

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-313	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 06/13/2025
NAME OF PROVIDER OR SUPPLIER FRIENDLY PEOPLE THAT CARE 3		STREET ADDRESS, CITY, STATE, ZIP CODE 6936 BRIDGEWOOD ROAD CLEMMONS, NC 27012		
(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	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 6/13/25. One complaint was unsubstantiated (intake #NC00229692) and one complaint was substantiated (intake# NC00230135). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>The facility is licensed for 3 and has a current census of 3. The survey sample consisted of an audit of 3 current clients.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid</p>	V 108		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 108	<p>Continued From page 1</p> <p>techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure at least one staff member who was trained in basic first aid and cardiopulmonary resuscitation (CPR) was available in the facility at all times when a client was present for 1 of 3 audited staff (staff #1). The findings are:</p> <p>Review on 6/10/25 of staff #1's record revealed:</p> <ul style="list-style-type: none"> - A hire date of 4/12/19 as a Paraprofessional - Her training in basic first aid and CPR expired on 5/27/25 <p>Interview on 6/10/25 with staff #1 revealed:</p> <ul style="list-style-type: none"> - Worked alone on third shift - No one had made her aware that her training in basic first aid/CPR was expiring on 5/27/25 <p>Interview on 6/12/25 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - Staff #1 was notified via text message on 5/24/25 that she needed to attend a first aid/CPR class on 5/29/25 at 12 pm - Staff #1 had failed to attend the training as directed - She would not be allowed to return to work 	V 108		

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STATE FORM

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V 114	<p>Continued From page 3</p> <p>first, second or third shift during the second quarter of 2024 (April 2024 - June 2024)</p> <ul style="list-style-type: none"> - No evidence a disaster drill was held on the first, second or third shift during the third quarter of 2024 (July 2024 - September 2024) - No evidence a disaster drill was held on the first, second or third shift during the fourth quarter of 2024 (October 2024 - December 2024) <p>Interview on 6/9/25 with the House Manager revealed:</p> <ul style="list-style-type: none"> - He had been confused as to how often a disaster drill had to be held - Believed he now had a better understanding as he was holding the drills as required <p>Interview on 6/11/25 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> - Would ensure disaster drills were held as required <p>This is a re-cited deficiency and must be corrected within 30 days.</p>	V 114			