

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G095	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 05/13/2026
NAME OF PROVIDER OR SUPPLIER OAK STREET GROUP HOME-ST. MARK			STREET ADDRESS, CITY, STATE, ZIP CODE 1801 OAK STREET , CHARLOTTE, North Carolina, 28269	
(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)	(X5) COMPLETION DATE
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 and interviews, the facility failed to ensure 6 of 6 audited clients (#1, #2, #3, #4, #5, and #6) were provided opportunities for choice and self-management during mealtimes. The findings are:</p> <p>Observations on 5/12/26 from 5:00 PM -5:35 PM revealed client #6 to set the table. Further observations revealed staff B to prepare all six clients' plates on the kitchen counter then transfer to the dining table. Continued observations revealed staff to then pour all six clients drinks into their cups. Subsequent observations revealed staff to ask all clients to the table to participate in the dinner meal. Additional observations revealed all clients to consume their dinner meal. At no time during dinner observations did staff offer or prompt any clients to fix their own plates or pour their drinks into their cups.</p> <p>Observations on 5/13/26 from 6:45 AM -7:30 AM revealed client #6 to set the table. Further observations revealed staff B to prepare all six clients' plates on the kitchen counter then transfer to the dining table. Continued observations revealed staff to then pour all six clients drinks into their cups. Subsequent observations revealed staff to ask all clients to the table to participate in the breakfast meal. Additional observations revealed all clients to consume their breakfast meal. At no time during breakfast observations did staff offer or prompt any clients to fix their own plates or pour their drinks into their cups.</p> <p>Interview with staff B on 5/13/26 when asked by surveyor, to what capacity are clients offered or prompt to participate during meals by serving themselves, pouring drinks into their cups or setting their place at the table? Staff B responded that</p>	W0247		

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	Continued from page 1 clients are offered but will say no, and they are not capable to do so independently except for client #6. Interview with the qualified intellectual disabilities professional (QIDP) on 5/13/26 revealed all clients should be offered opportunities for choice and self-management during meals times and provide assistance as needed based on their level of independence.	W0247		
W0249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) 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. This STANDARD is NOT MET as evidenced by: Based on observations, record reviews and interviews, the facility failed to ensure each client received a continuous active treatment program consisting of needed interventions and services as identified in the Habilitation Plan (HP) for 3 of 6 audited clients (#1, #3, and #4). The findings are: A. The facility failed to ensure client #1 received a continuous active treatment program as outlined in the HP. Observations on 5/12/26 from 3:45 PM – 5:45 PM revealed client #1 to spend 80 of 120 minutes sitting in the living room watching an exercise video. Continued observations for the remaining 40 minutes revealed client #1 to participate in a 2-minute exercise activity, sit at the front porch with peers and staff, then participate in the dinner meal. Continued observations revealed staff to verbally communicate with client #1. At no time during observations did staff present client #1 with leisure activities to choose from. Subsequent observations revealed a second shift schedule posted on the wall adjacent to the kitchen revealed from 3:30 PM – 5:00 PM clients to participate in activities/run goals. Review of record for client #1 on 5/13/26 revealed a HP dated 11/10/25. Continued review of the 11/25 HP revealed the following training objectives; exercise, toileting, choice making activity, toothbrushing AM	W0249		

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W0249	<p>Continued from page 2 and toothbrushing PM. Further review of the training objectives revealed; client #1 will be presented with 2 leisure activities. Client #1 will select an activity by touching/reaching/taking her choice when prompted with no more than 4 verbal prompts for 12 consecutive months.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 5/13/26 revealed client #1's HP and training objectives are current. Further interview with the QIDP revealed client #1 should be offered opportunities to participate in informal and formal programming throughout the day.</p> <p>B. The facility failed to ensure client #3 received a continuous active treatment program as outlined in the HP.</p> <p>Observations on 5/12/26 from 3:45 PM – 5:45 PM revealed client #3 to spend 80 of 120 minutes sitting in the living room watching an exercise video and placing blocks in and out of a container bin. Continued observations for the remaining 40 minutes revealed client #3 to participate in a 2-minute exercise activity, sit at the front porch with peers and staff, then participate in the dinner meal. Continued observations revealed staff to verbally communicate with client #3. At no time during observations did staff present client #3 with photos related to household tasks to choose from.</p> <p>Subsequent observations revealed a second shift schedule posted on the wall adjacent to the kitchen revealed from 3:30 PM – 5:00 PM clients to participate in activities/run goals.</p> <p>Review of record for client #3 on 5/13/26 revealed a HP dated 9/5/25. Continued review of the 9/25 HP revealed the following training objectives; communication AM and PM, physical therapy, food pacing and clean table. Further review of the training objectives revealed; when presented with 2 photos related to household tasks, client #3 will make a choice by pointing/naming/taking the chosen photo to indicate her desire for that activity 85% of the time with no more than two verbal prompts for 12 consecutive months.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 5/13/26 revealed client #3's HP and training objectives are current. Further interview with the QIDP revealed client #3 should be offered opportunities to participate in informal and formal programming throughout the day.</p> <p>C. The facility failed to ensure client #4 received a</p>	W0249		

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W0249	<p>Continued from page 3</p> <p>continuous active treatment program as outlined in the HP.</p> <p>Observations on 5/12//26 from 3:45 PM – 5:45 PM revealed client #4 to spend 80 of 120 minutes sitting in the living room watching with her stuffed animal in hand. Continued observations for the remaining 40 minutes revealed client #4 to participate in a 2-minute exercise activity, then participate in the dinner meal. Continued observations revealed staff to verbally communicate with client #4. At no time during observations did staff present client #4 with a voice output switch.</p> <p>Subsequent observations revealed a second shift schedule posted on the wall adjacent to the kitchen revealed from 3:30 PM – 5:00 PM clients to participate in activities/run goals.</p> <p>Review of record for client #4 on 5/13/26 revealed a HP dated 11/10/25. Continued review of the 11/25 HP revealed the following training objectives; communication AM and PM, med administration, toothbrushing AM and PM, setting table and exercise. Further review of the training objectives revealed; client #4 will activate a simple pre-programmed voice output switch paired with picture/photo to indicate completion "I'm finished" given no more than 2 verbal prompts 90% of the time for 12 consecutive months.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 5/13/26 revealed client #4's HP and training objectives are current. Further interview with the QIDP revealed client #4 should be offered opportunities to participate in informal and formal programming throughout the day.</p>	W0249		
W0474	<p>MEAL SERVICES</p> <p>CFR(s): 483.480(b)(2)(iii)</p> <p>Food must be served in a form consistent with the developmental level of the client.</p> <p>This STANDARD is NOT MET as evidenced by:</p> <p>Based on observations, record reviews, and interviews, the facility failed to serve food in a form consistent with the developmental level of 2 of 6 audited clients (4 and #5). The findings are:</p> <p>A. The facility failed to provide client #4 with prescribed diet. For example:</p> <p>Observations in the group home on 5/12/26 at 5:10</p>	W0474		

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W0474	<p>Continued from page 4</p> <p>PM revealed client #4 to participate in the dinner meal which consisted of beverage of choice, two slices of cheese pizza, tossed salad, strawberries and grapes served in ¼ consistency. At no time during the dinner meal was staff observed to provide the client with food chopped as tolerated. Additionally, during observations client #4 did not have any difficulty with consuming the dinner meal.</p> <p>Observations in the group home on 5/13/26 at 6:45AM revealed client #4 to participate in the breakfast meal which consisted of water, milk, margarine, jelly, sausage and egg omelet and a biscuit, served in ¼ consistency. At no time during the breakfast meal was staff observed to provide the client with food chopped as tolerated. Additionally, during observations client #4 did not have any difficulty with consuming the breakfast meal.</p> <p>Review of client #4's record on 5/13/26 revealed a Habilitation Plan (HP) dated 9/5/25. Review of the HP revealed a nutritional evaluation dated 1/15/26 for client #4 to be prescribed a heart healthy, chopped as tolerated. Double portions at all meals. Add 1 tablespoon of almond butter to hot cereal at breakfast. MM shake with 1 cup of 1% milk and ½ cup of vanilla ice cream at 8am and 5pm. 4oz yogurt, pudding or ice cream with lunch daily.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) on 5/13/26 confirmed client #4's prescribed diet. Continued interview with the QIDP confirmed specially modified diets should be followed as prescribed.</p> <p>B. The facility failed to provide client #5 with prescribed diet. For example:</p> <p>Observations in the group home on 5/12/26 at 5:10 PM revealed client #5 to participate in the dinner meal which consisted of beverage of choice, two slices of cheese pizza, tossed salad, strawberries and grapes served in ¼ consistency. At no time during the dinner meal was staff observed to provide the client with food chopped as tolerated. Additionally, during observations client #5 did not have any difficulty with consuming the dinner meal.</p> <p>Observations in the group home on 5/13/26 at 6:45 AM revealed client #5 to participate in the breakfast meal which consisted of water, milk, margarine, jelly, sausage and egg omelet, served in ¼ consistency as well as a bowl of oatmeal. At no time during the breakfast meal was staff observed to provide the client with food chopped as tolerated. Additionally, during observations client #5 did not have any</p>	W0474		

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W0474	Continued from page 5 difficulty with consuming the breakfast meal. Review of client #5's record on 5/13/26 revealed a Habilitation Plan (HP) dated 9/5/25. Review of the HP revealed a nutritional evaluation dated 3/31/26 for client #5 to be prescribed a high fiber, high calorie, high fat, chopped or as tolerated by resident. One tablespoon of olive added to lunch and dinner. Add ketchup or spaghetti sauce to all meals if needed. Add 2/3 cup of vanilla ice cream to Ensure Plus at bedtime. Double portions of preferred foods. Interview with the QIDP on 5/13/26 confirmed client #5's prescribed diet. Continued interview with the QIDP confirmed specially modified diets should be followed as prescribed.	W0474		