

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL079-143	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/08/2025
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NAME OF PROVIDER OR SUPPLIER LAVERNE'S HAVEN-CENTER COURT	STREET ADDRESS, CITY, STATE, ZIP CODE 147 CENTER COURT EDEN, NC 27288
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 10/8/25. The complaint was unsubstantiated (intake #NC00233738). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with a Developmental Disability.</p> <p>The facility is licensed for 5 and has a current census of 5. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 366	<p>27G .0603 Incident Response Requirements</p> <p>10A NCAC 27G .0603 INCIDENT RESPONSE REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p> <p>(a) Category A and B providers shall develop and implement written policies governing their response to level I, II or III incidents. The policies shall require the provider to respond by:</p> <ol style="list-style-type: none"> (1) attending to the health and safety needs of individuals involved in the incident; (2) determining the cause of the incident; (3) developing and implementing corrective measures according to provider specified timeframes not to exceed 45 days; (4) developing and implementing measures to prevent similar incidents according to provider specified timeframes not to exceed 45 days; (5) assigning person(s) to be responsible for implementation of the corrections and preventive measures; (6) adhering to confidentiality requirements set forth in G.S. 75, Article 2A, 10A NCAC 26B, 42 CFR Parts 2 and 3 and 45 CFR Parts 160 and 164; and (7) maintaining documentation regarding Subparagraphs (a)(1) through (a)(6) of this Rule. 	V 366		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 366	<p>Continued From page 1</p> <p>(b) In addition to the requirements set forth in Paragraph (a) of this Rule, ICF/MR providers shall address incidents as required by the federal regulations in 42 CFR Part 483 Subpart I.</p> <p>(c) In addition to the requirements set forth in Paragraph (a) of this Rule, Category A and B providers, excluding ICF/MR providers, shall develop and implement written policies governing their response to a level III incident that occurs while the provider is delivering a billable service or while the client is on the provider's premises. The policies shall require the provider to respond by:</p> <p>(1) immediately securing the client record by:</p> <p>(A) obtaining the client record;</p> <p>(B) making a photocopy;</p> <p>(C) certifying the copy's completeness; and</p> <p>(D) transferring the copy to an internal review team;</p> <p>(2) convening a meeting of an internal review team within 24 hours of the incident. The internal review team shall consist of individuals who were not involved in the incident and who were not responsible for the client's direct care or with direct professional oversight of the client's services at the time of the incident. The internal review team shall complete all of the activities as follows:</p> <p>(A) review the copy of the client record to determine the facts and causes of the incident and make recommendations for minimizing the occurrence of future incidents;</p> <p>(B) gather other information needed;</p> <p>(C) issue written preliminary findings of fact within five working days of the incident. The preliminary findings of fact shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides,</p>	V 366		

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V 366	<p>Continued From page 2</p> <p>if different; and</p> <p>(D) issue a final written report signed by the owner within three months of the incident. The final report shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides, if different. The final written report shall address the issues identified by the internal review team, shall include all public documents pertinent to the incident, and shall make recommendations for minimizing the occurrence of future incidents. If all documents needed for the report are not available within three months of the incident, the LME may give the provider an extension of up to three months to submit the final report; and</p> <p>(3) immediately notifying the following:</p> <p>(A) the LME responsible for the catchment area where the services are provided pursuant to Rule .0604;</p> <p>(B) the LME where the client resides, if different;</p> <p>(C) the provider agency with responsibility for maintaining and updating the client's treatment plan, if different from the reporting provider;</p> <p>(D) the Department;</p> <p>(E) the client's legal guardian, as applicable; and</p> <p>(F) any other authorities required by law.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to implement written policies governing their response to level II incidents as</p>	V 366		

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V 366	<p>Continued From page 3</p> <p>required. The findings are:</p> <p>Interview on 10/6/25 with staff #1 revealed:</p> <ul style="list-style-type: none"> - A sheriff's deputy came to the facility on 9/21/25 - The deputy stated that a neighbor had reported they had observed two clients outside of the facility "inappropriately touching" each other - After determining clients (#1 and #2) were the ones who were allegedly observed having been engaged in the "inappropriate" behavior, he stated that he was not going to talk to either of the clients because he knew they were "mental patients." - The deputy did not provide her with a report regarding his visit to the facility on 9/21/25 <p>Review on 10/6/25 of an "Incident Report (Level I)" completed by staff #1 on 9/21/25 revealed:</p> <ul style="list-style-type: none"> - "The Sheriff was called to the residence today by neighbor concerning [client #1] and another one of his peers involved in inappropriate touching between each other..." <p>Review on 10/6/25 of the Incident Response Improvement System (IRIS) revealed:</p> <ul style="list-style-type: none"> - No level II incident report had been submitted to IRIS regarding a law enforcement officer's visit to the facility on 9/21/25 <p>Interview on 10/8/25 with the Owner revealed:</p> <ul style="list-style-type: none"> - Acknowledged that a sheriff's deputy had been to the facility on 9/21/25 regarding clients (#1 and #2) - Only a level I incident report had been completed by staff #1 - As neither client was charged and no report was provided by the deputy, he thought he did not have to submit a level II incident report to IRIS - As no level II incident report had been 	V 366		

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V 366	Continued From page 4 completed, he did not have documentation to support how client (#1 and #2's) health and safety needs were being attended to; a determination of the cause of the incident; what corrective measures were developed and implemented to prevent similar incidents and what person(s) were assigned to be responsible for implementation of any corrective and preventative measures which were all part of a level II incident report - Would now submit a level II incident report to IRIS regarding this matter	V 366		
V 367	27G .0604 Incident Reporting Requirements 10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information: (1) reporting provider contact and identification information; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and	V 367		

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V 367	<p>Continued From page 5</p> <p>(6) other individuals or authorities notified or responding.</p> <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever:</p> <p>(1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or</p> <p>(2) the provider obtains information required on the incident form that was previously unavailable.</p> <p>(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:</p> <p>(1) hospital records including confidential information;</p> <p>(2) reports by other authorities; and</p> <p>(3) the provider's response to the incident.</p> <p>(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18).</p> <p>(e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p>	V 367		

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V 367	<p>Continued From page 6</p> <p>(1) medication errors that do not meet the definition of a level II or level III incident;</p> <p>(2) restrictive interventions that do not meet the definition of a level II or level III incident;</p> <p>(3) searches of a client or his living area;</p> <p>(4) seizures of client property or property in the possession of a client;</p> <p>(5) the total number of level II and level III incidents that occurred; and</p> <p>(6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to report a level II incidents to the Local Management Entity (LME) responsible for the catchment area where services were provided within 72 hours of becoming aware of the incident affecting 2 of 2 clients (client #1 and #2). The findings are:</p> <p>Review on 10/6/25 of client #1's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 1/27/22 - Diagnoses of Autism Spectrum Disorder (D/O); Oppositional Defiant D/O and Attention Deficit Hyperactivity D/O - An agency provided guardianship services on behalf of client #1 	V 367		

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V 367	<p>Continued From page 7</p> <p>Interview on 10/6/25 with client #1 revealed:</p> <ul style="list-style-type: none"> - A sheriff's deputy had come to the facility because "we did something that we shouldn't do." - Could not provide the date when the deputy came to the facility - Reported that he and another client (unnamed) had "touched each other inappropriately." - Would not go into any further detail about what happened between him and the other client - Requested surveyor speak with staff #1 as she could provide more information <p>Review on 10/6/25 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 7/23/25 - A diagnosis of Schizoaffective D/O, Bi-polar Type - An agency provided guardianship services on behalf of client #2 <p>Interview on 10/6/25 with client #2 revealed:</p> <ul style="list-style-type: none"> - Denied having spoken to or seen a law enforcement officer since his admission to the facility in July 2025 <p>Interview on 10/6/25 with staff #1 revealed:</p> <ul style="list-style-type: none"> - A sheriff's deputy came to the facility on 9/21/25 - The deputy stated that someone reported they had observed two clients outside of the facility "inappropriately touching" each other - After determining clients (#1 and #2) were the ones who were allegedly observed having been engaged in the "inappropriate" behavior, he stated that he was not going to talk to either of the clients because he knew they were "mental patients." - The deputy did not provide her with a report regarding his visit to the facility on 9/21/25 	V 367		

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V 367	<p>Continued From page 8</p> <p>Review on 10/6/25 of an "Incident Report (level I)" completed by staff #1 on 9/21/25 revealed:</p> <ul style="list-style-type: none"> - "The Sheriff was called to the residence today by neighbor concerning [client #1] and another one of his peers involved in inappropriate touching between each other..." <p>Review on 10/6/25 of the Incident Response Improvement System (IRIS) revealed:</p> <ul style="list-style-type: none"> - No level II incident report had been submitted to IRIS regarding a law enforcement officer's visit to the facility on 9/21/25 <p>Interview on 10/8/25 with the Owner revealed:</p> <ul style="list-style-type: none"> - Acknowledged that a sheriff's deputy had been to the facility on 9/21/25 regarding clients (#1 and #2) - Only a level I incident report had been completed - Because no charges were filed and no report provided by the deputy, he thought he did not have to complete a level II incident report - Would not submit a level II incident report to IRIS regarding this matter 	V 367		