

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL047-166	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/18/2026
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NAME OF PROVIDER OR SUPPLIER MULTICULTURAL RESOURCES CENTER-GRO	STREET ADDRESS, CITY, STATE, ZIP CODE 2423 HIGHWAY 401 BUSINESS RAEFORD, NC 28376
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on March 18, 2026. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This facility is licensed for 4 and has a current census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <ol style="list-style-type: none"> (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p>	V 108		

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

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V 108	<p>Continued From page 1</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on records reviews and interviews the facility failed to ensure one of three audited staff (#6) had current training in First Aid. The findings are:</p> <p>Review on 3/17/26 of Staff #6's personnel record revealed: -Hire date of 4/11/24. -She was hired as a Residential Specialist. -There was a certificate dated 10/4/25 from the American Red Cross indicating completion of the Basic Life Support - Cardiopulmonary Resuscitation (CPR) and automated external defibrillator (AED) training. -Expired certification dated 10/3/23 from the American Red cross for First Aid. -There was no current First Aid training.</p> <p>Interview on 3/17/26 with the Facility Director revealed: -It was his mistake. -Staff #6 had presented him the certificate from the American Red Cross indicating she had completed the Basic Life Support- CPR/AED training. -He thought Staff #6's certification on Basic Life Support included First Aid.</p>	V 108		

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V 108	Continued From page 2 -Staff #4 primarily worked 2nd shift which made her be the only staff working with the clients at the facility during the shift. -He would schedule Staff #6 for a First Aid training. -He acknowledged Staff #6 had not completed a current training on First Aid.	V 108		
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. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation	V 118		

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V 118	<p>Continued From page 3 with a physician.</p> <p>This Rule is not met as evidenced by: Based on observation, record reviews and interview, the facility failed to have physician's orders affecting one of two clients (Client #1). The findings are:</p> <p>Review on 3/18/26 of Client #1's record revealed: -Admission date of 5/16/19. -Diagnosis of Schizophrenia. -There were no physician's orders for the following: -Polyethylene 17 grams (gm)- Mix 17 gm with 8 ounces of liquid and drink. -Senna Laxative 8.6 mg- Take one tablet twice daily. -Cetirizine 10 mg- Take one tablet daily. -Vitamin D3 50,000 international units (iu)- Take one capsule once a week.</p> <p>Observation on 3/18/26 at approximately 12:00 pm of Client #1's medications revealed: -All medications mentioned were available for administration.</p> <p>Review on 3/18/26 of Client #1's MARs for the months of January 2026 through March 18, 2026 revealed: -Polyethylene 17 gm was listed and marked as administered daily from 3/1/26-3/17/26. -Senna Laxative 8.6 mg was listed and marked as administered daily from 3/1/26-3/18/26. -Cetirizine 10 mg was listed and marked as</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>administered daily from 1/1/26-3/18/26. -Vitamin D3 50,000 iu was listed and marked as administered weekly from 1/1/26-3/18/26.</p> <p>Interview on 3/18/26 with Staff #4 revealed: -Client #1 had recently been constipated for several days and had to go to the hospital. -Client #1 was prescribed the stool softener and laxative at the beginning on March. -The Facility Coordinator had the hospital paperwork indicating the new medications.</p> <p>Interview on 3/18/26 with the Facility Coordinator revealed: -He thought all the scripts for the client's medications were at the facility. -He had presented to the surveyor all the scripts he had for the clients while survey was being conducted at his office. -He acknowledged the facility failed to have some of the physician orders for Client #1's medications.</p>	V 118		