

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL076-135	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/27/2026
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NAME OF PROVIDER OR SUPPLIER CAROL'S FAMILY CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 6136 ASHBROOK CIRCLE ARCHDALE ARCHDALE, NC 27263
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on May 27, 2027. The complaints were unsubstantiated (intakes #NC00236731, #NC00236744). 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 Disabilities.</p> <p>This facility is licensed for 3 and has a current census of 1. The survey sample consisted of audits of 1 current client and 2 former clients.</p>	V 000		
V 542	<p>27F .0105(a-c) Client Rights - Client's Personal Funds</p> <p>10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS</p> <p>(a) This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days.</p> <p>(b) Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts.</p> <p>(c) If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that:</p> <p>(1) assure to the client the right to deposit and withdraw money;</p> <p>(2) regulate the receipt and distribution of funds in a personal fund account;</p> <p>(3) provide for the receipt of deposits made by friends, relatives or others;</p> <p>(4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;</p>	V 542		

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

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V 542	<p>Continued From page 1</p> <p>(5) assure that a client's personal funds will be kept separate from any operating funds of the facility;</p> <p>(6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client;</p> <p>(7) provide for the issuance of receipts to persons depositing or withdrawing funds; and</p> <p>(8) provide the client with a quarterly accounting of his personal fund account.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to maintain records regarding the receipt and distribution of client funds and provide a quarterly accounting of personal funds affecting 1 of 3 audited clients (Former Client #2). The findings are:</p> <p>Reviews on 4/13/26 and 5/15/26 of Former Client #2 (FC #2)'s record revealed: -Admission date of 6/24/22. -Diagnoses of Autism, Profound Intellectual Disability; Obesity. -Discharge date of 2/4/26. -FC #2's legal guardian was his brother. -No documentation of state approved savings account withdrawals and transactions authorized by the resident. -No documentation of state approved savings account receipts to persons depositing or withdrawing funds. -No documentation of state approved savings account quarterly statements submitted to</p>	V 542		

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V 542	<p>Continued From page 2</p> <p>resident and/or legal guardian showing expenditures and balance. -No documentation of state approved savings account periodic monitoring of resident funds.</p> <p>Interview on 4/13/26 with FC #2's legal guardian revealed: -FC #2 had been at the facility for about 2 years. -There had been an issue related to the accounting of FC #2's money about two years ago. -"The Director did not have good record keeping of finances then and now." -He never received records of expenditures related to his brother.</p> <p>Interviews on 5/15/2/ and 5/27/25 with the Director revealed: -5/15/26: -He used to keep a bank account for FC #2. -"When he was discharged, the account was closed and all of the money was given to [FC #2's guardian]. It was about \$16,000. I just handed the money to him. his wife was there too." -"[FC #2] received Social Security Income (SSI). The check would go to the main office and I would then deposit it into his bank account." -Director would withdraw expenses for the month. "[FC #2] did not have much expenses. The main expenses were furniture that he would have to be replaced." -Monthly expenses were divided between clients at the facility. "The monthly expenses would fluctuate." -Expenses report were not kept for this house. "Typical month to month expenses would be for room and board and personal things." -When he took out the money from FC #2's account, he handed the money cash to his</p>	V 542		

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V 542	<p>Continued From page 3</p> <p>brother. (\$16,000).</p> <ul style="list-style-type: none"> -He acknowledges that he did not keep track of FC #2's money and expenses. He started to keep track, but the form was complicated to him, so he stopped. -He would receive back statements from the bank. -FC #2's legal guardian never expressed any concerns in the past regarding expenses to him. -He had received a new form from Wescare to keep track of expenses, but he never knew how to complete it. -There was also no record of the monthly \$90 given to FC #2. -"If there was anything ever needed for [FC #2] I would just take it out of his bank account." -Besides the cash money that he gave to FC #2's guardian, he also gave him his last SSI check. <p>-5/27/26:</p> <ul style="list-style-type: none"> -Whenever something was needed to be bought for FC #2, he would let his guardian know about it, but never had any paperwork for him to sign. -He never made it a point to always inform FC #2's guardian of things needed to be bought, like when he needed to buy FC #2 a new chair. -During the period that FC #2 was at the facility, he remembered buying new mattresses (twice), a bed, and four chars, of which two were recliners. -"When [FC #2] first moved in, he would always seat at the end of the couch. It eventually broke and I changed it. He got a new one and I then started just buying a single chair for him." -He denied ever having a conversation about FC #2's money with his legal guardian. -He recognized that he never kept track of the expenditures. "I just didn't do the expenditures!" 	V 542		

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V 542	Continued From page 4 Interview on 4/13/26 with the Qualified Professional revealed: -She was not aware of any issues ever being brought out regarding FC #2's finances. -"I never received concerns on how his money was being spent, where his money was being spent, etc."	V 542		