

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL045-067	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/09/2025
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NAME OF PROVIDER OR SUPPLIER HILLPARK GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 175 ELSON AVENUE HENDERSONVILLE, NC 28739
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V 000 INITIAL COMMENTS

An annual survey was completed on 10/9/25. Deficiencies were cited.

This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.

The facility is licensed for 6 and has a current census of 4. The survey sample consisted of audits of 3 current clients.

V 000

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 drug.

V 118

(Signature) Executive Director 11/21/25

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 118	<p>Continued From page 2</p> <p>-Date of admission: 10/26/20.</p> <p>-Diagnoses: Moderate IDD, Type II Diabetes Mellitus, Major Depressive Disorder, Insomnia, Unspecified Hearing Loss, Down Syndrome, Asthma.</p> <p>-Physician's orders dated 9/19/25 included: -Permethrin Cream 5% (scabies) Apply to affected areas, leave on 8 hours overnight then wash off in shower, repeat in 2 weeks.</p> <p>Review on 10/6/25 of MARs 8/1/25-10/6/25 for Client #2 revealed: -Permethrin Cream documented as applied 9/25/25-10/5/25. (11 doses)</p> <p>Review on 10/6/25 of Client #3's record revealed: -Date of admission: 7/22/13. -Diagnoses: Mild IDD, Type II Diabetes Mellitus, Vitamin D Deficiency, Hyperlipidemia, Major Depressive Disorder, Anxiety Disorder, Fragile X, Tourette's. -Physician's order dated 9/18/25 included: -Permethrin Cream 5% (scabies) Apply chin to toes, leave on 8 hours overnight then wash off in shower. Repeat in 2 weeks.</p> <p>Review on 10/6/25 of MARs 8/1/25-10/6/25 for Client #3 revealed: -Permethrin Cream was documented as unavailable on 9/22/25. There was no documentation of application on or after 9/18/25.</p> <p>Observation on 10/7/25 at approximately 3:15pm of permethrin cream for Client #1 and Client #2 with label dispense date of 9/22/25 and handwritten date on the box of 9/24/25.</p> <p>Observation on 10/7/25 at approximately 4:50pm of permethrin cream for Client #3 with label dispense date of 9/19/25 and handwritten date on the box of 9/24/25.</p>	V 118		
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V 118	<p>Continued From page 4</p> <p>-Staff only applied cream to spots on Client #2's arms and legs not to his whole body ..."tried to make the cream last so only applied to main (body) parts."</p> <p>Interviews on 10/8/25 and 10/9/25 with the Licensee's Director of Nursing (DON) revealed: -Reviewed orders for permethrin with the Medical Director (MD) ..."the nurse transcribed the order incorrectly ...[MD] said [Client #2] had no presentation of any concern based on staff observation and had no potential for adverse reaction for receiving it (permethrin) every day ..." -Medication (permethrin) for Client #1 and Client #2 was delivered to the office 9/23/25 from the out of state pharmacy. -"The (facility) nurse assumed the medication would come in on 9/22/25 and did not reset the quick Mar system. When it came in, [Staff #3] called the nurse who said go ahead and give ...actually gave medication on 9/24 (2025) when staff were unable to document on MAR." -"When the pharmacy adds an order to the quick mar then our nurse has to edit to change the date ..."</p> <p>Interview on 10/9/25 with the Program Manager/Qualified Professional revealed: -Only had 1 nurse for the unit (10 facilities) ..."she handled all medical, medications concerns ...she was tasked with making sure meds and MARs were current ..." -"No medication requirements fell on the QP's responsibility ..." -Was not aware everyone in the facility had been prescribed permethrin. -Additional nurses had been hired and were in training.</p> <p>Due to the failure to accurately document</p>	V 118	

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V 131	Continued From page 6 -Requests for initial HCPR were made to the QP/PM 10/6/25, 10/7/25 and 10/8/25. -HCPR check presented was dated 10/6/25. Record review on 10/7/25 for the QP/PM revealed: -Date of hire: 5/31/24 -Requests for initial HCPR were made to the QP/PM 10/6/25, 10/7/25 and 10/8/25. -HCPR check presented was dated 10/6/25. Interview on 8/11/25 with the QP/PM revealed: -He didn't have access to the personnel information that might have occurred prior to his date of hire. -Had requested the information from Human Resources (HR) and this was sent.	V 131		
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V 133	G.S. 122C-80 Criminal History Record Check G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The	V 133	V133 All records not entered electronically were destroyed during Hurricane Helene. It was discovered that previous HRTC was not obtaining training records and adhering top hiring practices. The HRTC is no longer employed by RHA. HRTC and Recruiter have stepped in and completed employee file audits to ensure records are complete and uploaded electronically. HCPR data has been obtained for staff files that were not complete. Although these records will have times that do not align with completion upon hire, they have been obtained to ensure meet hiring practice policy/ regulation.	11/10/25
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V 133	<p>Continued From page 8</p> <p>request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant</p>	V 133		
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V 133	Continued From page 10 Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5. (f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor. (g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met: (1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h);	V 133		