STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL034-311	A. BUILDING: _____ B. WING _____	05/08/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
FRIENDLY PEOPLE THAT CARE	1660 REYNOLDS FOREST DRIVE WINSTON SALEM, NC 27107

(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 5/8/25. The complaint was unsubstantiated (intake # NC00228448). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities. This facility is licensed for 3 beds and has a current census of 3. The survey sample consisted audits of 3 current clients.	V 000		
V 366	27G .0603 Incident Response Requirements 10A NCAC 27G .0603 INCIDENT RESPONSE REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (a) Category A and B providers shall develop and implement written policies governing their response to level I, II or III incidents. The policies shall require the provider to respond by: (1) attending to the health and safety needs of individuals involved in the incident; (2) determining the cause of the incident; (3) developing and implementing corrective measures according to provider specified timeframes not to exceed 45 days; (4) developing and implementing measures to prevent similar incidents according to provider specified timeframes not to exceed 45 days; (5) assigning person(s) to be responsible for implementation of the corrections and preventive measures; (6) adhering to confidentiality requirements set forth in G.S. 75, Article 2A, 10A NCAC 26B, 42 CFR Parts 2 and 3 and 45 CFR Parts 160 and 164; and (7) maintaining documentation regarding Subparagraphs (a)(1) through (a)(6) of this Rule.	V 366		

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V 366	Continued From page 1	V 366		

(b) In addition to the requirements set forth in Paragraph (a) of this Rule, ICF/MR providers shall address incidents as required by the federal regulations in 42 CFR Part 483 Subpart I.
(c) In addition to the requirements set forth in Paragraph (a) of this Rule, Category A and B providers, excluding ICF/MR providers, shall develop and implement written policies governing their response to a level III incident that occurs while the provider is delivering a billable service or while the client is on the provider's premises. The policies shall require the provider to respond by:
(1) immediately securing the client record by:
(A) obtaining the client record;
(B) making a photocopy;
(C) certifying the copy's completeness; and
(D) transferring the copy to an internal review team;
(2) convening a meeting of an internal review team within 24 hours of the incident. The internal review team shall consist of individuals who were not involved in the incident and who were not responsible for the client's direct care or with direct professional oversight of the client's services at the time of the incident. The internal review team shall complete all of the activities as follows:
(A) review the copy of the client record to determine the facts and causes of the incident and make recommendations for minimizing the occurrence of future incidents;
(B) gather other information needed;
(C) issue written preliminary findings of fact within five working days of the incident. The preliminary findings of fact shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides,

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V 366	Continued From page 2 if different; and (D) issue a final written report signed by the owner within three months of the incident. The final report shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides, if different. The final written report shall address the issues identified by the internal review team, shall include all public documents pertinent to the incident, and shall make recommendations for minimizing the occurrence of future incidents. If all documents needed for the report are not available within three months of the incident, the LME may give the provider an extension of up to three months to submit the final report; and (3) immediately notifying the following: (A) the LME responsible for the catchment area where the services are provided pursuant to Rule .0604; (B) the LME where the client resides, if different; (C) the provider agency with responsibility for maintaining and updating the client's treatment plan, if different from the reporting provider; (D) the Department; (E) the client's legal guardian, as applicable; and (F) any other authorities required by law. This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to implement written policies governing their response to Level II incidents as	V 366		

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V 366	Continued From page 3 required. The findings are: Review on 4/29/25 of the client #1's "After Visit" summaries from medical professionals revealed: - On 3/11/25, client #1 was seen at her primary care physician's office and "the following issue was addressed: infected decubitus ulcer, unspecified ulcer stage - Client #1's primary care physician prescribed Sulfamethoxazole-Trimethoprim 800-160 mg (a combination of two oral antibiotics also known as Bactrim) to address the infection along with wound care instructions - On 3/13/25, client #1 was seen at a local hospital emergency department with the reason for the visit being listed as "wound infection" with a diagnosis of "pressure injury of right hip, unstageable." - Client #1 was given "NaCl" (salt) as part of her treatment while at the hospital and released Review on 4/29/25 of the North Carolina Incident Response Improvement System (IRIS) revealed: - No Level II incident reports regarding client #1's series of visits to medical professionals to address her significant medical needs to include visits to a hospital emergency room, her primary care physician and a wound care center Interview on 5/7/25 with the House Manager revealed: - In March of 2025, client #1 had been seen by several medical professionals including visits to an hospital emergency department, her primary care physician, and a physician at a wound care center - Client #1 had a pressure sore which had required ongoing treatment to include medications and "packing" of the wound - On 5/2/25, client #1 had been admitted to the	V 366		

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V 366	Continued From page 4 hospital because she had begun to refuse to eat and/or drink - Client #1 remained hospitalized as of 5/7/25 Interview on 5/8/25 with the QP revealed: - She had not submitted a Level II incident report regarding client #1's visit to medical treatment on 3/11/25; her visit to a hospital emergency department on 3/13/25 and a visit to a wound care center on 3/17/25 - Confirmation that client #1 had been admitted to the hospital on 5/2/25; however, she had not submitted a Level II incident report to IRIS regarding her hospitalization - Had not realized she needed to submit a Level II incident report to IRIS regarding these occurrences; thus, she did not have documentation to support how client #1's health and safety needs were being attended to; a determination of the cause of the incidents; what corrective measures were developed and implemented to prevent similar incidents and what person(s) were assigned to be responsible for implementation of any corrective and preventive measures which were all part of a Level II incident report	V 366		
V 367	27G .0604 Incident Reporting Requirements 10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME	V 367		

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V 367	Continued From page 5	V 367		

responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information:
(1) reporting provider contact and identification information;
(2) client identification information;
(3) type of incident;
(4) description of incident;
(5) status of the effort to determine the cause of the incident; and
(6) other individuals or authorities notified or responding.
(b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever:
(1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or
(2) the provider obtains information required on the incident form that was previously unavailable.
(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:
(1) hospital records including confidential information;
(2) reports by other authorities; and
(3) the provider's response to the incident.
(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of

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V 367	Continued From page 6 becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18). (e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows: (1) medication errors that do not meet the definition of a level II or level III incident; (2) restrictive interventions that do not meet the definition of a level II or level III incident; (3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph. This Rule is not met as evidenced by: Based on record review and interviews, the	V 367		

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V 367	Continued From page 7 facility failed to submit Level II incidents report to the Local Management Entity/Managed Care Organizations (LME/MCOs) within 72 hours as required. The findings are: Review on 4/29/25 of the client #1's "After Visit" summaries from medical professionals revealed: - On 3/11/25, client #1 was seen at her primary care physician's office and "the following issue was addressed: infected decubitus ulcer, unspecified ulcer stage - Client #1's primary care physician prescribed Sulfamethoxazole-Trimethoprim 800-160 mg (a combination of two oral antibiotics also known as Bactrim) to address the infection along with wound care instructions - On 3/13/25, client #1 was seen at a local hospital emergency department with the reason for the visit being listed as "wound infection" with a diagnosis of "pressure injury of right hip, unstageable." - Client #1 was given "NaCl" (salt) as part of her treatment while at the hospital and released Review on 4/29/25 of the North Carolina Incident Response Improvement System (IRIS) revealed: - No Level II incident reports regarding client #1's series of visits to medical professionals to address her significant medical needs to include visits to a hospital emergency room, her primary care physician and a wound care center Interview on 5/7/25 with the House Manager revealed: - In March of 2025, client #1 had been seen by several medical professionals including visits to an hospital emergency department, her primary care physician, and a physician at a wound care center - Client #1 had a pressure sore which had	V 367		

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V 367	Continued From page 8 required ongoing treatment to include medications and "packing" of the wound - On 5/2/25, client #1 had been admitted to the hospital because she had begun to refuse to eat and/or drink - Client #1 remained hospitalized as of 5/7/25 Interview on 5/8/25 with the QP revealed: - She had not submitted a Level II incident report regarding client #1's visit to medical treatment on 3/11/25; her visit to a hospital emergency department on 3/13/25 and a visit to a wound care center on 3/17/25 - Confirmation that client #1 had been admitted to the hospital on 5/2/25; however, she had not submitted a Level II incident report to IRIS regarding client #1's hospitalization - Had not realized she needed to submit a Level II incident report to IRIS regarding these occurrences	V 367		