

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-946	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/22/2026
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NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME - MARCONY WAY	STREET ADDRESS, CITY, STATE, ZIP CODE 3316 MARCONY WAY RALEIGH, NC 27610
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V 000	<p>INITIAL COMMENTS</p> <p>A limited follow up survey for the Type A1 and Type A2 was completed on 4/22/26. This was a limited follow up survey, only 10A NCAC 27G .0303 Facility and Grounds Maintenance V736 and 10A NCAC 27D .0304 Client Rights - Harm, Abuse, Neglect V512 were reviewed for compliance. The following was not brought back into compliance: 10A NCAC 27G .0303 Facility and Grounds Maintenance V736.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 6 and has a current census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility and its grounds was not maintained in a safe, clean, attractive, and orderly manner. The findings are:</p> <p>Observation on 4/14/26 at approximately 12:30pm revealed:</p> <p>Entryway at the front door: - Both wooden hand rails going upstairs and downstairs that were painted white had missing</p>	V 736		

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

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V 736	<p>Continued From page 1</p> <p>paint showing the brown wooden railing</p> <ul style="list-style-type: none"> - Several scratches and a silver dollar size hole in the wall leading to the upstairs railing <p>Client #1's bedroom:</p> <ul style="list-style-type: none"> - A curtain rod was bent in several areas - Blinds had several broken slats - Wall at the head of the bed had multiple scuff marks and stains <p>Hallway bathroom:</p> <ul style="list-style-type: none"> - The bathroom toilet upstairs had a crack on the tank lid that was the width of the lid - The square vent in the ceiling had dust throughout - The rectangular vent in the ceiling had rust on the surface - The bathtub had a fist size hole in the inside of it on the side - The inside of the bathtub had some brown discoloration on the bottom and around the sides <p>The downstairs bathroom:</p> <ul style="list-style-type: none"> - Wall behind the sink had numerous white spots of various sizes splattered on it - Four green colored square tiles showing white discoloration on the surface by the toilet - The inside of the bathtub had some brown discoloration on the bottom and around the sides - The vent in the bathroom did not come on when the switch was turned on <p>The downstairs sitting area:</p> <ul style="list-style-type: none"> - Had a big, round shape brown stain of various sizes on 2 separate areas of the ceiling - A white spot about the size of a basketball in the green floor tile - Ceiling fan with one lightbulb insert was missing the lightbulb 	V 736		

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V 736	<p>Continued From page 2</p> <p>Client #3's room:</p> <ul style="list-style-type: none"> - Blind in the front of the bedroom had a broken slat - Hole in the wall at the bottom of his bed about the size of a soccer ball - Single lightbulb in the ceiling fan was missing in the front of the room - Slats were broken and hanging on the blinds by the bed <p>Client #4's room:</p> <ul style="list-style-type: none"> - Curtain rod broken and hanging down - Top nightstand drawer was missing - 1 out of 3 lightbulbs in the ceiling fan was missing <p>Client #5 & #6's shared bedroom:</p> <ul style="list-style-type: none"> - Multiple brown stains of various sizes on the ceiling over client #6's bed - Curtain hanging on hooks with a portion of the curtain hanging down on one side <p>Living room:</p> <ul style="list-style-type: none"> - A single white wooden chair sitting against the wall had black discoloration all over the chair - Ceiling fan with 3 lightbulb sockets with 1 bulb missing <p>Kitchen:</p> <ul style="list-style-type: none"> - Piece of broken flooring the size of a baseball on the floor in front of the sink - Peeling paint on the cabinet under the sink - Several white stains the size of nickels and peeling flooring around the kitchen chairs - The lock on the patio door was broken and wouldn't latch <p>Backyard under the deck:</p> <ul style="list-style-type: none"> - Had a broken fold up chair leaning against a beam, a broken fold up chair laying on the ground 	V 736		

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V 736	<p>Continued From page 3</p> <p>with the seat missing, various pieces of wood, 3 televisions, a microwave, a red bucket with dirt in it, a 5 gallon empty water jug, and a mattress and boxspring</p> <p>Back Deck:</p> <ul style="list-style-type: none"> - Protruding nails on the left side under the 9th step of the deck - Exposed and rusted nails and screws on the left side of the wooden railing on the first step at the bottom where the wood was coming loose from the base - The 10th board on the deck from the back sliding door had lifting wood - The 15th board from the door had areas of cracking wood - The 16th board from the door and approximately 5 steps from the staircase was rotted, cracked, and soft and gave way causing the board to sink down when stepped on in the rotted area - Multiple areas of peeling and cracked wood lifting from the boards on the deck, the railing on the stairs and the top railing around the deck - Top step was warped and raised up and no longer secured to the stair stringer - One beam on the railing going downstairs was partially detached from the step with exposed nails - Bottom step (first step if going upstairs) had a screw loose and the wood was lifting making the step uneven when you stepped on it <p>Interview on 4/14/26 client #3 reported:</p> <ul style="list-style-type: none"> - no one had completed any repairs in his bedroom <p>Interview on 4/14/26 with the Qualified Professional (QP) reported:</p> <ul style="list-style-type: none"> - she hardly went on the deck because she 	V 736		

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V 736	<p>Continued From page 4</p> <p>was afraid of heights and the deck felt "unstable" to her</p> <ul style="list-style-type: none"> - the maintenance man had come out several times and fixed some things around the facility and the back deck - she was not sure of everything he had fixed - the maintenance man hauled away unwanted items whenever you called him <p>Interview on 4/15/26 the Administrator/Owner reported:</p> <ul style="list-style-type: none"> - anybody could report repairs needed - she did not visit the facility on a regular basis, "it just depends" - for the past couple of months, she had been going to the facility twice a week - staff hadn't really seen anything to report - staff would call or text her and say what needed to be repaired - there was no form to fill out just verbal confirmation of the maintenance that needed to be completed - she would call the maintenance man immediately when staff notified her so she didn't forget - when the maintenance man came to the facility, the staff would also tell him if there were repairs needed - he came to the facility "a lot" - it was her responsibility to make sure repairs were done - the maintenance man gave her an invoice for payment, and he told her over the phone that the repairs were done - she and the QP would "sometimes" check the repairs that were done - she also went by what the maintenance man said - the maintenance man came back to the facility yesterday, 4/14/26 and today, 4/15/26 	V 736		

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V 736	<p>Continued From page 5</p> <p>because he got some more wood for the deck</p> <ul style="list-style-type: none"> - the QP told the maintenance man that during this survey, the repairs he did to the deck weren't enough and things still needed to be fixed - the maintenance man told her he did the most important pieces on the back deck, and the other ones could be done later - he did the ones that posed more safety hazards - he covered the ones that had more immediate needs - she had only been out on the deck once since he had started repairing it - she didn't know if she had any invoices to show what had been done to the deck, but she would check and see <p>Note: No invoices were received by the exit of this survey, 4/22/26.</p> <p>Interview on 4/16/26 the QP reported:</p> <ul style="list-style-type: none"> - she "don't come in and check on repairs" - if it was a safety issue like the bathtub was cracked and she brought it to the maintenance man's attention, she would take a look whenever she came to the facility - she didn't do any follow up this time because it was around the time she had a family emergency - this past Tuesday, 4/14/26, she walked out back with the maintenance man and he said that the deck felt a "little softer" than it felt the last time he saw it - the maintenance man applied weight on it and jumped up and down and he "didn't have concern about anyone falling through" but did say it was "softer" - the maintenance man said the screws weren't like that in the top step when he did the repairs in February 2026 or he would have 	V 736		

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V 736	<p>Continued From page 6</p> <p>hammered it back down</p> <ul style="list-style-type: none"> - "the deck degraded more" <p>Interview on 4/16/16 the maintenance man reported:</p> <ul style="list-style-type: none"> - he was told that the deck needed to be fixed - the Administrator/Owner told him that a few boards needed to be fixed - he had been doing maintenance at this facility for a "long time" - not as much as structural maintenance but more like "appliances and things" - he would see what he considered "bad" and that was what he was replacing on the deck - he was never told what boards needed to be replaced - his understanding was that it was only the floor boards - he would change the railings just because of the clientele - he did the front steps in February 2026 and did some of the steps out back - "I don't even feel safe on it (back deck) and I'm small" - if it was recommended to replace all the boards, then he would - he was a landscaper and business was slow and that was why he was able to help out with maintenance issues, but he was not a maintenance man but could do some things - he hadn't thought about the top boards (railings) until it was just told to him - there was a lot of wood pieces coming apart on the top railings and if his name was going to be apart of this survey, "things need to be done right" - the Administrator/Owner called him for repairs and there were no forms or "paper trail" - he may refer the Administrator/Owner to "someone who specialized in this" because he 	V 736		

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V 736	<p>Continued From page 7</p> <p>was "not going any further since the State is involved"</p> <ul style="list-style-type: none"> - he had not been told about the cabinets and flooring in the kitchen needing repairs - he didn't have time for everything and if she did tell him, he would have said he didn't have time to complete everything - he came to the facility as needed <p>Interview on 4/22/26 the QP reported:</p> <ul style="list-style-type: none"> - the Administrator/Owner had someone else make the repairs - the maintenance man referred the Administrator/Owner to someone else that could help with the repairs of the deck - she talked to the Administrator/Owner and they were going to meet and go facility to facility doing inspections - the maintenance man would be helping with the repairs, but they would also be getting another maintenance man to help out - the Administrator/Owner told her this morning that the repairs throughout the facility would be done within the next 30 days - the way the deck was, it was all dry rotted but looking at it now "I wouldn't be scared to go out there" - all repairs should be completed by the next survey <p>Review on 4/16/26 of the Plan of Protection dated 4/16/26 signed by the QP revealed: "What immediate action will the facility take to ensure the safety of the consumers in your care:</p> <ul style="list-style-type: none"> - The repair person is present on the premises today making the repairs to the deck. The clients have been instructed to avoid using or entering the area of the deck until the work is repaired/completed. QP will meet with the clients to instruct them on not using the deck until the 	V 736		

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V 736	<p>Continued From page 8</p> <p>work is completed. The staff will be included in that meeting.</p> <p>Describe your plans to make sure the above happens.</p> <p>- The Administrator will ensure that the deck is completed within the next 7 days. The Administrator will ensure that the deck is restore and is safe for use. The deck and any other boards will be replaced, including the top boards."</p> <p>This facility served clients with diagnoses of Intellectual Disability, Schizoaffective Disorder, and Bipolar Disorder. The facility's back deck was in disrepair, with holes; multiple areas of rotted, cracked, and split wood; protruding nails; peeling wood; and a board that was soft and gave way when stepped on. The top railing of the deck had peeling and cracked wood lifting. The top step on the back deck was warped and raise and exposed nails. Under the back deck was a broken fold up chair leaning against a beam, a broken fold up chair laying on the ground with the seat missing, various pieces of wood, 3 televisions, a microwave, a red bucket with dirt in it, a 5 gallon empty water jug, and a mattress and boxspring. There were protruding nails under the deck. Exposed and rusted nails and screws on the railing at the bottom step where the wood was coming loose from the base. Inside the facility, vents were non-functional and rusted. Handrails had peeling paint. Brown stains were on several ceilings. The hallway bathroom had a cracked tank lid. Curtain rods and blinds in bedrooms were broken. This deficiency constitutes a continued Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days.</p>	V 736		