

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL051-232	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/23/2026
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NAME OF PROVIDER OR SUPPLIER HAPPY DAY SUPPORT HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 44 WESTFIELD COURT CLAYTON, NC 27527
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(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	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 2/23/26. One complaint was substantiated (intake #NC00235284) and one complaint was unsubstantiated (intake #NC00235191). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Adults for Alternative Family Living.</p> <p>This facility is licensed for 3 and has a current census of 2. The survey sample consisted of audits of 2 current clients and 1 former client.</p>	V 000		
V 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS (a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to: (1) an identification face sheet which includes: (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; (2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV; (3) documentation of the screening and assessment; (4) treatment/habilitation or service plan; (5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician;</p>	V 113		

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

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V 113	<p>Continued From page 1</p> <p>(6) a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician; (7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to maintain complete client records affecting 1 of 1 former clients (FC) (#3). The findings are:</p> <p>Review on 2/17/26 of FC #3's record revealed: - Admitted: 12/2/24 - Diagnoses: Moderate Intellectual Developmental Disability, Bipolar, Hyperlipidemia, Hypothyroidism - No documentation of a discharge date or discharge summary</p> <p>Interview on 2/18/26 FC #3's care manager at the Local Management Entity/Managed Care</p>	V 113		

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V 113	<p>Continued From page 2</p> <p>Organization (LME/MCO) reported:</p> <ul style="list-style-type: none"> - There was an email sent to her on 11/14/25 giving a 60 day discharge notice from 11/14/25 - She did not receive an "official" discharge date or summary from the Alternative Family Living (AFL) Provider/Licensee - The AFL Provider/Licensee and the family guardian may have had a verbal agreement about discharging FC #3, but she was not sure - FC #3's guardian did not bring FC #3 back to the facility after he went on a home visit 11/15/25 <p>Interview on 2/17/26 and 2/23/26 the AFL Provider/Licensee reported:</p> <ul style="list-style-type: none"> - She did not know the official discharge date for FC #3 - FC #3's family guardian came to pick him up for a home visit on 11/15/25 and FC #3 never came back to the facility - She would have to see when the "agency (management agency) discharged him" - She or the Qualified Professional (QP) did not complete a discharge summary for FC #3 <p>Interview on 2/19/26 the QP reported:</p> <ul style="list-style-type: none"> - There was a 60 day discharge notice sent to FC #3's family guardian on 11/14/25 - He did not have an official discharge date for the AFL Provider/Licensee's facility, because "[FC #3] was still under the agency (management agency) until two weeks ago" - He did not complete a discharge summary for FC #3 	V 113		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p>	V 118		

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V 118	<p>Continued From page 3</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: (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.</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>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to administer medications on the written order of a physician and failed to keep the MARs current affecting 1 of 1 former clients (FC) (#3). The findings are:</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>Review on 2/17/26 of FC #3's record revealed:</p> <ul style="list-style-type: none"> - Admitted: 12/2/24 - Diagnoses: Moderate Intellectual Developmental Disability, Bipolar, Anxiety, Hyperlipidemia, Hypothyroidism, - MARs from May 2025 to November 2025: <ul style="list-style-type: none"> - Diazepam 10 milligram (mg) tablet (tab), take one tab by mouth as needed (PRN) for high anxiety - October 2025 MAR: There were 3 "X"s across the entire MAR from 10/1/25 to 10/31/25 for Diazepam - There was no code on the back of the MAR to clarify what the "X" on the MAR symbolized - No physician's order for Diazepam - No physician's order to discontinue Diazepam <p>Interview on 2/17/26 the Pharmacy Technician at FC #3's pharmacy reported:</p> <ul style="list-style-type: none"> - There was an order for the Diazepam 10mg tab, take one tab by mouth PRN for high anxiety dated February 19, 2025 - They did not receive a discontinue order for Diazepam 10mg tab <p>Attempted record review on 2/17/26 was unsuccessful due to no response from FC #3's physician's office. A records' request was submitted on 2/17/26 per the request of the physician's office supervisor, and a follow up email was sent on 2/19/26. No response was given prior to the exit of the survey on 2/23/26.</p> <p>Interview on 2/17/26 and 2/23/26 the Alternative Family Living (AFL) Provider/Licensee reported:</p> <ul style="list-style-type: none"> - She was responsible to ensure that she had physician's order for all medications on the MAR, and the Qualified Professional (QP) would "check 	V 118		

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V 118	<p>Continued From page 5</p> <p>behind her"</p> <ul style="list-style-type: none"> - She did not have a copy of the orders for Diazepam, "mom (FC #3's family guardian) would have the order" - She "thought" the Diazepam medication had been discontinued in October, "which is why I put the X on the MAR" - She did not have the discontinue order for Diazepam - She would ensure that she had all of the physician's orders moving forward <p>Interview on 2/19/26 the QP reported:</p> <ul style="list-style-type: none"> - He was responsible to "look over" the medications and physician's orders at the facility - He was not sure why there was no order for Diazepam at the facility 	V 118		