STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL091-087	A. BUILDING: _____ B. WING _____	R 09/18/2025

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ESTHER'S PLACE	270 CHARLES STREET HENDERSON, NC 27536

(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 9/18/25. 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 6 and has a current census of 6. The survey sample consisted of audits of 3 current clients.	V 000		
V 105	27G .0201 (A) (1-7) Governing Body Policies 10A NCAC 27G .0201 GOVERNING BODY POLICIES (a) The governing body responsible for each facility or service shall develop and implement written policies for the following: (1) delegation of management authority for the operation of the facility and services; (2) criteria for admission; (3) criteria for discharge; (4) admission assessments, including: (A) who will perform the assessment; and (B) time frames for completing assessment. (5) client record management, including: (A) persons authorized to document; (B) transporting records; (C) safeguard of records against loss, tampering, defacement or use by unauthorized persons; (D) assurance of record accessibility to authorized users at all times; and (E) assurance of confidentiality of records. (6) screenings, which shall include: (A) an assessment of the individual's presenting problem or need; (B) an assessment of whether or not the facility can provide services to address the individual's needs; and	V 105		

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V 105	Continued From page 1 (C) the disposition, including referrals and recommendations; (7) quality assurance and quality improvement activities, including: (A) composition and activities of a quality assurance and quality improvement committee; (B) written quality assurance and quality improvement plan; (C) methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services; (D) professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service; (E) strategies for improving client care; (F) review of staff qualifications and a determination made to grant treatment/habilitation privileges: (G) review of all fatalities of active clients who were being served in area-operated or contracted residential programs at the time of death; (H) adoption of standards that assure operational and programmatic performance meeting applicable standards of practice. For this purpose, "applicable standards of practice" means a level of competence established with reference to the prevailing and accepted methods, and the degree of knowledge, skill and care exercised by other practitioners in the field;	V 105		

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This Rule is not met as evidenced by:
Based on record review and interviews, the facility failed to develop and implement adoption of standards that assure operational and programmatic performance meeting applicable standards of practice for the use of a Glucometer instrument including the CLIA (Clinical Laboratory Improvement Amendments) waiver. The findings are:

Review on 9/18/25 of client #4's record revealed:
- Admitted 5/1/07
- Diagnoses: Hypertension; Autistic Disorder; Moderate Intellectual Disability; Obsessive-Compulsive Disorder, Unspecified; Generalized Anxiety Disorder; Mixed Hyperlipidemia; Type 2 Diabetes Mellitus
- Physician's order dated 2/3/25 "Blood glucose diagnostic test strip: 1 strip once daily"

Interview on 9/18/25 client #4 reported:
- Been at the facility a "long time"
- "Sometimes they (staff) take my blood sugar (BS)...in the mornings"
- "I got a machine" that staff used to check his BS

Interview on 9/18/25 staff #1 reported:
- Worked at the facility for "going on a year"
- Client #4's checked his BS daily

Interview on 9/18/25 the Lead Staff reported:
- Worked at the facility for "about 10 years"
- Staff checked client #4's BS each morning

Interview on 9/17/25 the Facility Registered Nurse reported:

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V 105	Continued From page 3 - Had been the nurse at the facility since the end of July 2025 - "We got to test his (client #4) blood (sugar) everyday" - Staff checked client #4's BS Interview on 9/18/25 the Executive Director reported: - Client #4's checked his BS once daily - She was "working on" the paperwork to obtain the CLIA waiver for the facility	V 105		
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	V 118		

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V 118	Continued From page 4 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. This Rule is not met as evidenced by: Based on record review, observation and interview, the facility failed to ensure the medications were administered on the written order of a physician affecting 3 of 3 audited clients (#1, #2, and #4) and failed to ensure the MAR was kept current affecting 1 of 3 audited clients (#4). The findings are: Review on 9/17/25 and 9/18/25 of client #1's record revealed: - Admitted: 12/2/14 - Diagnoses: Severe Intellectual Disability - Physician's orders for the following medications: - Daily Vite tablet: take 1 tablet by mouth every day (supplement) dated 6/11/25 - Divalproex delayed release 250 milligrams (mg) tablet: take 5 tablets by mouth twice daily (mood) dated 5/12/25 - Fluticasone 50 micrograms (mcg) spray: place 2 sprays in each nostril every day (allergies) dated 2/24/25 - Levothyroxine 112 mcg tablet: take one by mouth every day on empty stomach, with a glass of water at least 30-60 minutes before breakfast (hypothyroidism) dated 2/24/25 - Prazosin 5 mg capsule: take 1 capsule by	V 118		

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mouth at bedtime (hypertension) dated 8/12/25
- Propranolol 20 mg tablet: take 1 tablet by mouth three times daily (anxiety) dated 5/12/25
- Tamsulosin hydrochloride (HCL) 0.4 mg capsule: take 1 capsule by mouth at bedtime (prostate) dated 6/27/25
- Vitamin C 1,000 mg tablet: take 1 tablet by mouth daily (low vitamin C) dated 2/25/25
- Benztropine Mesylate 1 milligram tablet: take 1 tablet by mouth twice daily as needed for muscle stiffness or excessive drooling dated 7/31/25
- Trazodone 150 mg tablet: take 2 tablets by mouth at bedtime (sleep) dated 5/12/25
- Discontinue order signed by physician on 8/12/25 for: Olanzapine-Fluoxetine 12-25mg (depression)

Review on 9/17/25 of client #1's MARs from 7/1/25 through 9/17/25 revealed:
- No medications documented as administered on 9/1/25
- Olanzapine-Fluoxetine documented as administered on 9/2/25

Review on 9/17/25 and 9/18/25 of client #2's record revealed:
- Admitted: 11/3/28
- Diagnoses: Impulse Control Disorder; Mild Intellectual Disability
- Physician's orders for the following medications:
  - Aripiprazole 5 mg: take 1 tablet by mouth daily (mood) dated 6/19/25
  - Calcipotriene 0.005% cream: apply 1 application on the skin once daily as directed (dry skin) dated 7/21/25
  - CeraVe Moist Lotion 12 ounce: apply to affected area three times daily (dry skin) dated 7/3/25

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V 118	Continued From page 6 - Cetirizine HCL 10 mg: take 1 tablet by mouth every day (allergy) dated 6/9/25 - Clobetasol 0.05% ointment: apply 5 grams on the skin twice daily, apply to rash on legs, back and arms until smooth then reduce to twice weekly dated 7/21/25 - Lovastatin 20 mg tablet: take 1 tablet by mouth at bedtime for cholesterol dated 3/18/25 - Montelukast 10 mg tablet: take 1 tablet by mouth every evening (allergy) dated 7/3/25 - Symbicort 80-4.5 Aerosol: inhale 2 puffs twice daily (asthma) dated 2/26/25 - Vitamin D3 25 mcg (1000 International Unit): take 1 tablet by mouth everyday (supplement) dated 1/27/25 - Wegovy 1.7 mg/0.75 milliliter pen: inject 1.7 mg subcutaneously once a week (weight loss) dated 4/17/25 - Ibuprofen 800 mg tablet: take 1 tablet by mouth three times daily as needed for pain dated 6/7/25 Review on 9/17/25 of client #2's MARs from 7/1/25 through 9/17/25 revealed: - No documentation of administration for the following dates and medications: - 7/25/25 for Vitamin D3 - 9/1/25 for all medications - 9/14/25 for Lovastatin - Ibuprofen 800 mg tablet was not listed on the MAR and was not documented as being administered Observation on 9/17/25 at 2:07PM of client #2's blister pack for Ibuprofen 800mg tablet revealed: - Filled on 6/9/25 - 6 white oval-shaped tablets - 4 missing tablets Review on 9/17/25 and 9/18/25 of client #4's	V 118		

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V 118	Continued From page 7 record revealed: - Admitted: 5/1/07 - Diagnoses: Hypertension; Autistic Disorder; Moderate Intellectual Disability; Obsessive-Compulsive Disorder, Unspecified; Generalized Anxiety Disorder; Mixed Hyperlipidemia; Type 2 Diabetes Mellitus - Physician's orders for the following medications: - Ammonium Lactate 12% Lotion: apply to affected area twice daily (dry skin) dated 3/18/25 - Aspirin enteric-coated 81 mg tablet: take 1 tablet by mouth every day (prevent heart attack) dated 2/25/25 - Daily vite tablet: take 1 tablet by mouth every day (supplement) dated 3/18/25 - Ketoconazole 2% cream: apply topically to the affected area every day (athlete's foot) dated 3/18/25 - Lisinopril 40 mg tablet: take 1 tablet by mouth every day (hypertension) dated 3/18/25 - Olanzapine 10 mg tablet: take 1 tablet by mouth every night at bedtime (mood) dated 3/18/25 - Sertraline HCL 100 mg tablet: take 2 tablets by mouth daily (anxiety) dated 3/18/25 - Simvastatin 20 mg tablet: take 1 tablet by mouth every night at bedtime (hyperlipidemia) dated 3/18/25 - Vitamin C 1,000 mg tablet: take 1 tablet by mouth once daily (low vitamin C) dated 2/25/25 Review on 9/18/25 of client #4's MARs from 6/1/25 through 9/18/25 revealed: - September 2025 MAR did not list Ammonium Lactate 12% Lotion - No documentation of administration for the following dates and medications: - 6/30/25 for 8AM administration of	V 118		

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Ammonium Lactate 12% Lotion
- 8/31/25 for Vitamin C
- 9/1/25 for all medications

Observation on 9/17/25 at approximately 3PM of client #4's medications revealed:
- No Ammonium Lactate 12% Lotion in the facility

Interview on 9/17/25 the facility Registered Nurse (RN) reported:
- Had been the nurse at the facility since the end of July 2025
- She was responsible for checking the MARs and medications and getting medications refilled
- Had seen the missing initials for 9/1/25 and had left a note for staff to go back and "fill these out"
- When she went to pick up the MARs from the pharmacy for September 2025, they were not ready and she did not receive them until 9/2/25
- Was "sure" the clients received their medications and the blank spaces were documentation errors
- It "might have been an oversight" that staff initialed the administration of Olanzapine Fluoxetine 12-25mg for client #1 on 9/2/25

Interview on 9/18/25 staff #1 reported:
- Worked at the facility for "going on a year"
- Worked Friday, Saturday, and Sunday nights
- Administered medications on Monday mornings
- Remembered that he administered medications the morning of 9/1/25 "but I thought everything was documented"
- Did not remember any missed medications or errors in documentation for the shifts he worked

Interview on 9/18/25 the Lead Staff reported:

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V 118	Continued From page 9 - Worked at the facility for "about 10 years" - He was responsible for ensuring staff "complete all their duties on their shift" including medication administration - Had not noticed the missing initials Interview on 9/18/25 the Qualified Professional (QP) reported: - Had been the QP for about 5 months - Reviewed the MARs and followed up with staff for any errors - Did not notice the missing staff initials on the September 2025 MARs Interview on 9/18/25 the Executive Director reported: - The facility RN was responsible for checking MARs and medications once a week - Created the MARs for the facility prior to July 2025 but the pharmacy was providing the current MARs - The MARs from the pharmacy were missing "a lot of little details" such as the as-needed medications - Client #4 "should be on the Lactate (Ammonium Lactate)" and the pharmacy was waiting on an updated physician's order to fill the medication This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 118		