regimen reviews for clients. -She confirmed there was no documentation of a drug regimen review completed for clients #1, #2 and #3 within the last six months. <p>Interview on 8/13/25 with the Program Director confirmed:</p> <ul style="list-style-type: none"> -There was no documentation of a drug regimen review completed for clients #1, #2 and #3 within the last six months. 	V 121			