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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL036-420</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>11/26/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SAVING OTHERS UNTIL LIFE STOPS LLC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>117 ABERNATHY STREET MOUNT HOLLY, NC 28120</b>
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V 118	<p>Continued From page 1</p> <p>(D) date and time the drug is administered; and (E) name or initials of person administering the 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.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure that medication was administered on the written order of a physician and that the MARs were kept current affecting 1 of 2 clients (client #1). The findings are:</p> <p>Review on 11-20-25 of client #1's record revealed: -Date of admission: 2-27-25. -Age: 16 years. -Diagnoses: Disruptive Mood Dysregulation Disorder; Post-Traumatic Stress Disorder; Attention Deficit Hyperactivity Disorder; Autism Spectrum Disorder. -Unsigned after visit summary from [local provider] dated 4-18-25 for Melatonin (sleep) 3 milligram (mg) take one tablet by mouth as needed for insomnia. -No documentation of a signed physicians order for Melatonin.</p> <p>Review on 11-20-25 ad 11-26-25 of client #1's September 2025 through October 2025 MARs revealed: -Melatonin 3mg one tab (tablet) by mouth.</p>	V 118	<p>Unsigned After-Visit Summary from Emergency Room Provider Deficient Practice:</p> <p>The facility failed to ensure that medications were administered onl upon a valid, signed physician's order. SOULS Staff relied on an unsigned emergency room after-visit summary and assumed it constituted a physician's order for Melatonin 3 mg.</p> <p>Plan of Correction:</p> <p>1. How the deficient practice will be corrected:</p> <p>Effective immediately, SOULS Grou Home has discontinued the practic of accepting unsigned emergency room after-visit summaries as valic physician orders. Medication administration will occur only upon receipt of a signe and dated physician's order.</p> <p>The Melatonin 3 mg order was obtained with a signed physician's order on 11/25/2025, which has been placed in the client's medical record and Medication.</p> <p>Administration Record (MAR):</p> <p>2. Measures to prevent the deficiency from occurring again:</p> <p>SOULS Group Home will revise its Medication Administration Policy and Procedure to clearly state that</p> <p>ER discharge paperwork or after-visit summaries do not constitute valid medication orders unless signed by a licensed physician.</p> <p>Verbal orders must be followed by written, signed physician documentation before medication administration.</p>	12/5/25

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V 118	<p>Continued From page 2</p> <p>-Melatonin 3mg initialed as administered 59 times from 9-1-25 to 10-29-25.</p> <p>Interview on 11-20-25 with client #1 revealed: -"I use to take melatonin but I don't take it anymore. They (physician) changed my medicine and now I take something else."</p> <p>Interview on 11-18-25 and 11-20-25 with the Director/Licensee revealed: -Client #1 was prescribed Melatonin 4-18-25 due to difficulty falling and staying asleep. -She was unaware that the "after visit summary" obtained from the provider was not a physicians order. -"I thought that was the order (physicians' order)." -"Going forward we (facility) will make sure that we get a signed copy of the physicians' order for the client's record."</p>	V 118	<p>A standardized Medication Verification Checklist will be implemented for all new, changed, or PRN medications.</p> <p>All staff will receive mandatory retraining on:</p> <p>Acceptable physician orders Medication verification requirements Proper documentation standards.</p> <p>3. Who will monitor compliance: The Qualified Professional (QP) will be responsible for monitoring all physician orders and medication documentation.</p> <p>4. How often monitoring will occur: The QP will review: All new medication orders prior to administration. Medication records and physician orders weekly for the next 90 days. Monthly thereafter as part of routine quality assurance audits.</p>	
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(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:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary;</p> <p>(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</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p>	V 364	<p>No Documentation of a Signed Physician's Order Melatonin 3 mg Deficient Practice:</p> <p>The facility failed to maintain documentation of a physician's order for Melatonin 3 mg, relying inst verbal communication and an unsigned ER after-summary.</p> <p>Plan of Correction:</p> <p>1. How the deficient practice will be corrected: A signed physician's order for Melatonin 3 mg was obtained from the medication provider on 11/25 and placed in the client's medical record and MA Staff have been instructed that medications may administered based on verbal communication al</p> <p>2. Measures to prevent the deficiency from occur again: SOULS Group Home will implement a Physician C Verification Process requiring:</p>	12/5/25

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V 364	<p>Continued From page 3</p> <p>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.</p> <p>(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:</p> <p>(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;</p> <p>(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;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>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;</p> <p>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</p> <p>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;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise</p>	V 364	<p>Signed physician orders before medication administration.</p> <p>Immediate follow-up for any missing or incomplete orders.</p> <p>The MAR will not be initiated or updated without a corresponding signed physician order.</p> <p>Staff training will include:</p> <p>real-world scenarios emphasizing the difference between discharge instructions and physician orders.</p> <p>3. Who will monitor compliance:</p> <p>The Qualified Professional (QP), in coordination with administrative leadership, will monitor all medication orders and MAR documentation.</p> <p>4. How often monitoring will occur:</p> <p>Medication documentation audits will be conducted:</p> <p>Weekly for 90 days</p> <p>Monthly thereafter</p> <p>Any discrepancies will be addressed immediately through corrective action and retraining.</p> <p>Date of Compliance: 11/25/2025</p>	

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V 364	<p>Continued From page 4</p> <p>several times a week;</p> <p>(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;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(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 minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense</p>	V 364		

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V 364	<p>Continued From page 5</p> <p>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</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>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.</p> <p>(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:</p> <p>(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;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(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;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</p> <p>(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;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for</p>	V 364		

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V 364	<p>Continued From page 6</p> <p>the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(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 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.</p>	V 364		

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V 364	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure clients had the right to make and receive confidential telephone calls affecting 2 of 2 clients (#1, #2). The findings are:</p> <p>Review on 11-20-25 of client #1's record revealed: -Date of admission: 2-27-25. -Age: 16 years. -Diagnoses: Disruptive Mood Dysregulation Disorder; Post-Traumatic Stress Disorder; Attention Deficit</p> <p>Review on 11-20-25 of client #2's record revealed: -Date of admission: 9-30-25. -Age: 16 years. -Diagnoses: ADHD, combined type; Conduct Disorder, childhood onset.</p> <p>Interview on 11-20-25 with client #1 revealed: -She is able to make and receive phone calls but staff monitor all her phone calls. -"They (staff) listen to our (clients) calls. We (clients) have to leave our door open or talk in the kitchen so they can make sure we are not talking to anybody we are not suppose to be talking to and they can hear what we are saying." -"No, I don't like it (phone calls being monitored)."</p> <p>Interview on 11-18-25 with client #2 revealed: -She is able to make and receive phone calls but staff monitor all her phone calls. -Her phone calls are not private. Staff listened to all of her phone calls. -Yes, they monitor all our calls. They will listen</p>	V 364	<p>Facility: SOULS Group Home</p> <p>Deficiency: The facility failed to ensure clients h; the right to make and receive confidential telephone calls.</p> <p>How Deficient Practice Will Be Corrected:</p> <p>Effective immediately, SOULS Group Home will ensure that all clients are afforded the right to make and receive confidential telephone calls in accordance with client's rights requirements.</p> <p>The facility will review and revise its Client Right and Confidentiality Policy to clearly state that clients have the right to confidential telephone communication</p> <p>unless a documented restriction is ordered by a physician or approved by the treatment team as included in the client's record.</p> <p>The facility will designate and maintain a private area within the home for clients to make and receive telephone calls without staff overhearing; conversations.</p> <p>Staff will be instructed that staff presence during client phone use is limited to safety observation only and that staff may not listen to or interfere with the content of client telephone calls unless properly authorized and documented.</p> <p>Measures to Prevent Deficient Practice from Reoccurring</p> <p>Any restriction on a client's telephone access will require written documentation, including clinical justification and appropriate authorization, and will be maintained in the client record.</p> <p>Client rights, including the right to confidential telephone calls, will be reviewed with each client upon admission and at least quarterly thereafter</p> <p>Client rights signage will be posted in visible areas within the facility to reinforce awareness and compliance.</p>	

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V 364	<p>Continued From page 8</p> <p>with the other phone while you are talking. Yes even when I'm talking to my guardian. They monitor all our calls." -"I told them I didn't like it (staff monitoring phone calls). I told [Director/Licensee] but she told me they had to do it (monitor calls)."</p> <p>Interview on 11-18-25 with staff #1 revealed: -"Phone calls, they (clients) have schedules (for when they can make phone calls) I think it's based on their behavior chart. Staff monitor their (clients) calls until the call is up (finished)." "We (staff) check in to make sure that they are on the phone with the person they are suppose to be on the phone with." -"There are two phones, one in the kitchen and one in the living room. We will dial the number of the who they are calling and they are in the kitchen area talking to whoever. We generally are sitting in the living room watching TV or something and we pick up the other phone, mute it and listen to the conversation. Um I will check in every two minutes or so. You know we want to make sure if you start with a female on the phone we want to make sure you are still talking to a female." -"Some one (staff) that no longer works here trained me on how to monitor the calls." -"[Qualified Professional(QP)] trained with me on how to do the phone logs, check the phone calls, policy in the log book."</p> <p>Interview on 11-20-25 with staff #2 revealed: -"Yes, I was told by [QP] and [Director/Licensee] that all the phone calls had to be monitored any time they made a call or received a call to make sure that they were not discussing something they were not suppose to be."</p> <p>Interview on 11-20-25 with the Associated</p>	V 364	<p>Staff Training:</p> <p>All direct care and supervisory staff will receive mandatory training on:</p> <p>Client rights and confidentiality:</p> <p>Proper procedures for client telephone access</p> <p>Documentation and authorization require any restrictions.</p> <p>Training will be completed within 30 days of survey exit and will be incorporated into new orientation.</p> <p>Documentation of staff training and acknowledgment of understanding will be maintained by the facility.</p> <p>Monitoring to Ensure Ongoing Compliance:</p> <p>The Qualified Professional (QP) or Program C will be responsible for monitoring compliance client telephone confidentiality requirements Monitoring will include:</p> <p>Weekly observations of staff practices related client phone use.</p> <p>Monthly record reviews to ensure no unauthorized restrictions are in place Client interviews, as appropriate, to confirm to confidential telephone communication.</p> <p>Frequency of Monitoring:</p> <p>Weekly monitoring will occur for 90 days following implementation.</p> <p>Monthly monitoring will continue thereafter of the facility's quality assurance process</p>	

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V 364	<p>Continued From page 9</p> <p>Professional revealed:                      -"We (staff) do it (phone calls) based off behaviors but of course their rights is they do get phone calls."                      -"They (clients) are monitored, it's more so like for me, I knnd of of like, I like to give them some privacy, so if they are in their room I will walk out (of the room) but then I will walk back (every 2 to 3 minutes) It's not a constant of me being right there when they are talking but I will walk back to make sure that the conversation is appropriate. But then I do leave (room) because I do want to respect that space."                      -Denied picking up alternate phone to listen to clients phone conversations.</p> <p>Interview on 11-20-25 with the Director/Licensee revealed:                      -The clients guardians determine who the client is allowed to call.                      -"When they make a phone call we dial the number, I know with [client #1] and [client #2] they have to be monitored. They have like court cases that are going on. We have to listen in on the phone calls and we were instructed by the guardian that if anything inappropriate is said or if certain parties get on the phone then we have to automatically terminate the call."                      -She was not aware that the facility was not allowed to monitor client phone calls.</p>	V 364		
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