

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-563	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 01/29/2025
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NAME OF PROVIDER OR SUPPLIER NEW BEGINNINGS HEALTH CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 5309 KYLE DRIVE RALEIGH, NC 27616
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(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
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on January 29, 2025. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 9 and currently has a census of 5. The survey sample consisted of audits of 3 current clients.</p>	V 000	<p>Kyle</p> <p>Measures put in place to correct the deficient area of practice and how we identified other areas of the facility having the potential to be affected by the same deficient practice and what corrective actions will be taken</p> <p>Measures put in place to prevent the problem from occurring again</p> <p>Who will monitor the situation to ensure it will not occur again</p> <p>How often the monitoring will take place</p> <p>Dates the corrective action will be completed</p>	<p>10A NCAC 27G.1700 Residential treatment Staff Secure for Children or Adolescents</p> <p>Our agency took immediate action to ensure the quality of all homes. We discussed and preventative measures/interventions were reviewed and voted on for approval by the Board.</p> <ul style="list-style-type: none"> TBGI immediately corrected the deficiency and notified the agencies on call handy man to come and adjust the water temperature that was notified by the DHSR Auditor, Ms. Kimberly Thigpen. <p>Upon learning of the deficiency, our agency placed the below preventative measures in place.</p> <p>1.TBGI shall add checking the water temperatures monthly and randomly to remain in compliance with State rules.</p> <p>The Executive Director and Director and our Quality management/Quality Improvement Director, and or designated qualified staff will continue to monitor the implementation to ensure that the deficiency will not occur again.</p> <p>Our agency made sure the above plan happened by implementing an immediate water adjustment and continual supervision request with the agencies on call handy man to perform monthly and random monitoring as needed of the facility to remain in compliance.</p> <p>The corrective action was completed on 1-29-2025.</p>
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure the water temperature was maintained between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 1/29/25 at 2:30 PM revealed the following: -Kitchen sink temperature was 90 degrees Fahrenheit. -Hallway bathroom temperature was 85 degrees Fahrenheit. -Client bedroom bathroom was 90 degrees</p>	V 752		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM *Bona Ward, Director 2/12/25*

RECEIVED BY MHL & C 2/18/25

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V 752	Continued From page 1 Fahrenheit. Interview on 1/29/25 the Licensee stated: -No clients had complained of water temperatures being too cold. -Recently had a clogged toilet in the hallway bathroom which caused a flood a few days ago. -Had a plumber out and they may have caused the water temperature to change while fixing the bathroom. -Will have her husband turn the water heater back up and continue to monitor the temperature.	V 752			