Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED
	MHL044-035		09/26/2025

NAME OF PROVIDER OR SUPPLIER: HAYWOOD COUNTY GROUP HOME #2

STREET ADDRESS, CITY, STATE, ZIP CODE: 226 SOLITARY MEADOW CIRCLE, WAYNESVILLE, NC 28786

(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 complaint survey was completed on September 26, 2025. The complaint was substantiated (NC#00233207). 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 5 and has a current census of 5. The survey sample consisted of audits of 3 current clients.	V 000		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112	RECEIVED OCT 27 2025 DHSR-MH Licensure Sect	

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Todd Bull

TITLE: Executive Director

(X6) DATE

Division of Health Service Regulation

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V 112	Continued From page 1	V 112		
	This Rule is not met as evidenced by: Based on record review and interview the facility failed to develop and implement treatment strategies based on client needs for 1 of 3 audited clients, (#3). The findings are: Review on 9/23/25 of Client #3's record revealed: -Date of Admission: 9/2/23. -Diagnoses: Intellectual Developmental Disability, Moderate; Unspecified Impulse Control and Conduct Disorder; Autism; Anxiety Disorder, Unspecified; and Allergic Rhinitis. -"Action Plan: Short Term Goals dated 6/1/24 to 5/31/25 revealed: ...[Client #3] has exhibited frequent lying, stealing, aggression, ...bullying other residents, and losing her temper ...will receive support ...to continue developing skills that help her stay safe and healthy at home ..." -"In past placements, [Client #3] has been noted as stealing from other residents and caretakers." -Behavior Logs from the facility dated, 2/23/25, 3/3/25, and 5/29/25, were related to Client #3 having another client's personal property in her room. -No residential goals or treatment strategies related to Client #3 stealing and going in to client bedrooms. -No guardian signature on treatment plan dated 6/1/24.		At the time of admission, Client #3 was state funded, and was moved to an Innovation Waiver on 6/1/24. - Copy of PCP prior to 6/1/24 is attached.	

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V 112	Continued From page 2 Attempted Interview on 9/23/25 with Client #1 revealed: -Did not respond directly to questions. Interview on 9/23/25 with Client #3 revealed: -Her room was the only bedroom that was unlocked in the facility during the day. -Could get into any bedroom by using a pen. -Was allowed to be in her bedroom by herself at this facility to keep, "self-occupied." -Was more independent than the other clients in the home. -Goals she was working on were related to cooking, "outbursts," and exercising. Interview on 9/23/25 with Non-Audited Client #4 (NAC#4) revealed: -Staff locked her bedroom during the day, "so no one goes in and steals everything." -Confirmed that this was to keep Client #3 out of her room. Interview on 9/23/25 with Non-Audited Client #5 (NAC#5) revealed: -Her bedroom was locked, "because we don't' want anyone to go in there and steal stuff." -Confirmed this was to keep Client #3 out of her room. Interview on 9/23/25 with the Group Home Coordinator (GHC) revealed: -The facility was short staffed. -Typically, Client #1 and Client #5's bedrooms were locked during the day. -This was because things went missing from their bedrooms. -Client #3 took from clients she could manipulate. -Stealing had been an issue with Client #3 since last November-December (2024). -Wasn't sure she could lock client bedrooms	V 112		

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V 112	Continued From page 3 during the day but wanted to protect their stuff. -The last time staff found another client's belongings in Client #3's room was approximately 3-4 weeks ago when she took Client #1's ring. -There were no specific strategies in Client #3's treatment plan for staff to use at the facility to address Client #3's stealing and going in other clients' rooms. Interview on 9/26/25 with Staff #2 revealed: -Worked overnight in the facility. -Not aware of strategies in Client #3's treatment plan that addressed Client #3's stealing and going into other clients' rooms. - "It didn't seem to matter what (staff) do; "[Client #3] still does it (steals)." Interview on 9/26/25 with the Qualified Professional (QP) revealed: -Was the QP over the facility, supervised staff, and developed treatment plans. -Client #3's stealing was an ongoing issue. -The treatment team was trying different things to decrease Client #3's behavior(s) in the facility and focus more on the positive. -Would update the treatment plan.	V 112		
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities § 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;	V 364		

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V 364	Continued From page 4 (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and (3) Contact and consult with a client advocate if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times. (b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to: (1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies; (3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals; (4) Make visits outside the custody of the facility unless: a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding; b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or	V 364		

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V 364	Continued From page 5 c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision; (5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week; (6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Keep and spend a reasonable sum of his own money; (9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and (10) Have access to individual storage space for his private use. (c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the	V 364		

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V 364	Continued From page 6 minor client dictate otherwise. Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to: (1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him; (2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and (3) Contact and consult with a client advocate, if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times. (d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to: (1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party; (2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary; (3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies; (4) Receive special education and vocational training in accordance with federal and State law; (5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;	V 364		

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V 364	Continued From page 7 (6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; (7) Participate in religious worship; (8) Have access to individual storage space for the safekeeping of personal belongings; (9) Have access to and spend a reasonable sum of his own money; and (10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes. (e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction	V 364		

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V 364	Continued From page 8 or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure client rights in a 24 hour facility by restricting clients' access to their bedrooms, affecting 1 of 3 audited clients (#1) and 2 of 2 non-audited clients, (NAC #4 and NAC #5). The findings are: Review on 9/23/25 of Client #1's record revealed: -Date of Admission: 1/21/23. -Diagnoses: Intellectual Developmental Disability, Moderate; Adjustment Disorder with Anxiety; Essential Tremor; Encephalopathy, and Impulse Control Disorder. -No documentation of approval from the Human Rights Committee for restriction to access bedroom. Attempted interview on 9/23/25 with Client #1 revealed: -Did not respond directly to questions. Interview on 9/23/25 with NAC #4 revealed: -Her bedroom was locked during the day, "so no one goes in and steals everything." -Confirmed that this was to keep Client #3 out of her room. -Had to ask staff to unlock her bedroom if she wanted to go in her bedroom during the day. -One time, staff told her, "Wait a minute, I'm busy	V 364	- Client Rooms are and will remain unlocked during the day. - Updated Client #3 short term goals to address entering someone else's room to prevent stealing. - Room checks 1 time per week, for safety + missing items.	

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V 364	Continued From page 9 ..." and couldn't unlock her bedroom when she asked. -Had a TV in her room for personal use and liked to watch the show COPS. -Group Home Coordinator (GHC) wouldn't let her watch COPS in the living room of the facility. Interview on 9/23/25 with NAC #5 revealed: -Her bedroom was locked, "because we don't want anyone to go in there and steal stuff." -Confirmed this was to keep Client #3 out of her room. -Allowed access to her bedroom only when certain staff members worked. -The GHC wouldn't let her in her room during the day. - "I am able to go in my room If I ask real [GHC] nice, she'll let me." -The GHC was supposed to give her a key to her room. She didn't know when this was going to happen. -Liked to watch different shows than others liked in the facility and had personal TV in her room. Interview on 9/23/25 with the GHC revealed: -Was the group home supervisor. -Worked the day shift typically by herself. The facility was short staffed. -All the clients had TVs in their bedrooms. -Locked Client #1 and Client #5's bedrooms during the day to keep Client #3 out, due to stealing. -Would allow clients to go into their bedrooms during the day if they asked her, and she would unlock the door. -Denied that there had been a time that a client requested to go into their bedroom and it wasn't allowed. A client may have had to wait a minute while she was helping someone else. -Client guardians were aware that their bedroom	V 364		

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V 364	Continued From page 10 doors were locked. -There was a rotating schedule in the facility for movie nights in which clients got to pick what to watch in the living room. -Did not allow certain shows or movies to be played in the living room because they caused behavior(s) with certain clients. Interview on 9/26/25 with Staff #2 revealed: -Allowed clients to be in their bedrooms and allowed them to watch what they wanted on TV, "It's their home." -Expressed concerns about clients not being allowed to be in their bedrooms during the day and that clients no longer asked because it had been instilled that this was a rule. -Believed client bedrooms were locked during the day due to Client #3's stealing and getting into other client bedrooms. -Clients had personal TV's in their rooms to watch, "but it defeated the purpose," (if their bedrooms were locked). -Client movie nights were ultimately catered to Client #1 because she had behaviors when watching certain types of shows which wasn't fair to the other clients. Interview on 9/26/25 with the Qualified Professional (QP) revealed: -Acting QP over the facility and supervised staff. -Guardians were aware of bedrooms being locked according to the GHC. -Locking client bedroom doors was not a treatment strategy that had been signed off by the Human Rights Committee and updated in treatment plan(s). -Clients should be able to access their bedrooms when they wanted. -Would submit a Plan of Correction.	V 364		

MH | DD | SAS

Melanie's PERSON-CENTERED PROFILE

Name: Melanie Rae Lee	DOB: 05/22/1976	Medicaid ID: 952-07-4739-R	Record #: 118624
(Non - CAP-MR/DD Plans ONLY) PCP Completed on 08.25.23	(CAP-MR/DD Plans ONLY) Plan Meeting Date: 7/20/2023	Effective Date: 08.25.23	

WHAT PEOPLE LIKE AND ADMIRE ABOUT....

Melanie is pleasant and would like to get to know others and make friends and acquaintances. She loves to attend events and be a part of the community. Melanie is overly excited to have the opportunity to live in a group home with others. She is easy to have a conversation with and is very friendly when she warms out with you. She loves pets, movies, and sport events. She also has a wonderful smile and a sweet disposition.

WHAT'S IMPORTANT TO....

Having choices and making her own decisions is very important to Melanie. She is easy to talk to and loves to socialize when appropriate and feels comfortable with people, but she will not hesitate to share her likes and dislikes and her thoughts when having a chance to do so. Melanie likes to watch her programs, use the computer, do laundry, and participate in outdoor activities and outings with others.
Having her parents in her life is important to Melanie. Melanie needs to know in advance of any changes ahead of time with her routine or unfamiliar staff who may be collaborating with her.
Jeanne would like to have a steady job and a set routine along with an income. Having staff to train and assist her in learning new skills is important to her.

HOW BEST TO SUPPORT....

Melanie needs to know any changes ahead of time with her routine or unfamiliar staff who might be working with her. Using a calm voice is always helpful. Melanie will need some assistance in the areas of reading, written expression and interpretation, and budget if she is trained in these areas. Jeanne assisted in special education throughout her school years. Using one on one setting and going step by step with her in training/teaching could be benefit to Melanie. She learns better when the staff practices with her and is repetitive as well as provides supervision for her.
Melanie will need emotional support until she learns a routine or new skills.
Staff changes may be another stressor but preparing her ahead of time may be helpful. Utilizing strategies for self-calming is helpful. Melanie and her parents are very close and having them in her life is very important, and it is essential to her to be given choices and make decisions for herself.

ADD WHAT'S WORKING / WHAT'S NOT WORKING

Working: **Advocacy support from her parents and provider**

Not Working: **Melanie needs more socialization with peers and community people. She needs to be able to join activities in her community as well like volunteering and exercising and having fun.**

Name: Melanie Rae Lee DOB: 05/22/1976 Medicaid ID: 952-07-4739-R Record #: 118624

ACTION PLAN

The Action Plan should be based on information and recommendations from the Comprehensive Clinical Assessment (CCA), the One Page Profile, Characteristics/Observations/Justifications for Goals, and any other supporting documentation.

Long-Range Outcome: (Ensure that this is an outcome desired by the individual, and not a goal belonging to others).

Melanie is unable to live on her own without support. Both of her parents are very involved and will continue to be part of her life if they are able to do so. Melanie has a diagnosis of IDD in a moderate level. Her parents are her guardians and are requesting that Melanie move into a group home to be able to train and live with others while learning independent living skills. She will benefit from training in daily living skills, safety skills, household tasks, exercise training, volunteering, and skills to interact and socialize with others in appropriate ways.

Where am I now in the process of achieving this outcome? (Include progress on goals over the past years, as applicable).

Melanie would like to look for joy in the community and she is requesting to move into the Solitary Meadow Group Home to live while training on daily living skills, household tasks, socializing with others, participating in community activities, and learning independent living skills needed to be successful in the community. Melanie and her parents agreed that she needed a more structured environment and would benefit from training in safety at home and in the community. She wants to increase her level of independence through training at the group home while remaining healthy and safe.

CHARACTERISTICS/OBSERVATION/JUSTIFICATION FOR THIS GOAL: Melanie will benefit from training for maintaining a healthy lifestyle and on safety issues such as what is an emergency and what is a non-emergency. She will train on engaging in opportunities in her community through volunteering and exercising and working on socially acceptable behaviors while with the public and with peers. She will train to increase her daily living skills such as household tasks and learn ways to prepare healthy food and kitchen safety.

WHAT (Short-Range Goal)	WHO IS RESPONSIBLE	SERVICE & FREQUENCY
1A) Melanie will participate in developing a Calendar and utilize it to work toward activities that will help her increase her need for independent living given no more than two (2) verbal prompts, from staff, with 85% success according to the task analysis for the next six (6) consecutive months. 1B) At least two (2) times per week (2 hours per day), Melanie will participate in community and educational activities in a variety of settings that will promote learning and mastering looking at recipes, safety signs, menus, etc. using no more than one (1) verbal prompt from staff with 85% success from six(6) consecutive months. 1C) Melanie will access and engage in exercise activities at least three (3) times per week with 85% success according to the task analysis for the next six (6) consecutive months. 1D) Melanie will participate in cooking activities at least once (1) per week, with minimal verbal prompting from staff per task, with 85% success according to the task analysis, for six (6) consecutive months. 1E) Melanie will engage in household tasks including cleaning her room at least once (1) per week with 85% success giving not more than 2 verbal prompts from staff, according to the task analysis, for six (6) consecutive months. 1F) Melanie will practice safety protocol for the community as well as at home at least twice (2) per week one (2 hours) per day, given minimal verbal prompting, with 85% accuracy according to the task analysis, for	Melanie Arc of Haywood staff QP	T2016U5U6-Lev 5 Long-Term Community Supports Daily 7 days per week

six (6) consecutive months.

1G) Melanie will engage in community volunteer activities at least 5 hours per week given 2 verbal prompts from staff with 85% success according to the task analysis, for six (6) consecutive months.

1J) Melanie will participate in community events at least 5 hours per week given two (2) verbal prompts from staff with 85% success according to the task analysis, for six (6) consecutive months.

HOW (Support/Intervention)
Staff will offer verbal, gestural, and/or physical prompts as needed and will offer verbal praise for correct responses to steps of the task analysis. Staff will assist Melanie when needed to ensure tasks are complete. Communication from and with Melanie during goal training will occur to ensure he understands and is being understood. Data will be collected as indicated.

1A) Calendar
Melanie will make herself a calendar for appointments and activities to keep in her room and change when needed. This calendar can have pictures to show activities or anything she chooses to remind her what she will be doing every week and events coming up she wants to take part in. These appointments will include doctor appointments, hair appointments, volunteer work, etc.

1B) Community and Educational Activities
Melanie will choose activities in the community she would like to participate in. Such activities may include, but are not limited to:

- Music classes or concerts
- Art classes
- Festivals or parades
- Community dances
- Special Olympics
- Going out to eat with her peers.
- Attending church services/activities

1C) Exercise
Staff will assist Melanie in her choice of exercise opportunities. Melanie will choose from a list of presented activities for exercise. Activities may include, but are not limited to:

- Participating in Special Olympics – field games, bocce, bowling, etc.
- Attending the local fitness center – exercise classes (Zumba), walking the track, pool time, etc.
- Engaging in walks around the community
- Visiting local recreation parks or nature trails
- Participating in the Spirit Club, which is an online fitness class.

1D) Cooking Activities
*Melanie will be training on learning menus, planning what she needs to prepare a meal, gathering ingredients needed to prepare the meal, gathering cookware and utensils needed as well
* Melanie will have a specific day each week to train in the kitchen with staff.
* Melanie will follow directions on the recipe and or package to prepare the food.
*Activities in the kitchen will include but are not limited to looking at the menu, getting ingredients for the meal, preparing the meal with staff assistance, setting the table for the meal, and cleaning up afterward.

1E) Household Tasks
*Melanie will have chores each week for the group home which may include vacuuming the floor, setting the table, cleaning the baseboards or door handles, etc.
* Melanie will be responsible for the upkeep of her room which may include vacuuming, dusting, making, and changing her bed and keeping the room free of clutter, and doing her laundry.
*Melanie will gather all the necessary supplies that she may need.
*Melanie will learn how to do her laundry including folding or hanging her clothes and putting them away when they have been cleaned.

1F) Safety in the community and at home
Melanie will train in appropriate safety techniques when in the home and when in the community.

Staff will role model and/or role-play with Melanie on how to deal with stranger safety such as when there is a knock at the door.
Staff will monitor and assist Melanie when she is cooking in the kitchen to ensure she has turned off the stove/oven.
Staff will take Melanie out in community settings that may be unfamiliar to her and teach her how to deal with potential situations that may occur while in the community or if she should ever become detached from the group.

Emphasis will be on practicing skills while in the community and at home; Specific activities should include, but not be limited to:
*Locating safe storage in the community