

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL032-262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/05/2025
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NAME OF PROVIDER OR SUPPLIER WESTGLEN ROAD GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 3523 WESTGLEN ROAD DURHAM, NC 27705
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on September 5, 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 Disabilities</p> <p>This facility is licensed for 6 and has a current census of 6. 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, observation, and interviews, the facility failed to ensure medications were administered on the written order of a physician affecting 2 of 3 audited clients (#1 and #2), and to maintain a current MARs affecting 1 of 3 audited clients (#3). The findings are:. The findings are:</p> <p>Review on 9/5/25 of Client #1's record revealed: -Admission date of 2/1/93. -Diagnoses of Mental Retardation- Moderate, Chronic Eye Infection- Pterygiums, Hyperlipidemia. -Physician order dated 6/10/25 for: -Latanoprost 0.005%- Instill one drop into both eyes every day at night. -Clotrimazole 1%- Apply topically twice daily on right and left big toe.</p> <p>Observation on 9/5/25 at 11:15 am of Client #1's medications revealed: -Latanoprost 0.005% expired on 8/24/25. -Clotrimazole 1% expired on 7/14/25.</p> <p>Review on 9/5/25 of Client #1's MARs for July 2025 through September 5, 2025 revealed: -Latanoprost 0.005% was documented as being instilled nightly from July 1 through September 5.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>-Clotrimazole 1% was documented as being applied twice daily from July 1 through September 5.</p> <p>-Facility did not have current Latanoprost and Clotrimazole available.</p> <p>Review on 9/5/25 of Client #2's record revealed: -Admission date of 11/1/80. -Diagnoses of Dementia of Alzheimer's type with Behavioral Disturbance and with early onset. Moderate Mental Retardation, Downs Syndrome, Speech Impairment, Extreme Myopia, Nystagmus, Gout, Hearing Impairment, Obesity, and Sleep Apnea. -Physician orders dated 6/9/25 for: -Melatonin 3 milligrams (mg)- Take one tablet each night at bedtime. -Eucerin Creme- Apply topically once daily to affected area.</p> <p>Review on 9/5/25 of Client #2's medications revealed: -Melatonin 3 mg was not available. -Eucerin Creme- was not available.</p> <p>Review on 9/5/25 of Client #2's MARs for July 2025 through September 5, 2025 revealed: -Melatonin 3 mg was documented as administered nightly from July 1 through September 4. -Eucerin Creme was documented as being applied daily from July 1 through September 4.</p> <p>Facility did not have Melatonin and Eucerin Creme available.</p> <p>Review on 9/5/25 of Client #3's record revealed: -Admission date of 7/15/24. -Diagnoses of Mild Intellectual Developmental</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Disability.</p> <p>-Physician order dated 6/12/25 for:</p> <ul style="list-style-type: none"> -Propranolol 10 mg- Take one capsule daily. -Vitamin B Complex- Take one tablet daily. <p>-Physician order dated 7/14/25 for:</p> <ul style="list-style-type: none"> -Lamotrigine 200 mg- Take one tablet daily. -Escitalopram 20 mg- Take one tablet daily. -Mirtazapine 15 mg- Take one tablet daily at bedtime. -Linzess 145 micrograms (mcg)- Take one capsule daily. -Metformin 500 mg- Take one tablet daily with dinner as directed. -Olanzapine 2.5 mg- Take one tablet daily at bedtime. <p>-No physician order available for Bupropion 150 mg- Take one tablet daily in the morning.</p> <p>Review on 9/5/25 of Client #3's medications revealed:</p> <p>-All medications mentioned were available.</p> <p>Review on 9/5/25 of Client #3's MARs for July 2025 through September 5, 2025 revealed medications were not signed off by staff to indicate been administered on the following dates:</p> <p>September:</p> <ul style="list-style-type: none"> -Propranolol 10 mg- 9/3 @ 8pm, 9/4 @ 8 am. -Vitamin B Complex- 9/4. -Lamotrigine 200 mg- 9/3. -Escitalopram 20 mg- 9/4. -Mirtazapine 15 mg- 9/3. -Linzess 145 mcg- 9/4. -Metformin 500 mg- 9/3. -Olanzapine 2.5 mg- 9/3. -Bupropion 150 mg- 9/4. <p>-MARs not kept current.</p> <p>-Missing physician order for Bupropion.</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>Interviews on 9/5/25 with Clients #1. #2 and #3 revealed: -They had had no issues in receiving their medications.</p> <p>Interview on 9/5/25 with Staff #4 revealed: -She had just been assigned this facility last month. -She was still trying to figure out a system to better track client's medications. -She was not aware that the eye drops and the creme for Client #1 had just expired. -She would order re-fills for Client #1 and would pick them up as soon as they would become ready. -Agency normally had a system where they identify medications before they ran out and order them. -She was aware that there may be a gap of time when medications got ordered to when they would actually be received from the pharmacy. -She would review all client's medications and see if they had extra packages or if more would need to be re-ordered. -Client #3 had been out of the facility on 9/3 and 9/4. -Client #3 had been with his parents. -She had not work on 9/3-9/4/25, but facility staff should have placed an "A" to indicate that he was Away. -Should not have left the dates blank. -When Client #3 went to his Psychiatrist at the end of August, his medications were adjusted. -Facility should had received a new copy of the order when Client #3 came back. -New orders had also been sent to the main office to be logged. -Office should have had a copy of the Client #3's physician order for his Bupropion.</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>Interview on 9/5/25 with the Qualified Professional revealed: -He had just been assigned this facility this past month. -He had not had the chance to be and review things at the facility. -He was planning to have better control of things around the facility. -He would review MAR and medications with staff. -He would make sure medications would not run out since there may be a delay of when they make the order to when they actually receive it from the pharmacy.</p> <p>Due to the failure to maintain updated medications for Client #1, it could not be determined if he received medication as ordered by his physician. Due to the failure to have all medications available for Client #2, it could not be determined he received medication as ordered by his physician. Due to the failure to accurately document medication administration for Client #3, it could not be determined if he received medication as ordered by his physician.</p>	V 118		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (4) In areas of the facility where clients are exposed to hot water, the temperature of the</p>	V 752		

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V 752	<p>Continued From page 6</p> <p>water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure the temperature of the hot water was maintained between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 9/5/25 at approximately 12:30 pm of the facility's hot water temperatures revealed: -Kitchen: Water temperature in sink was 119 degrees Fahrenheit. -Client's bathroom with tub: Water temperature in sink was 118 degrees Fahrenheit. -Client's bathroom with walk-in shower: Water temperature was 118 degrees Fahrenheit.</p> <p>Interview on 9/5/25 with Staff #4 revealed: -Clients were able to regulate their own water. -She was not aware of issues with the hot water. -She thought the hot water temperature was supposed to be under 118 degrees Fahrenheit. -Facility did not track hot water temperatures monthly.</p> <p>Interview on 9/5/25 with the Qualified Professional revealed: -He had just been assigned this facility recently and had not had the time to be present much. -He believed another inspector from a different agency had been at the facility recently and had made the same notice regarding water temperature. -He would make sure an order was placed to check on the water heater in bring the temperature down to between 100-116 Fahrenheit. -He acknowledged the facility failed to maintain</p>	V 752		

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V 752	Continued From page 7 the hot water temperature between 100-116 degrees Fahrenheit.	V 752		