

FRIENDLY PEOPLE THAT CARE  
6936 BRIDGEWOOD ROAD  
CLEMMONS, NC 27012  
MHL# 034-313

Plan of Correction

Please complete <u>all</u> requested information and mail completed Plan of Correction form to: NC Division of Health and Human Service Regulation 2718 Mail Service Center Raleigh, NC 27699-2718	Partners
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Provider Name:	Friendly People That Care 3 MHL 034-313 6936 BRIDGEWOOD ROAD CLEMMONS, NC 27012	Phone:	[REDACTED]
Provider Contact Person for follow-up:	[REDACTED]	Fax:	[REDACTED]
		Email:	[REDACTED]
Address:	[REDACTED]		

Finding	Corrective Action Steps	Responsible Party	Time Line
<b>V108</b> 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: Review on 6/10/25 of staff #1's record revealed:- A hire date of 4/12/19 as a Paraprofessional -Her training in basic first aid and CPR expired on 5/27/25 Interview on 6/10/25 with staff #1 revealed:- 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 Interview on 6/12/25 with the Qualified Professional revealed:- Staff #1 was	<b>TO CORRECT THE DEFICIENCY</b> --FPTC has implemented a system of checks and balances to ensure that all staff maintain their trainings in First Aid and CPR at all times.  <b>TO PREVENT THE PROBLEM</b> —FPTC has ensured that all staff are reminded when their trainings are near their expiration. House Manager will be informed all staff and will ensure their attendance in the scheduled training. House Manager's will be informed at least 2 months in advance of the expiring training to allow time for schedule conflicts which will maintain compliance as per the 10A NCAC 27G .0202 PERSONNEL REQUIREMENTS Rule.  <b>WHO WILL MONITOR</b> —FPTC's House Managers, Associate Professional and the Qualified Professional.  <b>HOW OFTEN</b> — FPTC House Manager will monitor throughout the month, the AP's will monitor at least	FPTC House Managers  Associate Professionals  Director, QP	Implementation Date: 7/1/2025  Projected Completion Date: Ongoing <div style="text-align: center; color: blue; font-weight: bold; font-size: 1.2em;">RECEIVED</div> <div style="text-align: center; color: red; font-weight: bold; font-size: 1.1em;">JUN 30 2025</div> <div style="text-align: center; color: blue; font-weight: bold; font-size: 0.9em;">DHSR-MH Licensure Sect</div> <div style="text-align: right; margin-top: 20px;"> </div>

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<p>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 until she completed the training.</p> <p>V114 This Rule is not met as evidenced by: V 114 Based on record review and interview, the facility failed to ensure disaster drills were held at least quarterly and repeated for each shift. The findings are: Review on 6/9/25 of the facility's disaster drill from 4/1/2024-5/18/25 revealed: - No evidence a disaster drill was held on the quarter of 2024 (April 2024 - June 2024)- 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) Interview on 6/9/25 with the House Manager revealed:- 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</p>	<p>monthly and the QP will monitor at least quarterly.</p> <p><b>TO CORRECT THE DEFICIENCY</b>--FPTC has implemented a system of checks and balances to ensure that all disaster drills are completed at least quarterly for each shift.</p> <p><b>TO PREVENT THE PROBLEM</b>—FPTC has ensured that all House Managers are clear on the requirement for all disaster drills to be completed at least quarterly for each shift. We've established a system to have all the drills turned in so they can be tracked and monitored for completion. will maintain compliance as per 10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES.</p> <p><b>WHO WILL MONITOR</b>—FPTC's House Managers, Associate Professional and the Qualified Professional.</p> <p><b>HOW OFTEN</b>— FPTC House Manager will monitor throughout the month, the AP's will monitor at least monthly and the QP will monitor at least quarterly.</p>	<p>FPTC House Managers</p> <p>Associate Professionals</p> <p>Director, QP</p>	<p>Implementation Date: 7/1/2025</p> <hr/> <p>Projected Completion Date: <b>Ongoing</b></p>

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drills as required Interview on 6/11/25 with the Qualified Professional revealed:- Would ensure disaster drills were held as required This is a re-cited deficiency and must be corrected within 30 days.			