STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL060-538	A. BUILDING: _____ B. WING _____	12/19/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HIGHLAND MIST HOME	913 HIGHLAND MIST LANE CHARLOTTE, NC 28218

(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) COMPLETE DATE
V 000	INITIAL COMMENTS An annual and complaint survey was completed on 12-19-25. The complaint was unsubstantiated (Intake #NC00234347). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure For Children Or Adolescents. This facility is licensed for 4 and has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing 10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times. (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as follows: (1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;	V 296		

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V 296	Continued From page 1 (2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and (3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents. (d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan. (e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan. This Rule is not met as evidenced by: Based on record reviews, interviews and observation, the facility failed to ensure the minimum staffing ratio of 2 staff for up to 4 adolescents. The findings are: Observation on 12-15-25 between 3:45pm and 4:30pm revealed: -The Associate Professional (AP) present at the facility with two clients (client's #1 and #2). -At approximately 4:30pm the Executive Director/Qualified Professional (QP) arrived at the facility with client #3.	V 296		

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V 296	Continued From page 2 Interview on 12-15-25 with client #1 revealed: -How many staff working on a shift "depends on how many consumers are here (facility)." -"If two consumers (are in the facility) it's usually two (staff working)." -"Sometime when we (clients) get home from school, staff are not here but they are usually right around the corner. -Clients #1 and #2 had sometimes arrived at the facility from school before staff came on shift. -"We, (clients #1 and #2) had to wait the longest (for staff to arrive at the facility) about 10 minutes for staff to come today (12-15-25." Interview on 12-19-25 with client #2 revealed: -Two or three staff work on a shift. -Never at the facility without staff. Interview on 12-15-25 with client #3 revealed: -Always at least tow staff working per shift. -Only one staff picks him up from day treatment. Interview with the AP on 12-15-25 and 12-18-25 revealed: -The Executive Director/QP was working with her (12-15-25) but had taken client #3 to an appointment. -"So usually there's always two staff on shift. Basically lately since some people (staff) have been out (off shift), [Executive Director/QP] is the one who is working with us,well basically with me. But usually we always have to have like tow staff on shifts" -Denied clients #1 and #2 were alone after getting off the school bus. -"My shift is 2pm to 10pm. I clock in at 2pm and they get out of school at 2:15 so I'm always here (facility) whenever they (clients #1 and #2) come (arrive at the facility from school)"	V 296		

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V 296	Continued From page 3 Interview on 12-19-25 with staff #2 revealed: -"It's always two to three staff on shift, even on 3rd shift. Depending on what's going on. But there is always at least two staff working on shift. Interview on 12-15-25 and 12-18-25 with the Executive Director/QP revealed: -"[Client #3] attends [local day treatment program] and they usually transport but they were having some transportion issues today so we (facility) helped them out (picked up client #3)." -"My understanding is that one staff could transport a client to appointments and in the community as long as it was in the treatment plan." -Always at least two staff working a shift.	V 296		