

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G191	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 03/24/2026
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NAME OF PROVIDER OR SUPPLIER DOGWOOD HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 2401 DOGWOOD DRIVE , NEW BERN, North Carolina, 28562
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W0247	<p>INDIVIDUAL PROGRAM PLAN</p> <p>CFR(s): 483.440(c)(6)(vi)</p> <p>The individual program plan must include opportunities for client choice and self-management.</p> <p>This STANDARD is NOT MET as evidenced by:</p> <p>Based on observations, record reviews and interviews, the facility failed to ensure opportunities for client choice and self-management during leisure activities. This affected 3 of 4 audit clients (#3, #4, and #5). The findings are:</p> <p>A. Observations on 3/23/26 in the home living room revealed clients returned from the day program and client #3 sitting in her favorite chair and watching television. At 3:27pm, Staff A prompted client #3 to go to the dining area for snacks. At 3:35pm, client #3 finished her snack and asked if she could go back to the den to sit in her chair. Staff A told client #3 she could not go to the living room due to activity time at the table. At 3:39pm, client #3 took her trash to the kitchen area and returned to the dining room to ask if she could go to her favorite chair in the living room and watch television. Staff A told client #3 to have a seat and that she could not go into the other room to watch television due to a lack of staff in the area to watch her. Client #3 continued to repeatedly beg to go to the living room and watch television with Staff A stating she could not go into the other area. At 3:52pm, the Residential Manager (RM) entered the dining area and assisted client #3 to the living room area to her chair to watch television.</p> <p>Review on 3/23/26 of client #3's Individual Program Plan (IPP), dated 11/6/25, revealed a diagnosis of intellectual disability (ID), autism, and anxiety. Further review revealed she attends an off campus day program three days per week and community outings on other days. When at home, she enjoys sitting in her favorite chair to watch television.</p> <p>Review on 3/23/26 of client #3's psychology evaluation, dated 11/2/25, revealed she can verbally communicate her wants and needs and prefers to watch television and</p>	W0247		
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See reverse for further instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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W0247	<p>Continued from page 1 use her iPad.</p> <p>Interview on 3/24/26 with Staff E revealed client #3 is not provided with 1:1 supervision at this time, but she does require staff being within arm's reach if she chooses to ambulate.</p> <p>Interview on 3/24/26 with the RM revealed client #3 should be closely supervised due to a compromised gait and falls risks. Therefore, staff should be in the immediate area should she choose to ambulate. However, client #3 can vocalize her wants and needs, and she should be able to choose her activity, as well as where to relax in the home. The RM confirmed that client #3 prefers to sit in her favorite chair and watch television after returning from community events or the day program.</p> <p>B. Observation on 3/23/26 in the living room area at 3:25pm revealed clients #3, #4, and #5 watching a television show. Staff A used the remote to change the channel and watch a game show. She did not ask clients if they wanted to watch a different show. At 4:20pm, clients #2 and #3 again sat in the living room to watch a television show. Staff A used the remote to change the channel without asking client #2 and #3 if they wanted to watch a different show.</p> <p>Interview on 3/24/26 with the RM revealed staff should offer clients a choice of what they would like to watch on television. The RM confirmed staff should not turn the television show that clients are watching without asking them for their preference.</p> <p>Interview on 3/24/26 with the Qualified Intellectual Disabilities Professional (QIDP) revealed staff should use the television for client preferences.</p>	W0247		
W0249	<p>PROGRAM IMPLEMENTATION</p> <p>CFR(s): 483.440(d)(1)</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is NOT MET as evidenced by:</p> <p>Based on observations, record reviews, and interviews, the facility failed to ensure 1 of 4 audit clients (#3)</p>	W0249		

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W0249	<p>Continued from page 2 received a continuous active treatment program consisting of needed interventions and services as identified in the Individual Program Plan (IPP) in the areas of safety and behavior intervention. The findings are:</p> <p>A. Observation in on 3/23/26 in the home revealed client #3 ambulating without a staff within arm's reach. At 3:30pm, Staff A prompted client #3 to go to the kitchen for snack. Staff A assisted client #5 to the dining area, and client #3 walked alone to the dining table area with an unsteady gait. At 3:39pm, client #3 left the dining table to walk to the kitchen and put her snack items away. No staff was within arm's reach or assisted her to ambulate. During the afternoon observation period, staff were not stationed within arm's reach of client #3.</p> <p>Review on 3/23/26 of client #3's IPP, dated 11/6/25, revealed she is a high falls risk and has osteoporosis. Further review revealed it is important to keep her environment clutter free with staff being in arm's reach at all times.</p> <p>Review on 3/23/26 of client #3's Occupational Therapy (OT) evaluation, dated 4/29/25, revealed she is a high falls risk. Staff should ensure she has well-fitting shoes on during the day and staff are within arm's reach of her due to unsteady gait. Further review of client #3's OT evaluation, dated 3/23/26, revealed staff should be within arm's reach due to unsteady gait and walk behind her with arms out for support on either side of her.</p> <p>Review on 3/23/26 of facility incident reports, dated 7/1/25 - 3/23/26, revealed she had an unwitnessed falls to include: 7/7/25 in which she scraped her knee; 8/2/25 in which she had a scratch in the middle of her head; and, 11/23/25 in which she had a bruise on her thigh. In each instance, staff were retrained on client #3's OT safety guidelines and reporting incidences. Further review revealed client #3 had a witnessed fall on 3/9/26 at the park during an outing while staff held her gait belt, resulting in an additional OT evaluation request. On 3/10/26, the OT discontinued the use of the gait belt due to its use increasing anxiety in client #3 and required staff to continue to be within arm's reach of her due to her high falls risk.</p> <p>Interview on 3/24/26 with Staff B revealed client #3's gait is not steady and she falls easily. Staff need monitor her and be within arm's reach if she begins to walk.</p>	W0249		

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W0249	<p>Continued from page 3</p> <p>Interview on 3/24/26 with Staff E revealed staff must be within arm's reach of client #3 when she is ambulating.</p> <p>Interview on 3/24/26 with the Residential Manager (RM) revealed client #3's gait is very unsteady and staff should be within arm's reach of her when she walks. She needs to be monitored closely.</p> <p>Interview on 3/24/26 with the Qualified Intellectual Disabilities Professional (QIDP) revealed staff should be within arm's reach of client #3 at all times that she is ambulating. She has had some unwitnessed falls, and staff have been repeatedly inserviced on safety protocols. Due to a recent fall in which the gait belt caused her to be anxious, the OT has now discontinued the gait belt and is initiating "standby assistance" to assist in ambulating. The QIDP has now increased staff coverage to increase supervision. However, staff need to be retrained on safety protocols and changes.</p> <p>B. Observation in the home on 3/23/26 from 3:30pm - 3:52pm in the dining area revealed Staff A at the table with clients #3, #4, and #5 as they ate their snacks and started table activities. Client #3 repeatedly begged to go to the living room area to sit in her favorite chair and watch television. At 3:39pm, she began to cry and appeared to be visibly upset as her voice increased in volume and she begged to go to the other room. Staff A denied her going to the other room due to no staff availability to supervise her, then stated to client #3, "Do I need to call your brother?" Client #3 replied, "No" and then continued to ask to go to the living room. Staff A then stated to client #3, "What did I say?" Client #3 repeated that Staff A told her she had to wait, and then continued to cry and beg to go to the other room. At 3:52pm, the Residential Manager entered the dining room and escorted client #3 to the living room area.</p> <p>Review on 3/23/26 of client #3's IPP, dated 11/6/25, revealed she has a diagnosis of autism and does not like crowds. Her preferred activities while in the home following day program or community outings include watching television in her favorite chair and being on the iPad. Further review revealed her previous behavior intervention plan was discontinued due to a decrease in behaviors. However, she has a history of anxiety-related behaviors.</p> <p>Review on 3/24/26 of client #3's OT evaluation, dated 4/29/25, revealed staff should monitor her for signs of getting upset and use calming techniques to include using a low toned, calm voice and asking if she wants</p>	W0249		

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W0249	<p>Continued from page 4 to watch television. It is important to find something she prefers to get her mind off of anxiety.</p> <p>Interview on 3/24/26 with Staff C revealed client #3 gets worked up and anxious. She usually calms down when in her preferred chair in the living room. She struggles with understanding wait time.</p> <p>Interview on 3/24/26 with the RM revealed she had heard client #3 becoming upset in the dining area, and that is why she entered the room to assist. Staff should have used a calm voice and worked to find a solution for client #3 to go to the living room if that is what she preferred. The RM confirmed that staff should not ever use threat-like statements and should follow the IPP for calming techniques.</p> <p>Interview on 3/24/26 with the QIDP revealed staff should have attempted to calm client #3 which included choices. With her gait being compromised, there may have not been an extra staff to be in the living room area to monitor safety. However, staff should never speak to clients in a manner that could increase anxiety.</p>	W0249		