

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  MHL095-049	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  01/08/2026
NAME OF PROVIDER OR SUPPLIER  RAY HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 6837 OLD US HIGHWAY 421 DEEP GAP, NC 28618		
(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)	(X6) COMPLETE DATE
V 000	INITIAL COMMENTS  An annual survey was completed on January 8, 2026. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.  The facility is licensed for 4 and has a current census of 4. The survey sample consisted of audits of 3 current clients.	V 000		
V 108	27G .0202 (F-I) Personnel Requirements  10A NCAC 27G .0202 PERSONNEL REQUIREMENTS (f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following: (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. (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.	V 108	V108  QP will complete a review of all staff records to ensure person specific training is present for each person supported within the home. If any deficiencies are noted, QP will ensure staff receive appropriate training prior to the staff's next shift.  QP will meet with staff through monthly house meetings or sooner as needed depending on changes to the person's status to ensure staff have training on the person's current status. Evidence of training will be maintained for each meeting and/or ad hoc training attendance sheets. A review of this information will be complete at least monthly by the QP.  In the future, QP will assure all staff have appropriate person specific training prior to staff working with the person supported.	

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Signed by \_\_\_\_\_ DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

VP of Operations

(X6) DATE

1/29/2026 | 3:30 PM

RECEIVED

FEB 05 2026

DHSR-MH Licensure Sect

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V 108	Continued From page 1  (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.  This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 3 of 3 audited staff (Staff #1, House Supervisor (HS), and Qualified Professional (QP)) received training to meet the MH/DD/SA needs of the clients. The findings are:  Review on 1/8/26 of Staff #1's record revealed: -Hire Date: 11/3/25. -Job title: Direct Support Professional. -No documentation of training of client specific MH/DD/SA needs.  Review on 1/8/26 of the HSs record revealed: -Hire Date: 11/12/24. -No documentation of training of client specific MH/DD/SA needs.  Review on 1/8/26 of the QP's record revealed: -Hire Date: 3/12/25. -No documentation of training of client specific MH/DD/SA needs.  Interview on 1/8/26 with Staff #1 revealed: -Did not have a training on the specific needs of the clients "...just read their binder info (treatment plans in the facility)."  Interview on 1/8/26 with the HS revealed:	V 108		

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V 108	<p>Continued From page 2</p> <p>-She learned about the needs of the clients from "working with them (in the facility) and reviewing their files (treatment plans in the facility)."</p> <p>-Told staff to review the clients treatment plans in the home.</p> <p>-Had not done a training with staff about the specific needs of the clients.</p> <p>Interview on 1/8/26 with the QP revealed:</p> <p>-The previous HS was responsible for completing client specific needs training with staff.</p> <p>-Could not find the staff binder with client specific needs training for each staff in the facility but "will get them (client specific needs training for staff) done."</p> <p>-"Will make sure client specifics will be done for the facility and staff."</p>	V 108		
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</p>	V 114	<p>V114</p> <p>QP will review all fire and disaster drills for at least the last quarter to ensure drills are occurring at the appropriate frequency. QP will develop a schedule for fire drills and disaster drills for the future to ensure drills are complete at the appropriate frequency. QP will in-service the Home Manager and DSPs at the next house meeting to ensure drills are ran according to the developed schedule.</p> <p>Fire and disaster drills will be reviewed by the QP at least monthly. Drills will be submitted to the local QAPI Committee to review trends and develop appropriate action plan.</p> <p>In the future, QP will assure fire and disaster drills are conducted based on regulatory requirements.</p>	

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V 114	<p>Continued From page 3</p> <p>accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure disaster drills were conducted quarterly and repeated on each shift. The findings are:</p> <p>Review on 1/8/26 of the facility's disaster drills log from 01/01/2025 - 12/31/25 revealed: -No documentation of disaster drills on first, second or third shift for first quarter 2025 (January-March). -No documentation of disaster drills on first or third shift for second quarter 2025 (April-June). -No documentation of disaster drills on first, second or third shift for third quarter 2025 (July-September). -No documentation of disaster drills on first, second or third shift for fourth quarter 2025 (October-December).</p> <p>Interview on 1/8/26 with Client #1 revealed: -Have not done any disaster drills for the previous year at the facility.</p> <p>Interview on 1/8/26 with Client #2 revealed: -Have not done any disaster drills for the previous year at the facility. -"Really don't know what I would do at the house for a hurricane or tornado."</p> <p>Interview on 1/8/26 with Client #3 revealed: -"Haven't done any disaster drills (at the facility)." -"Staff haven't told me what to do if there was tornado."</p> <p>Interview on 1/8/26 with Staff #1 revealed: -She wasn't involved in disaster drills completed at the facility.</p>	V 114		

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V 114	Continued From page 4  -"No one talked with me about procedure for a disaster at the home."  Interview on 1/8/26 with The House Supervisor (HS) revealed: -Was responsible for scheduling disaster drills for the facility. -Have not done disaster drills since being employed as the HS at the facility because she was "new to this (new to HS role)...has been chaos with losing people (staff turnover)."  Interview on 1/8/26 with the Qualified Professional revealed: -Did not review the disaster drill process for the facility with the HS. -"[HS] didn't know that they (disaster drills) were being done, and I didn't tell her so that's my fault." -Will ensure the disaster drills are completed once per shift per quarter moving forward.	V 114		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification  G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.  This Rule is not met as evidenced by:	V 131	V131  The QP and/or HR Coordinator will review all staff files to ensure HCPRs are completed for all current staff. QP will review the requirements for HCPR with the HR Coordinator to ensure checks will be completed prior to offering employment for all new staff hired.  The QP will verify HCPRs are completed with each new staff hired for the next month to ensure these are being completed as trained. Periodic checks will take place in the future through personnel reviews.  In the future, the team will ensure HCPRs are conducted prior to offering employment to new staff.	

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V 131	Continued From page 5  Based on interview and record review, the facility failed to ensure the North Carolina Health Care Personnel Registry (HCPR) was accessed prior to hire for 1 of 3 audited staff (Qualified Professional). The findings are:  Review on 1/8/26 of the Qualified Professional's (QP) record revealed: -Hire Date: 3/12/25. -HCPR completed: 4/3/25.  Interview on 1/8/26 with Human Resources revealed: -The QP's HCPR was done late after she started employment at another facility. -Will make sure HCPR is ran prior to the hire date for new employees.	V 131		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int.  10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data	V 536	V536  The House Supervisor is scheduled to attend ProACT on 2/4/26. The QP and/or HR Coordinator will review all staff training files to ensure ProACT is up to date for all current staff.  The QP and/or House Supervisor will review training reports at least monthly to ensure all staff are current in ProACT training. Training status reports will be reviewed at the local QAPI Committee to review trends and develop appropriate action plan to correct.  In the future, the team will assure all staff are current in ProAct Training.	

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V 536	Continued From page 6 gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually). (f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule. (g) Staff shall demonstrate competence in the following core areas: (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior; (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace	V 536		

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V 536	Continued From page 7 behaviors which are unsafe). (h) Service providers shall maintain documentation of initial and refresher training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name; (2) The Division of MH/DD/SAS may review/request this documentation at any time. (l) Instructor Qualifications and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program. (3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (l)(5) of this Rule. (5) Acceptable instructor training programs shall include but are not limited to presentation of: (A) understanding the adult learner; (B) methods for teaching content of the course; (C) methods for evaluating trainee performance; and (D) documentation procedures. (6) Trainers shall have coached experience	V 536		



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V 536	<p>Continued From page 9</p> <p>Based on record reviews and interviews the facility failed to ensure 1 of 3 audited (House Supervisor (HS)) had annual refresher training in alternatives to restrictive intervention. The findings are:</p> <p>Review on 1/8/26 of the HS's record revealed: -Hire Date: 11/12/24. -Training in alternatives to restrictive intervention expired 12/2025.</p> <p>Interview on 1/8/26 with the HS revealed: -She had not been notified that her training in alternatives to restrictive intervention was expired. -She had not completed a refresher training in alternatives to restrictive intervention.</p> <p>Interview on 1/8/26 with Human Resources revealed: -The HS's training in alternatives to restrictive intervention expired last month. -She had not had a chance to schedule a refresher training in alternatives to restrictive intervention for the HS. -"With the holidays and staff changes, didn't get a chance to get it (refresher training in alternatives to restrictive interventions) scheduled for the HS. -Will get it (refresher training in alternatives to restrictive interventions) scheduled within the week."</p>	V 536		
V 537	<p>27E .0108 Client Rights - Training in Sec Rest &amp; ITO</p> <p>10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT (a) Seclusion, physical restraint and isolation time-out may be employed only by staff who have</p>	V 537		

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V 537	Continued From page 10  been trained and have demonstrated competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually. (b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated. (c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually). (f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule. (g) Acceptable training programs shall include, but are not limited to, presentation of: (1) refresher information on alternatives to the use of restrictive interventions; (2) guidelines on when to intervene (understanding imminent danger to self and others);	V 537		

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V 537	Continued From page 11  (3) emphasis on safety and respect for the rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention); (4) strategies for the safe implementation of restrictive interventions; (5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention; (6) prohibited procedures; (7) debriefing strategies, including their importance and purpose; and (8) documentation methods/procedures. (h) Service providers shall maintain documentation of initial and refresher training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (i) Instructor Qualification and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out. (3) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.	V 537		

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V 537	<p>Continued From page 12</p> <p>(4) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (j)(6) of this Rule.</p> <p>(6) Acceptable instructor training programs shall include, but not be limited to, presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) evaluation of trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule.</p> <p>(8) Trainers shall be currently trained in CPR.</p> <p>(9) Trainers shall have coached experience in teaching the use of restrictive interventions at least two times with a positive review by the coach.</p> <p>(10) Trainers shall teach a program on the use of restrictive interventions at least once annually.</p> <p>(11) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the</p>	V 537		

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V 537	<p>Continued From page 13</p> <p>outcome (pass/fail); (B) when and where they attended; and (C) Instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (l) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times, the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (m) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure that 1 of 3 audited staff (House Supervisor (HS)) received annual, in person training in seclusion, physical restraint, and isolation time out provided by a qualified instructor. The findings are:</p> <p>Review on 1/8/26 of the HS's record revealed: -Hire Date: 11/12/24. -In person training in seclusion, physical restraint, and isolation time out expired 12/2025.</p> <p>Interview on 1/8/26 with the HS revealed: -She had not been notified that her training in person training in seclusion, physical restraint, and isolation time out was expired. -She had not received annual, in person training in seclusion, physical restraint, and isolation time</p>	V 537		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  MHL095-049	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  01/08/2026
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V 537	Continued From page 14 out.  Interview on 1/8/26 with Human Resources revealed: -The HS's in person training in seclusion, physical restraint, and isolation time out expired last month. -She had not had a chance to schedule the annual, in person training in seclusion, physical restraint, and isolation time out for the HS. -"With the holidays and staff changes, didn't get a chance to get it (training in seclusion, physical restraint, and isolation time out) scheduled for the HS. -Will get it (training in seclusion, physical restraint, and isolation time out) scheduled within the week."	V 537		