

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL012-130	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/21/2026
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NAME OF PROVIDER OR SUPPLIER HERITAGE DAY SUPPORTS	STREET ADDRESS, CITY, STATE, ZIP CODE 209 OAKLAND AVENUE DREXEL, NC 28655
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on April 21, 2026. The complaint was substantiated (intake #NC00236167). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups.</p> <p>This facility has a current census of 40. The survey sample consisted of audits of 1 current client.</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for</p>	V 109		

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

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V 109	<p>Continued From page 1</p> <p>MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 2 of 3 Qualified Professionals (QP) audited (QP #1 and QP #2) failed to demonstrate the knowledge, skills, and abilities required by the population served. The findings are:</p> <p>Review on 4/21/26 of Client #1's record revealed: -Date of admission: 4/17/24. -Diagnoses: Mild Intellectual Disability; Autism Spectrum; Megacolon, not elsewhere classified; and Unspecified hearing loss.</p> <p>Review on 4/21/26 of the QP #1's record revealed: -Hire date: 8/14/24.</p> <p>Review on 4/21/26 of the QP #2's record revealed: -Hire date: 1/6/14.</p> <p>Attempted interview on 4/21/26 with Client #1 was unsuccessful as the client did not respond to the</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>surveyor's questions.</p> <p>Interview on 4/10/26 with Client #1's legal guardian/parent revealed: -On 2/19/26 Client #1 was sitting at the table in the facility when QP #2 heard her phone playing a recording of staff's conversation. -Believed Client #1 recording a conversation between 2 staff at the facility was "an accident." -QP #2 told QP #1 to delete the recording of staff's conversation on Client #1's cell phone. -While Client #1's phone was facing up on the table and playing the recording, QP #2 deleted it off her phone. -QP #1 then picked up Client #1's cell phone and deleted the recording out of the deleted folder. -The facility "didn't call me or tell me about it" until after QP #1 and QP #2 deleted the recording off of Client #1's cell phone. -QP #1 and QP #2 "took her (Client 31) phone (to delete staff conversation recording), they did not have permission (to delete anything off of Client #1's cell phone)...they (QP #1 and QP #2) had no right in touching her (Client #1) phone." -"Wish they (facility) would of called me and I could of handled it, looked at it and deleted it."</p> <p>Interview on 4/15/26 with the Staff #1 revealed: -On 2/19/26 QP #2 heard QP #3 and Staff #1's voice playing on a recording and noticed it coming from Client #1's cell phone. -"[QP #1] and [QP #2] came back together, and [QP #2] instructed [QP #1] to delete the video (recording of staff conversation)." -"[QP #2] deleted it (recording of staff conversation) off first then [QP #1] deleted it a second time." -There was "no opportunity of giving [Client #1] a chance to do it (delete the recording of staff's conversation off her cell phone) herself, think they</p>	V 109		

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V 109	<p>Continued From page 3</p> <p>(QP #1 and QP #2) could of let her do it."</p> <p>Interview on 4/21/26 with QP #1 revealed: -On 2/19/26 QP #2 informed her Client #1 had a recording of a staff conversation on her cell phone and that "it was a problem." -"[QP #2] asked me to come to floor with her where [Client #1] was." -Client #1's cell phone was unlocked laying on the table and playing the recording. -"[QP #2] pushed delete and deleted the original video of the recording (staff conversation)." -"I then went after [QP #2] and deleted the video (recorded staff conversation on Client #1's cell phone) in the deleted folder." -"Didn't know that (deleting a recording off Client #1's cell phone without permission from client or guardian) was not the right thing to do, I can see now what we (QP #1 and QP #2) did was wrong." -"I should have gone that afternoon to talk with [Client #1's legal guardian/parent] and asked mom to delete it (recording of staff conversation on Client #1's cell phone)."</p> <p>Interview on 4/21/26 with QP #2 revealed: -On 2/19/26 she had gone into the kitchen and heard staff's voice coming from Client #1's cell phone. -"I didn't think it (Client #1 recording staff conversation) was appropriate." -"I went to [QP #1] and we went to [Client #1] to ask if she can delete the recording off her phone, she didn't respond...asked her twice." -While Client #1's cell phone was on the table paying the recording she deleted the recording. -"[QP #1] said that it (deleted recording) goes into a trash bin and that for it to be deleted totally was needed to delete from trash bin (on cell phone)." -"[QP #1] picked (Client #1's) phone up and deleted it (recording of staff conversation) from</p>	V 109		

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V 109	<p>Continued From page 4</p> <p>the trash bin then put her phone down." -She "never looked through anything (on Client #1's cell phone), phone was on the table opened up and pressed delete (deleted recording of staff conversation on Client #1's cell phone)." -"Can truly tell you it (deleting anything off a client's cell phone without permission) is one mistake I won't make again."</p> <p>Interview on 4/21/26 with the Quality Management Coordinator (QMC) revealed: -She was informed on 2/19/26 by QP #1 and QP #2 that Client #1 had a recording of a staff conversation on her cell phone and they deleted it off her cell phone. -QP #1 and QP #2 deleting a recording off Client #1's cell phone without permission was "not how staff are expected to handle a situation like that." -QP #1 and QP #2 should have "contacted guardian (Client #1's legal guardian/parent) since she makes those decisions and let guardian remove message (recording of staff conversation) from the phone." -Had a client rights training with facility staff on 3/12/26 and 4/9/26. -She "don't think this (staff deleting a recording off a client's phone without permission) would happen again, staff should know better."</p> <p>Interview on 4/21/26 with the President revealed: -The QMC called her and told her QP #1 and QP #2 had a deleted a recording of a staff conversation off of Client #1's cell phone on 2/19/26. -"Had a QP meeting last month, reviewed about what to do and not do (regarding staff handling client's personal property)." -"In that instance staff should of called [Client #'s] guardian and have her guardian tell us what to do (about staff recorded conversation on Client #1's</p>	V 109		

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