

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-323	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/18/2026
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NAME OF PROVIDER OR SUPPLIER HOME CARE SOLUTIONS AT RHUE ROAD	STREET ADDRESS, CITY, STATE, ZIP CODE 1234 RHUE ROAD WINSTON SALEM, NC 27107
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 5/18/26. The complaint was unsubstantiated (intake #NC00236875). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>The facility is licensed for 3 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) 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. 	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure 1 of 2 former staff (FS) (FS #6) demonstrated the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 5/11/26 of FS #6's personnel file revealed: - Date of Hire: 10/28/25 - Date of Separation: 3/23/26 - Job Title: Direct Support Professional</p> <p>Review on 5/11/26 of client #2's record revealed: - Admission Date: 9/5/23 - Diagnoses: Bipolar Disorder; Epilepsy; Mild IDD; Depressive Disorder; and Post-Traumatic Stress Disorder</p> <p>Review on 5/12/26 of FS #6's "...Statement Form" dated 3/23/26 revealed: - Name of staff who completed form: FS #6 - "Statement: I got to the group home everyone wasn't there yet. Clients finally got there. Client (client #2) asked to watch television demanded I turned on a movie to watch while my show was still on. I told her I was going to let her watch a movie. She decided to start cursing me being</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>disrespectful towards me telling me this my house and etc. Decided to walk out of the group home walked towards the neighbors house. I called the police. She came back then she decided to curse me again then left 2nd time because she didn't wanna listen to what I had to say again after I tried to calm her down multiple times."</p> <p>Review on 5/12/26 of the North Carolina Incident Response and Reporting (IRIS) revealed:</p> <ul style="list-style-type: none"> - Date of Incident: 3/23/26 - Date reported: 3/24/26 - Name of Person Who Completed Form: Qualified Professional/Licensee (QP/L) - "The incident occurred over the use of the television in the living room. [Client #2] stated that the staff (FS #6) told her that he (FS #6) was going to watch a TV show and became verbally aggressive with her about it. This was upsetting to her (client #2), and she left the house. The police were called, and she (client #2) returned. After the police left, [client #2] left again because she said that the verbal aggression from the staff continued. She (client #2) left the house again and walked to the recreation center. This time, the Team Lead (staff #5) found her and brought her back. The Team Lead (staff #5) sent the staff person home." <p>Attempted interview on 5/12/26 with FS #6:</p> <ul style="list-style-type: none"> - The phone number provided no longer worked. <p>Interview on 5/12/26 with client #2 revealed:</p> <ul style="list-style-type: none"> - On 3/23/26, she and client #1 asked FS #6 if they could watch television in the living room. - FS #6 told them "No" he was watching tv. - FS #6's demeanor became aggressive, which prompted her to run down the street. She later returned to the facility, where police were already 	V 110		

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V 110	<p>Continued From page 3</p> <p>present.</p> <ul style="list-style-type: none"> - After she returned to the facility, she left the facility a second time and walked to the recreation center. - Staff #5 located her at the recreation center and brought her back to the facility. - Staff #5 remained with client #2 and client #1 for the rest of the evening. - FS #6 did not return to work at the facility following the incident. <p>Interview on 5/12/26 with client #1 revealed:</p> <ul style="list-style-type: none"> - She and client #2 wanted to watch a "movie together and [FS #6] said that we are watching what he wants to watch." - Client #2 got mad and had run away "two times." - "The first time [client #2] ran away she came back on her own. The second time she ran away [staff #5] went and got [client #2] from the Rec Center." - "[FS #6] was raising his voice at us when he said he was going to watch what he wanted to watch." <p>Interview on 5/12/26 with staff #1 revealed:</p> <ul style="list-style-type: none"> - On 3/23/26, FS #6 contacted her and reported that client #2 had run away. FS #6 further indicated to her that client #2 was "being aggressive and he was not going to deal with it." - "Basically, he said that he was watching a TV show and [client #2] wanted to change the channel and he said wait and his show was about to end. She said it was her fn house and wasn't waiting." - She contacted staff #5 and staff #5 went over to the recreation center to pick up client #2. - After staff #5 picked up client #2 at the recreation center, staff #5 called her and asked if it was ok to send FS #6 home for the day. 	V 110		

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V 110	<p>Continued From page 4</p> <ul style="list-style-type: none"> - "We sent [FS #6] home on the day of the incident (3/23/26) and then we brought him into the office to start an internal investigation and to take him off shift. Later he was terminated." <p>Interview on 5/12/26 with staff #5 revealed:</p> <ul style="list-style-type: none"> - On 3/23/26, she received a phone call from either staff #4 or staff #1 informing her that an incident had occurred at the facility and that "we had an AWOL going on." - She then contacted FS #6, who told her he had informed client #2 that he was watching television and that she could watch "whatever she wanted" once his show ended. - Staff #5 stated that she was aware there had been a verbal confrontation between FS #6 and client #2, though she did not know the exact words exchanged. - She was informed that client #2 had run away, returned to the facility, and then left a second time. - Staff #5 located client #2 at the local recreation center and transported her back to the facility. - Upon returning, she instructed FS #6 to leave early and completed the remainder of his shift. - She explained that she made this decision because she felt it was best to diffuse the situation and that it was better for FS #6 not to continue working that evening. <p>Interview on 5/15/26 with the QP/L revealed:</p> <ul style="list-style-type: none"> - On 3/23/26 staff #1 called and told her that client #2 "had eloped." Client #2 wanted to watch something on the television. FS #6 told client #2 to go to her room and watch television. - The police were called because client #2 walked out of the facility but later returned. However, client #2 left a second time as well and was later found by staff #5 at the local recreation center. - FS #6 was called into the office to write a 	V 110		

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V 110	Continued From page 5 statement about what occurred. - "It basically stemmed over [FS #6] watching his show on TV and [client #2] wanted to watch TV. [FS #6] needed to be working and not watching TV." - FS #6 was taken off duty on the same day as the incident, 3/23/26 and terminated on 4/9/26.	V 110		