

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-946	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 02/09/2026
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NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME - MARCONY WAY	STREET ADDRESS, CITY, STATE, ZIP CODE 3316 MARCONY WAY RALEIGH, NC 27610
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 2/9/26. The complaint was substantiated (Intake #NC00235241). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 6 and has a current census of 6. The survey sample consisted of audits of 6 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes.</p> <p>(b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies.</p> <p>(d) Each facility shall have a first aid kit accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure fire and disaster drills were conducted quarterly and on each shift. The</p>	V 114		

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

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V 114	<p>Continued From page 1</p> <p>findings are:</p> <p>Review on 1/28/26 of facility's fire drill log from November 2025 through January 2026 revealed:</p> <ul style="list-style-type: none"> - no documentation of any fire or disaster drills being conducted <p>Interview on 1/28/26 client #1 reported:</p> <ul style="list-style-type: none"> - been living in the facility since 2006 - the last drill they did was last Wednesday, 1/21/26 but he didn't know if it was a fire or disaster drill - they did not do any fire or disaster drills in the middle of the night "at all" <p>Interview on 1/28/26 client #2 reported:</p> <ul style="list-style-type: none"> - been living in the facility a little over 2 years - did fire and disaster drills monthly - didn't remember the last fire or disaster drill - he had never done a fire or disaster drill in the middle of the night nor has anyone ever woke him up to do a drill <p>Interview on 1/28/26 client #3 reported:</p> <ul style="list-style-type: none"> - been living in the facility for about 6 months - did fire and disaster drills monthly - last drill was the other day and it was a fire drill - he went outside for a fire drill - he didn't know where to go for a tornado drill - no one had ever woke him up to do a drill <p>Interview on 1/28/26 client #5 reported:</p> <ul style="list-style-type: none"> - been living in the facility for about 10 or 11 years - did fire and disaster drills - last drill was last month - he never did a drill in the middle of the night - no one had ever woke him up to do a drill 	V 114		

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V 114	<p>Continued From page 2</p> <p>Interview on 1/28/26 client #6 reported:</p> <ul style="list-style-type: none"> - been living in the facility since June 2021 - did fire and disaster drills - last fire drill was last Wednesday, 1/21/26 - they didn't do drills in the middle of the night <p>Interview on 1/28/26 staff #1 reported:</p> <ul style="list-style-type: none"> - she had been working in the facility since December 2025 - she hadn't conducted a fire drill - she did an ice drill the other day when it started icing outside but didn't have any forms in the facility to document it - she was told by the Qualified Professional (QP) to conduct a fire drill every 3 months - she was not told what shifts they needed to be conducted on <p>Interview on 1/28/26 the QP reported:</p> <ul style="list-style-type: none"> - the shifts in this facility are: 7am - 3pm, 3pm - 11pm, 11pm - 7am - staff #1 was trained in fire and disaster drills and did an ice storm drill the other day but "blank forms weren't here for her to fill out" - the previous staff did fire and disaster drills but resigned in October or November 2025 and the QP didn't know where the drills were located - confirmed there were no fire or disaster drills from November 2025 - January 2026 - confirmed no fire or disaster drills had been done on 3rd shift 11pm - 7am - "this will be a recite" <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(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.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(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.</p> <p>(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:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(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> </p> <p>This Rule is not met as evidenced by: Based on record review, observation and interview, the facility failed to have written authorization by a physician for a client to</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>self-administer his medication affecting 1 of 6 clients (#3). The findings are:</p> <p>Review on 1/28/26 client #3's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 4/1/25 - Diagnoses: Diabetes, Schizophrenia, and Mild Mental Retardation - Physician order dated 11/4/25 revealed: <ul style="list-style-type: none"> - Lantus Solostar 100 unit/milliliter (ml), inject 25 units under the skin nightly (diabetes) - no documentation from the physician for client #3 to self-administer his own insulin <p>Interview on 1/28/26 client #3 reported:</p> <ul style="list-style-type: none"> - "did" his own insulin injections with "staff watching" <p>Interview on 1/30/26 staff #1 reported:</p> <ul style="list-style-type: none"> - an "old staff" told her that client #3 injected his own insulin - the MAR didn't say who was to inject the insulin - she never asked the Qualified Professional (QP) about the injection because she believed the previous staff who had been there for a long time - she never saw a doctor's order saying client #3 could inject his own insulin - "he (client #3) was doing it (injecting his insulin) when I got here" <p>Interview on 1/30/26 the QP reported:</p> <ul style="list-style-type: none"> - a previous staff had the doctor's order for client #3 to self-administer his insulin and she didn't know what that staff did with it - the QP had a new order dated for 1/29/26 but was still looking for the old order - would go back to the facility and look for an older order - client #3 had been self-administering his 	V 118		

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V 118	Continued From page 5 insulin injection for a long time so she knew that she would be able to find an older doctor's order	V 118		
V 512	<p>27D .0304 Client Rights - Harm, Abuse, Neglect</p> <p>10A NCAC 27D .0304 PROTECTION FROM HARM, ABUSE, NEGLECT OR EXPLOITATION</p> <p>(a) Employees shall protect clients from harm, abuse, neglect and exploitation in accordance with G.S. 122C-66.</p> <p>(b) Employees shall not subject a client to any sort of abuse or neglect, as defined in 10A NCAC 27C .0102 of this Chapter.</p> <p>(c) Goods or services shall not be sold to or purchased from a client except through established governing body policy.</p> <p>(d) Employees shall use only that degree of force necessary to repel or secure a violent and aggressive client and which is permitted by governing body policy. The degree of force that is necessary depends upon the individual characteristics of the client (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of intervention procedures shall be compliance with Subchapter 10A NCAC 27E of this Chapter.</p> <p>(e) Any violation by an employee of Paragraphs (a) through (d) of this Rule shall be grounds for dismissal of the employee.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, 1 of 1 paraprofessional staff (#1) exploited 6 of 6 clients (#1, #2, #3, #4, #5, #6). The findings are:</p> <p>Review on 1/28/26 Client #1's record revealed:</p>	V 512		

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V 512	<p>Continued From page 6</p> <ul style="list-style-type: none"> - Admitted: 6/15/16 - Diagnoses: Moderate Intellectual Disability (ID), Impulse Control Disorder, Mood Disturbance, and Hypertension <p>Review on 1/28/26 Client #2's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 2/9/23 - Diagnoses: Mild ID and Schizoaffective Disorder <p>Review on 1/28/26 Client #3's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 4/1/25 - Diagnoses: Diabetes, Schizophrenia, and Mild ID <p>Review on 1/28/26 Client #4's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 4/6/24 - Diagnoses: Schizoaffective Disorder, Chronic Kidney Disease, End Stage Renal Disease, and Post Traumatic Stress Disorder, and Mild ID <p>Review on 1/28/26 Client #5's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 4/21/25 - Diagnoses: Mild ID and Schizoaffective Disorder <p>Review on 1/28/26 Client #6's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 6/1/21 - Diagnoses: Bipolar Disorder, Rule Out Autism Spectrum, Unspecified Personality Disorder, and Adjustment Disorder <p>Review on 1/28/26 Staff #1's record revealed:</p> <ul style="list-style-type: none"> - Hired: 12/12/25 - Title: Habilitation Technician - Client Right's and Confidentiality Training dated 12/12/25 <p>Review on 1/27/26 of Staff #1's social media account revealed the following videos:</p>	V 512		

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V 512	<p>Continued From page 7</p> <ul style="list-style-type: none"> - 1/3/26 8:19am - [social media] removed a video titled "GM (Good morning) med (medication) pop and pass with me" - Staff #1 responded to the video being removed "So mind yawl I. Been posting my med videos for about 4. Months now and this morning my video gets flagged and removed nothing but haters (emoji) some one reported. Y video as drug sells now yawl ain't got nothing better to do than report my videos is crazy but anyway totm (emoji) it's the 3rd day of the year and mtkfas fuqin with my [social media] money but ok I'll figure out who what when and why this is bothering yawl cause I'm gone eat regardless (emojis)..." - 1/6/26 7:28am - "I be wanting to post my content but unfortunately I have to find something else to do cause folks keep reporting my med pass (emoji's) but that's where my monetization comes from..." - 1/8/26 5:09pm - Client #6 sitting at the kitchen table eating dinner - 1/11/26 7:11pm - "Come pass meds with me (emoji)" <ul style="list-style-type: none"> - Client #2, #3, #5, and #6 being administered medications - Client #3 shown preparing his insulin, injecting himself, and throwing his needle in the red sharps container that staff #1 was holding in her lap - 1/12/26 6:41am - Client #1 in the kitchen standing over the counter - 1/12/26 4:26pm - Client #6 sitting at the kitchen table <ul style="list-style-type: none"> - Client #1 at staff #1's bedroom/staff office door talking to her - 1/13/26 7:17am - "Totm come pass meds with me" <ul style="list-style-type: none"> - Clients #1 - #6 were shown being administered medications 	V 512		

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V 512	<p>Continued From page 8</p> <ul style="list-style-type: none"> - 1/14/26 7:17am - Clients #1 - #6 were shown being administered medications <p>Interview on 1/28/26 Client #1 reported:</p> <ul style="list-style-type: none"> - been living in the facility since 2006 - he didn't know what social media was - staff didn't record him when getting his medications that he was aware of - never had that issue of being recorded that he knew of <p>Interview on 1/28/26 Client #2 reported:</p> <ul style="list-style-type: none"> - been living in the facility for a little over 2 years - staff gave him his medications - there was never a video or phone recording him while taking his medications that he was aware of - no staff ever put him on social media to his knowledge - he knew what social media was <p>Interview on 1/28/26 Client #3 reported:</p> <ul style="list-style-type: none"> - been living in the facility for about 6 months - staff gave him his medications - never been put on social media that he knew of - no one had ever recorded him taking his medications that he was aware of <p>Interview on 1/28/26 Client #5 reported:</p> <ul style="list-style-type: none"> - been living in the facility 10 or 11 years - never been recorded while taking his medications that he knew of - he never been put on social media that he was aware of - he knew what social media was <p>Interview on 1/28/26 Client #6 reported:</p> <ul style="list-style-type: none"> - been living in the facility since June 2021 	V 512		

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V 512	<p>Continued From page 9</p> <ul style="list-style-type: none"> - he was not sure if he was being recorded when he was taking his medications - "Not that I know of" - no one had put him on social medial while getting his medications that he was aware of - he had not "approved" of anyone recording him <p>Interview on 1/28/26 Staff #1 reported:</p> <ul style="list-style-type: none"> - been working in the facility since December 2025 - she didn't know if there was a policy on videos or recording clients - the clients were only on her phone for telehealth appointments - she had never recorded clients or put them on social media - the only time clients were on her phone was for their telehealth and "that is it" <p>Interview on 1/28/26 the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - she had never received any reports of staff #1 recording the clients or putting them on social media - there was no video recording or photographs unless a guardian permitted and it would go case by case because it was against the facility's policy - She visited this facility once every 3 to 4 weeks but she talked to the staff a couple times a week over the phone and she was never aware of any recordings <p>Interview on 1/30/26 the Administrator reported:</p> <ul style="list-style-type: none"> - staff could not record clients and that was all in the confidentiality training - "we are not allowed to record anyone" - staff could not go on social media with clients because that was a breach of confidentiality - the facility "don't do" social media "at all" 	V 512		

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V 512	<p>Continued From page 10</p> <ul style="list-style-type: none"> - she had never heard of any staff putting clients on social media in all of her years of being an Administrator <p>Further interview on 2/6/26 the QP reported:</p> <ul style="list-style-type: none"> - she conducted the Client Rights/Confidentiality training when staff first start their employment - that in the training, staff were taught that no information or pictures went on social media - staff #1 was not coming back into work today because she needed more training in Client Rights/Confidentiality - staff #1 was denying that she put the client's on social media - the QP could not find anything on staff #1's social media page that related to the client's - staff #1 had confidentiality training when she was first employed and they also discussed confidentiality throughout the QP's facility visits - she thought there was a policy or consent on photographs but couldn't locate it - she would have to update the policy to include no pictures of the clients - she didn't know when that part of the policy "fell off" because she knew they had that before <p>Further interview on 2/6/26 Staff #1 reported:</p> <ul style="list-style-type: none"> - she was asked not to come into the facility today - she was told that she needed more training on client confidentiality - she didn't post the clients on social media "all the time" - sometimes she would record herself cooking or pulling the medications - she was not told not to post the clients on social media - it was not to harm them in any way - she didn't get paid from social media 	V 512		

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V 512	<p>Continued From page 11</p> <ul style="list-style-type: none"> - her page is monetized but she didn't get paid for them because she was not active all the time - she didn't know what it meant about her page being monetized but she thought it was about people engaging on her post, but she was not on there enough to get paid - she only posted on social media sometimes but mainly about the staff room or her "cooking or cleaning" at the facility <p>Further interview on 2/9/26 the Administrator reported:</p> <ul style="list-style-type: none"> - staff #1 was still denying posting pictures of the clients on social media - staff #1 was not getting any money from social media because the Administrator knew about social media and knew that staff #1 didn't have enough people viewing her videos to make any money - she knew staff #1 and knew that she liked to brag but the Administrator knew staff #1 was not getting paid from social media - the Administrator knew about social media and knew that staff #1's page did not have enough views or likes to get money from social media - staff #1 should not have put clients on social media <p>Review on 2/6/26 the Plan of Protection dated 2/6/26 signed by the QP revealed:</p> <ul style="list-style-type: none"> - "What immediate action will the facility take to ensure the safety of the consumers in your care: <ul style="list-style-type: none"> - The staff person involved in this incident has been relieved of group home responsibilities as of January 30, 2026. The person will not be allowed to return to employment with Absolute Home and Community Services (Licensee). The QP will do an immediate training with all current staff within the next 7 days. A record of the 	V 512		

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NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME - MARCONY WAY	STREET ADDRESS, CITY, STATE, ZIP CODE 3316 MARCONY WAY RALEIGH, NC 27610
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V 512	<p>Continued From page 12</p> <p>trainings will be added to the employee's file. Training will focus confidentiality, preventing abuse, neglect and exploitation and client rights.</p> <ul style="list-style-type: none"> - Describe your plans to make sure the above happens. - Going forward the facility will update the policy for confidentiality within the next 7 days. The Administrator will not allow employees to work unless they are able to demonstrate understanding of clients rights, confidentiality and context of exploitation. QP will monitor employees at least monthly and will develop and provide testing in these areas at least quarterly to ensure competency." <p>This facility served clients with diagnoses of Intellectual Disability, Schizoaffective Disorder, Diabetes and Bipolar Disorder. Staff #1 exploited clients #1 through #6 by recording them and posting the videos on social media for personal monetary gain. Staff #1 publicly stated that her social media page was monetized. The videos posted by staff #1 depicted clients during medication administration, including client #4 preparing, injecting and discarding his insulin. Additional footage showed clients in the kitchen and seated at the kitchen table while eating dinner. Staff #1 posted on social media that one of her videos had been removed by social media and that was affecting her getting money, further demonstrating the intent to profit from the posted content. The clients were unaware of them being recorded and posted on social media. This deficiency constitutes a Type A1 rule violation for exploitation and must be corrected within 23 days.</p> 	V 512		
V 736	27G .0303(c) Facility and Grounds Maintenance	V 736		

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V 736	<p>Continued From page 13</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive, and orderly manner. The findings are:</p> <p>Observation and Interview on 1/28/26 at approximately 11:00am of the split level facility revealed:</p> <p>Porch:</p> <ul style="list-style-type: none"> - soccer ball size hole in the porch by the side railing exposing the lattice underneath <p>Entryway at the front door:</p> <ul style="list-style-type: none"> - Both stairways leading upstairs and downstairs had multiple rips and discoloration on the carpet - Both wooden hand rails going upstairs and downstairs that were painted white had missing paint showing the brown wooden railing underneath the paint - Several scratches and a silver dollar size hole in the wall leading to the upstairs railing <p>Client #1's bedroom:</p> <ul style="list-style-type: none"> - Curtain rods were bent in several areas - Blinds had several broken slats - Wall at the head of the bed had multiple scuff marks and stains <p>Hallway bathroom:</p> <ul style="list-style-type: none"> - The bathroom commode upstairs had a crack in the molding on the tank lid 	V 736		

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V 736	<p>Continued From page 14</p> <ul style="list-style-type: none"> - The square vent in the ceiling had dust throughout - The rectangular vent in the ceiling had rust on the surface - The bathtub had a fist size hole in the inside of it on the side - The inside of the bathtub had some discoloration on the bottom and around the sides <p>The downstairs bathroom:</p> <ul style="list-style-type: none"> - Standing water in the sink full to the top - Toilet was dirty with stains on the seat, rim and bottom of it - Wall behind the sink had numerous white spots splattered on it - Four green colored square tiles showing discoloration on the surface green by toilet - The inside of the bathtub had some discoloration on the bottom and around the sides - The vent in the bathroom did not come on when the switch was turned on <p>The downstairs sitting area:</p> <ul style="list-style-type: none"> - Had a big, round in shape brown stain on 2 separate areas of the ceiling - A white spot about the size of a basketball in the green floor tile - Ceiling fan with one lightbulb insert was missing the lightbulb <p>Client #3's room:</p> <ul style="list-style-type: none"> - Trash can overflowing with trash with dirt and trash around the bottom on the floor - Blind in the front of the bedroom had a broken slat - Hole in the wall at the bottom of his bed about the size of a soccer ball <p>Client #4's room:</p> <ul style="list-style-type: none"> - Curtain rod bent 	V 736		

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V 736	<p>Continued From page 15</p> <ul style="list-style-type: none"> - Mattress was sunken in, in the middle - Multiple black round stains on the side of the mattress cover the size of a silver dollar - Top nightstand drawer was on the floor in front of the nightstand filled with clothes and plastic bags <p>Client #5 & #6's shared bedroom:</p> <ul style="list-style-type: none"> - Multiple brown stains on the ceiling over client #6's bed - Curtain hanging down on one side of the window and not on a curtain rod - Multiple round brown stains the size of a ping pong ball on the side of client #6's mattress <p>Living room:</p> <ul style="list-style-type: none"> - Vent in the wall was covered with dust - A single white wooden chair sitting against the wall had black discoloration all over the chair - Ceiling fan with 3 lightbulbs had 1 bulb in it that wasn't working - Couch had a darkened area covering portions of both cushions <p>Kitchen:</p> <ul style="list-style-type: none"> - Piece of broken flooring the size of a baseball on the floor in front of the sink - Peeling paint on the cabinet under the sink - Several white stains the size of nickels and peeling flooring around the kitchen chairs - Patio door by the table didn't lock and had a wood block in it - Staff #1 said that the wood was being used to keep the door closed and locked <p>Back Deck:</p> <ul style="list-style-type: none"> - The 16th board from the door and approximately 5 steps from the staircase was rotted, cracked, and soft and gave way causing the board to sink down when stepped on in the 	V 736		

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V 736	<p>Continued From page 16</p> <p>rotted area</p> <ul style="list-style-type: none"> - 3rd step from the bottom was covered with ice but had a broken and/or missing piece of wood - The 6th board to the left of the patio door had a rectangular piece of wood missing approximately 8-10 inches in length and 2-3 inches wide where you could see the ground underneath <p>Observation on 2/9/26 approximately 2:19pm revealed:</p> <p>Backyard under the deck:</p> <ul style="list-style-type: none"> - Had a fold up chair leaning against a beam under the deck, a fold up chair laying on the ground with the seat missing, various pieces of wood, 2 televisions, one sitting up and one laying on it's screen in the grass, a microwave, a red bucket with dirt in it and a 5 gallon empty water jug <p>Back Deck:</p> <ul style="list-style-type: none"> - Protruding nails on the left side under the 9th step of the deck - Exposed and rusted nails/screws on the left side of the wooden railing on the first step at the bottom where the wood was coming loose from the base - Bottom step (first step if going upstairs) had a screw loose and the wood was lifting making the step uneven when you stepped on it - A 4 x 12 inch piece of wood missing from a board near the table where you could see the ground underneath - The 10th board on the deck from the back sliding door had lifting wood - The 15th board from the door had areas of cracking wood - The 16th board from the door and 	V 736		

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V 736	<p>Continued From page 17</p> <p>approximately 5 steps from the staircase was rotted, cracked, and soft and gave way causing the board to sink down when stepped on in the rotted area</p> <ul style="list-style-type: none"> - Multiple areas of peeling and cracked wood lifting from the boards on the deck, the railing on the stairs and the railing around the deck <p>Interview on 1/28/26 Staff #1 reported:</p> <ul style="list-style-type: none"> - She had only been working there since December 2025 - Only maintenance she had seen since she had been employed there was when maintenance came to adjust the water temperature - Nobody told her how to report repairs "I just got thrown in here" - She reported the stains on client #4 & client #6's mattresses to the Administrator but she "acts like she don't hear me" <p>Interview on 1/28/26 with the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - She visited the facility once every 3 to 4 weeks - Hadn't done an inspection of the facility "in a minute," maybe since "Thanksgiving 2025" - The Administrator was responsible for the repairs in the facility - Staff will contact the Administrator or the Administrator's husband/maintenance for repairs - Staff #1 told her and the Administrator that client #4 needed a new mattress - The Administrator had not said anything about getting a new mattress <p>Interview on 1/30/26 Staff #1 reported:</p> <ul style="list-style-type: none"> - Client #1 took the trash out using the back deck - She checked the bathrooms daily for cleanliness 	V 736		

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V 736	<p>Continued From page 18</p> <p>Interview on 1/30/26 the QP reported:</p> <ul style="list-style-type: none"> - She spoke with the Administrator and was told that she was working on getting the repairs done - Clients were supposed to clean but staff was supposed to make sure the cleaning was getting done - She told the Administrator about client #4's mattress and the Administrator acknowledged that she needed to get him one but said this would be the 2nd time in less than a year that she replaced it - Maintenance was supposed to come to the facility today to start working on the porch and the deck <p>Interview on 1/30/26 the Administrator reported:</p> <ul style="list-style-type: none"> - She had a "guy" that did repairs and came out anytime they needed him - She hadn't done any repairs that she was "wrote up about" last week because there was snow - She did repairs before the sanitation inspection came out every year - She "normally" just sends maintenance to the facility to "fix things" or he would just "find things" that needed to be done around the facility and fix it - She was just sending maintenance to the facility "now" after the Division of Health Service Regulation construction survey because it snowed - They were still in the process of doing repairs - The clients were responsible for cleaning the downstairs bathroom and staff was supposed to make sure it was done - Maintenance was going to the facility today to start working on the deck and some other things before the snow came 	V 736		

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V 736	<p>Continued From page 19</p> <p>Interview on 2/9/26 the QP reported:</p> <ul style="list-style-type: none"> - She told the Administrator more than once about the deck and it needing to be updated - She couldn't make the Administrator do repairs to the facility <p>Review on 2/9/26 of the Plan of Protection dated 2/9/26 signed by the QP revealed: "What immediate action will the facility take to ensure the safety of the consumers in your care:</p> <ul style="list-style-type: none"> - The Administrator will contact the contracted maintenance personnel within the next 48 hours to schedule an inspection of the property. The rear deck will be prioritized for reconstruction. The deck will be repaired, reconstructed or replace by 3/3/26. <p>Describe your plans to make sure the above happens.</p> <ul style="list-style-type: none"> - The Administrator or designee will do monthly inspection of the deck (rear). If it is determined that repairs or replacement of any areas are identified then the administrator will provide that information/referral to the contractor with the expectation that work will begin immediately. If the contractor is unable to begin work immediately then the administrator will contract another provider." <p>This facility served clients with diagnoses of Intellectual Disability, Schizoaffective Disorder, and Bipolar Disorder. The facility's back deck was in disrepair, with holes; multiple areas of rotted, cracked, and split wood; protruding nails; peeling wood; a broken step; and a board that was soft and gave way when stepped on. The condition of the deck rendered it unsafe for use. Inside the facility, vents were non-functional and/or dusty and rusted. Runners on the steps at the front door were ripped, and handrails had peeling</p> 	V 736		

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V 736	Continued From page 20 paint. Brown stains were on several ceilings. Client #4's mattress was sunken in the middle. Client #4 & client #6 had mattresses with multiple round brown stains on the sides. The downstairs bathroom sink had standing water and the hallway bathroom had a cracked tank lid. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days.	V 736		