Adult Care Home Corrective Action Report (CAR)

I. Facility Name: Richmond Hill Assisted Living #3
Address: 95 RICHMOND HILL ROAD ASHEVILLE, NC 28806

County: Buncombe
License Number: HAL011374

II. Date(s) of Visit(s): 02/26/2025

Purpose of Visit(s): Complaint Investigation
Exit/Report Date: 05/27/2025

Instructions to the Provider *(please read carefully)*:

In column **III (b)** please provide a plan of correction to address *each of the rules* which were violated and cited in column **III (a)**. The plan must describe the steps the facility will take to achieve and maintain compliance. In column **III (c),** indicate a specific completion date for the plan of correction.

*If this CAR includes a **Type B violation**, failure to meet compliance after the date of correction provided by the facility could result in a civil penalty in an amount up to $400.00 for each day that the facility remains out of compliance.

*If this CAR includes a **Type A1 or an Unabated B violation**, this agency *will* plan to submit an Administrative Penalty Recommendation for the violation(s). If this CAR includes a **Type A2 violation**, this agency *may* submit an Administrative Penalty Recommendation for the violation(s). The facility has an opportunity to schedule an Informal Dispute Resolution (IDR) meeting within **15 working days** from the mailing or delivery of the Corrective Action Plan. If on follow-up survey the **Type A1 or Type A2** violations are not corrected, a civil penalty of up to $1000.00 for each day that the facility remains out of compliance may be assessed. If on follow-up survey the **Unabated B** violations are not corrected, a civil penalty of up to $400.00 for each day that the facility remains out of compliance may also be assessed.

III (a). Non-Compliance Identified *For each citation/violation cited, document the following four components:* • *Rule/Statute violated (rule/statute number cited)* • *Rule/Statutory Reference (text of the rule/statute cited)* • *Level of Non-compliance (Type A1, Type A2, Type B, Unabated Type B, Citation* • *Findings of non-compliance*	**III (b). Facility plans to correct/prevent:** *(Each Corrective Action should be cross-referenced to the appropriate citation/violation)*	**III (c). Date plan to be completed**
Rule/Statute Number: 13F.1104(b) ACCOUNTING FOR RESIDENT'S PERSONAL FUNDS	☐ POC Accepted ______ *DSS Initials*	
Rule/Statutory Reference: Upon the written authorization of the resident or his legal representative or payee, an administrator or the administrator's designee may handle the personal money for a resident, provided an accurate accounting of monies received and disbursed and the balance on hand is available upon request of the resident or his legal representative or payee.		
Level of Non-Compliance: A1 Violation		
Based on interviews and record reviews, the facility failed to ensure accurate accounting and disbursement of resident personal funds for 2 of 10 sampled residents, related to the monthly receipt of two checks totaling $500 (#2) and cash payments for monthly room and board, resulting in an overdue balance (#1). The findings are: 1. Review of Resident #1's current FL2 dated 11/13/23 revealed: -Diagnoses included depression and dementia. -The resident was intermittently disoriented. Review of Resident #1's Resident Register revealed admission date of 09/25/23. Interview with Resident #1 on 2/26/25 at 12:30pm, 3/14/25 at 1:00pm, and on 4/2/25 at 1:30pm revealed: -He requested monthly billing statements from the Administrator for		

room and board but had never received a statement.
-He wanted to pay for his room and board with a check but was told by the Administrator he had to pay in cash.
-He thought he was told to pay in cash beginning in early 2024 and was repeatedly told this each time he asked to pay with a check.
-When he first arrived at the facility in late 2023, he was allowed to pay room and board with a check.
-The Administrator has been the same since he moved into the facility.
-He was not sure why she began requiring cash payments for room and board.
-He sometimes received handwritten receipts from the Administrator, but did not think he received one each time he made a cash rental payment.
-He was able to find one receipt, and was not sure what happened to the other receipts.
-He was taken to the bank by the Administrator or the Resident Care Coordinator (RCC), and he was asked to take out cash to pay his rent.
-He only took out cash from the bank for room and board payments as he preferred to use his debit card for purchases.
-When the RCC took him to the bank, she told him to hold the cash until he could give it to the Administrator.
-When the Administrator took him to the bank, she would "have me hand over the cash on the way out the door, I am not allowed to leave the bank with money in my wallet".
-The Administrator asked for cash and he paid her directly and believed he was paying for all his charges at the facility.
-He thought he was informed once by the Administrator that he owed back rent, and he asked again for statements from her.
-He did not receive any statements.
-He did not think that he owed very much to the facility, maybe a few hundred dollars.
-He gave the Administrator all of the cash he had taken out from the bank for room and board with the exception of a few hundred dollars during March 2025.
-This situation was very stressful for him.
-He did not question anything he was asked to do, "because they control my housing."
-He was afraid of being "kicked out" of his home if he did not cooperate.
-He was afraid he would be discharged because of the overdue balance.

Interview with Resident #1 and a representative from his bank on 4/02/25 at 1:30pm revealed:
-The representative could provide records for transactions from September 2023 through March 2025.
-There was a check cashed on 10/3/23 in the amount of $3500.
-There was a check cashed on 11/16/23 in the amount of $3500.
-There was a check cashed on 12/6/23 in the amount of $3500
-There was a cash withdrawal on 1/21/24 in the amount of $3500.
-There was a cash withdrawal on 2/14/24 in the amount of $3000.
-There was a cash withdrawal on 03/13/24 in the amount of $2741.

-There was a cash withdrawal on 04/17/24 in the amount of $2100.
-There was a cash withdrawal on 05/15/24 in the amount of $1000.
-There was a cash withdrawal on 06/10/24 in the amount of $1000.
-There was a cash withdrawal on 07/03/24 in the amount of $1000.
-There was a cash withdrawal on 07/24/24 in the amount of $2000.
-There was a cash withdrawal on 08/06/24 in the amount of $1500.
-There was a cash withdrawal on 9/4/24 in the amount of $2000.
-There was a cash withdrawal on 10/11/24 in the amount of $3000.
-There was a cash withdrawal at an ATM on 10/16/24 in the amount of $1000.
-There was a cash withdrawal on 11/13/24 in the amount of $2400.
-There was a cash withdrawal on 12/11/24 in the amount of $2000.
-There was a cash withdrawal on 01/13/25 in the amount of $2200.
-There was a cash withdrawal on 02/1/25 in the amount of $1500.
-There was a cash withdrawal on 03/13/25 in the amount of $2000.

Review of Resident #1's Payment Records for the facility dated September 2023 through March 2025 revealed:
-The facility records documented the payments received for room and board.
-There was no documentation regarding an ongoing overdue balance.
-Monthly room and board payments of $3,500 were documented as received for October 2023 through January 2024.
-There was a payment documented for room and board, received in February 2024 in the amount of $2,500.
-There was a payment documented for room and board, received in March 2024 in the amount of $2,500.
-There was a payment documented for room and board, received in April 2024 in the amount of $1,500.
-There was a payment documented for room and board, received in May 2024 in the amount of $1,000.
-There was a payment documented for room and board, received in June 2024 in the amount of $1,000.
-There was a payment documented for room and board, received in July 2024 in the amount of $1,000.
-There was a payment documented for room and board, received in August 2024 in the amount of $1,500.
-There was a payment documented for room and board, received in September 2024 in the amount of $2,000.
-There was a payment documented for room and board, received in October 2024 in the amount of $2,000.
-There was a payment documented for room and board, received in November 2024 in the amount of $2,000.
-There was a payment documented for room and board, received in December 2024 in the amount of $2,000.
-There was a payment documented for room and board, received in January 2025 in the amount of $2,200.
-There was a payment documented for room and board, received in February 2025 in the amount of $2,000.
-There was a payment documented for room and board, received in March 2025 in the amount of $1,700.

Review of an email from the Business Office Manager dated 3/18/23 at 10:26pm revealed:

-Resident #1 owes a $1,500 balance for 2023.
-Resident #1 owes a $13,500 balance for 2024.
-Resident #1 owes a $3,100 balance for 2025.
-The resident owes a total balance of $18,100, which was off by $6,000 according to the payment log.

Review of ledger received from the Business Office Manager on 5/26/25 revealed:
-She had begun recently using ledgers to track payments.
-There was a payment documented for room and board, received in January 2025 in the amount of $2,200, with documentation of an $800 balance owed for January 2025.
-There was a payment documented for room and board, received in February 2025 in the amount of $2,000, with documentation of an $1,000 balance owed for February 2025.
-There was a payment documented for room and board, received in March 2025 in the amount of $1,700, with documentation of an $1,300 balance owed for March 2025.

Review of a picture of the facility receipt book dated 11/19/24 revealed:
-There was a handwritten receipt numbered #705213, dated 2/14/24 for the amount of $3000, with "Feb. rent" in the memo line, signed by the Administrator.
-There was a handwritten receipt numbered #705214, dated 2/14/24 and not filled out further.
-The receipt numbered #705214 had a large "X" through the entire receipt.
-There was a handwritten receipt numbered #705215, dated 2/14/24 for the amount of $2500, with nothing noted in the memo line, signed by the administrator.
-There was a handwritten receipt numbered #705217, dated 2/14/24 for the amount of $2500, with nothing noted in the memo line, signed by the administrator.

Review of pictures of checks provided via email by the Administrator on 4/2/25 at 4:31pm revealed:
-The check #2406, dated 9/25/23, was written in the amount of $3,500, with "rent" in the memo line, signed by Resident #1.
-The check #2409 dated 10/31, was written for the amount of $3,500, with "Nov" in the memo line, signed by Resident #1.
-The check #2412, dated 12/6/23, was written for the amount of $3500, with nothing in the memo line, signed by Resident #1.

Review of pictures of receipts provided via email by the Administrator on 4/2/25 at 4:31pm revealed:
-There was a handwritten receipt numbered #705215, dated 2/14/24 for the amount of $2500, with nothing noted in the memo line, signed by the Administrator.
-The receipt #705215 had amount due "2500", nothing written as amount paid, and nothing written under balance.
-There was a handwritten receipt numbered #705245, dated 3/13/24 for the amount of $2500, with "March" noted in the memo line, signed by the Administrator.

-The receipt #705245 had nothing written as amount due, nothing written as amount paid, and nothing written as the balance. -There was a handwritten receipt numbered #705294, dated 4/17/24 for the amount of $1500, with "April rent" noted in the memo line, signed by the Administrator. -The receipt #705294 had "3500" written as amount due, "1500" written as amount paid, and "2000" written as the balance. -There was a handwritten receipt numbered #705236, dated 5/15/24 for the amount of $1000, with "May 2024 room & board" noted in the memo line, signed by the Administrator. -The receipt #705236 had nothing written as amount due, nothing written as amount paid, and nothing written as the balance. -There was a handwritten receipt numbered #705244, dated 6/10/24 for the amount of $1000, with "June rent" noted in the memo line, signed by the Administrator. -The receipt #705244 had nothing written as amount due, nothing written as amount paid, and nothing written as the balance. -There was a handwritten receipt numbered #705206, dated 7/24/24 for the amount of $1000, with "July rent" noted in the memo line, signed by the Administrator. -The receipt #705206 had nothing written as amount due, nothing written as amount paid, and nothing written as the balance. -There was a handwritten receipt numbered #705221, dated 8/6/24 for the amount of $1500, with "August rent" noted in the memo line, signed by the Administrator. -The receipt #705221 had "3000" written as amount due, "1500" written as amount paid, and "1500" written as the balance. -There was a handwritten receipt numbered #705266, dated 9/4/24 for the amount of $2000, with "Sept room/board" noted in the memo line, signed by the Administrator. -The receipt #705266 had "3500" written as amount due, "2000" written as amount paid, and "1500" written as the balance. -There was a handwritten receipt numbered #705247, dated 10/11/24 for the amount of $2000, with "Oct rent" noted in the memo line, signed by the Administrator. -The receipt #705247 had "3000" written as amount due, "2000" written as amount paid, and "1100" written as the balance. -There was a handwritten receipt numbered #705260, dated 11/13/24 for the amount of $2000, with "Nov room/board" noted in the memo line, signed by the Administrator. -The receipt #705260 had nothing written as amount due, nothing written as amount paid, and nothing written as the balance. -There was a handwritten receipt numbered #705255, dated 12/11/24 for the amount of $2000, with "Dec room/board" noted in the memo line, signed by the Administrator. -The receipt #705255 had "3500" written as amount due, "2000" written as amount paid, and "1500" written as the balance. -There was a handwritten receipt numbered #705220, dated 1/13/24 for the amount of $2200, with "Jan R/B" noted in the memo line, signed by the Administrator. -The receipt #705220 had "3500" written as amount due, "2200" written as amount paid, and "1300" written as the balance. -There was a handwritten receipt numbered #705349, dated 2/13/24 for the amount of $2000, with "Feb R/B" noted in the memo line,		

signed by the Administrator.
-The receipt #705349 had "3500" written as amount due, "2000" written as amount paid, and "1500" written as the balance.
-There was a handwritten receipt numbered #705261, dated 3/13/24 for the amount of $1700, with "March R/B" noted in the memo line, signed by the Administrator.
-The receipt #705261 had "3500" written as amount due, "1700" written as amount paid, and "1800" written as the balance.

Review of receipt provided by Resident #1 on 4/2/25 at 2:40pm revealed:
-The resident possessed a handwritten receipt numbered #705306, dated 3/13/24 for the amount of $1700, with "March R/B" noted in the memo line, signed by the administrator.
-The receipt #705306 had "3500" written as amount due, "1700" written as amount paid, and "1900" written as the balance.
-The receipt provided by the resident had a different receipt number, the same date, and a larger balance due than the receipt provided by the Administrator

Interview with the Resident Care Coordinator on 4/14/25 at 1:27pm revealed:
-She "often" took Resident #1 to the bank to get his cash.
-She "believes" she took him to the bank a lot of the times he went to get money for rent.
-She would drive the resident to the bank and wait in the vehicle while he went into the bank.
-He usually attempted to hand her the money, but she asked that he wait until they return to the facility, so he could give the cash to the Administrator.
-She did not watch the resident give his rent money to the Administrator.
-She did not usually watch the Administrator count the money.
-Usually, the Administrator would verbalize how much the resident had paid that month.

Interviews with the Administrator on 2/26/25 at 4:00pm, 3/14/25 at 1:50pm, 4/1/25 at 2:45pm and 4/2/25 at 3:00pm revealed:
-She accompanied Resident #1 to the bank when he needed to withdraw cash to pay room and board.
-Resident #1's room and board was $3500 per month.
-She asked Resident #1 to pay his rent in cash because two or three previous room and board payments by check had "bounced".
-Resident #1 went into the bank by himself.
-The resident brought the payment to the office and then gave the payment to her.
-She always had a witness, usually RCC, in the office when rent payments were made.
-She believed she gave the resident receipts for each transaction.
-She was unsure why there were multiple receipts for the same transaction.

2. Review of Resident #2's most recent FL2 dated 08/12/24 revealed:
-Diagnoses included substance induced mood disorder and major

depressive disorder.
-There was no information regarding orientation status.
-The FL2 documented the original admission date to the facility as 05/09/24.

Review of Resident #2's Resident Register revealed:
-The form had not been filled out completely.
-The date of admission had been left blank.

Review of Resident #2's personal fund activity for June 2024 through February 2025 revealed:
-On 06/15/24, there was documentation the resident signed for and received $20 cash, and the account had a remaining balance of $80.
-On 06/29/24, there was documentation the resident signed for and received $80 cash, and the account had a remaining balance of $0.
-On 07/17/24, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.
-On 08/16/24, there was documentation the resident signed for and received $25 cash, and the account had a remaining balance of $230.
-On 08/30/24, there was documentation the resident signed for and received $230 cash, and the account had a remaining balance of $0.
-On 09/17/24, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.
-On 10/17/24, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.
-On 11/18/24, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.
-On 12/17/24, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.
-On 01/17/25, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.
-On 02/19/25, there was documentation the resident signed for and received $250 cash, and the account had a remaining balance of $0.

Review of Resident #2's June 2024 through March 2025 financial transaction records provided by the Payee revealed:
-On 06/01/24, there was documentation check #1040 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1040 was cashed.
-On 07/01/24, there was documentation check #1046 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1046 was cashed.
-On 07/15/24, there was documentation check #1051 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was no documentation that check #1051 was cashed.
-On 08/01/24, there was documentation check #1052 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1052 was cashed.
-On 08/15/24, there was documentation check #1056 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was no documentation that check #1056 was cashed.

-On 09/01/24, there was documentation check #1057 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1057 was cashed.
-On 09/15/24, there was documentation check #1061 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was no documentation that check #1061 was cashed.
-On 10/01/24, there was documentation check #1062 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was documentation that check #1062 was cashed.
-On 10/15/24, there was documentation check #1066 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was documentation that check #1066 was cashed.
-On 11/01/24, there was documentation check #1067 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1067 was cashed.
-On 11/15/24, there was documentation check #1071 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was documentation that check #1071 was cashed.
-On 12/01/24, there was documentation check #1072 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1072 was cashed.
-On 12/15/24, there was documentation check #1076 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was no documentation that check #1076 was cashed.
-On 01/01/25, there was documentation check #1077 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1077 was cashed.
-On 1/15/25, there was documentation check #1082 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was no documentation that check #1082 was cashed.
-On 02/01/25, there was documentation check #1083 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1083 was cashed.
-On 2/15/25, there was documentation check #1087 was sent to the facility, made out to Resident #2 in the amount of $250 for food.
-There was no documentation that check #1087 was cashed.
-On 03/01/25, there was documentation check #1088 was sent to the facility, made out to Resident #2 in the amount of $250 for personal needs.
-There was no documentation that check #1088 was cashed.

Review of an email received from Resident #2's Payee dated 3/24/25 at 5:49pm revealed:
-She mailed a check for personal funds on the first of each month in the same envelope as the cost of care check.
-The personal funds check was made out to Resident #2 and mailed to the facility in the envelope addressed to the Administrator.
-She sent an additional check on the 15th of each month, in the

amount of $250 for food.
-The checks for food were made out to Resident #2 and mailed to the facility in an envelope addressed to the resident.
-When she asked why the Administrator was giving Resident #2 funds but not ensuring she was cashing her checks, the Administrator "stated she felt safe giving her money since she knew that she had these checks available to cash".

Review of an email received from Resident #2's Payee dated 5/5/25 at 2:17pm revealed:
-She initially noticed some checks were not cashed in November 2024.
-She informed the residents guardian of her concerns about the missing checks in November 2024.
-On 3/20/25, Resident #2's guardian and Payee spoke with the Administrator regarding the uncashed checks and the Administrator told them she had set aside and misplaced the checks and sent "a list of several checks she found on her desk dating back to last year".
-The Administrator has not provided any reasons for the checks continuing to not be cashed.
-She reached out to the Administrator over 10 times since the meeting regarding the checks that have still not been cashed and received no response.
-She had withheld cost of care payments for April 2025 and May 2025 so the Administrator will reach out and she has still not heard from the administrator.

Interview with Resident #2 on 2/26/25 at 3:30pm revealed:
-She received different amounts of money from the Administrator each month.
-She would occasionally receive amounts such as $20, $80, or more.
-She was unable to remember the dates she received the funds.
-She could not remember if she ever received $250 at one time.

Interviews via telephone with Resident #2's legal guardian on 2/27/25 at 12:50pm, 3/21/25 at 10:00am, and 3/27/25 at 4:15pm revealed:
-Resident #2 should receive a check written in the amount of $250 for personal funds each month.
-Resident #2 should receive a check written in the amount of $250 for food purchases each month.
-She had never received a statement regarding monies disbursed to the resident.
-She was informed by Payee that there were multiple outstanding checks which had not been cashed.
-On 3/20/25, Resident #2's guardian and Payee spoke with the Administrator regarding the uncashed checks and the Administrator told them she had set aside and misplaced the checks.
-The Administrator could not provide a reason for misplacing the checks and provided no reason for not cashing the checks once found.

Interview with the Resident Care Coordinator (RCC) on 4/14/25 at 1:27pm revealed:

-Resident #2 stated to her she should be getting $250 per month when the resident came to the office for her money.
-The Administrator reported giving Resident #2 "at least $10", stating the resident should be able to buy at least a pack of cigarettes with the money.
-She did not witness the Administrator disbursing the residents' personal funds.

Interviews with the Administrator on 2/26/25 at 4:00pm, 3/14/25 at 1:50pm, 4/1/25 at 2:45pm, and 4/2/25 at 3:00pm revealed:
-She completed the resident funds logs and disbursed the special assistance and personal funds monies.
-Resident #2 received checks from her Payee for personal funds that were mailed to the facility office along with the cost of care check, and the envelope addressed to the facility.
-She would have given Resident #2 any mail that was addressed to the resident.
-She would take Resident #2 to the bank in order to cash the checks.
-She had misplaced between six and eight checks after setting them aside to cash later with Resident #2.
-She had access to only one bank account from which she withdrew Resident #2's personal funds.
-She would give Resident #2 up to $250 at a time.
-Resident #2 would yell and swear at her when she did not give the resident the full $250, so she gave her the full amount.
-She only tracked the cash payments to the resident, not what the money was used for.
-She was not aware she was required to send statements to the guardian.

The facility failed to accurately account for the receipt and disbursement of resident personal funds which were managed by the Administrator, resulting in Resident #1 accursing an outstanding balance greater than $18,000 for room and board fees and for Resident #2, who received a monthly check in the amount of $250 for personal needs and a monthly check in the amount of $250 for food. The checks were not documented as cashed and the Administrator could not account for 9 of 10 checks totaling $2,250 received for Resident #2's personal needs between 6/01/24 and 3/01/25 and for 6 of 8 checks totaling $1,500 received for Resident #2's food needs between 6/01/24 and 2/15/25. These failures resulted in exploitation of Resident #1 and Resident #2 and constitute a Type A1 Violation.

The facility provided a plan of protection on 3/19/2025 in accordance with G.S. 131D-34 for this violation.

DATE OF CORRECTION FOR THE A1 VIOLATION SHALL NOT EXCEED 06/26/2025

IV. Delivered Via: Email	**Certified Mail #:**	Date: 05/30/2025
DSS Signature: Emily R. Weinstein		Return to DSS By: 06/23/2025

V. CAR Received by:	Administrator/Designee (print name): Lacey Russell	
	Signature:	Date:
	Title: Administrator	

VI. Plan of Correction Submitted by:	Administrator (print name):	
	Signature:	Date:

VII. Agency's Review of Facility's Plan of Correction (POC)		
☐ ***POC Not Accepted***	By:	Date:
Comments:		
☐ ***POC Accepted***	By:	Date:
Comments:		

VIII. Agency's Follow-Up	By:	Date:
	Facility in Compliance: ☐ Yes ☐ No	Date Sent to ACLS:
Comments:		
** For follow-up to CAR, attach Monitoring Report showing facility in compliance.*		