

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-410</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>06/23/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>DEVINE MINDS</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>1164 BURKE STREET WINSTON SALEM, NC 27101</b>		
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on June 23, 2025. The complaint was substantiated (Intake #NC00231560). A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness and 10A NCAC 27G .1400 Day Treatment for Children and Adolescents with Emotional or Behavioral Disturbances.</p> <p>This facility has a current census of 4. The .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness has a current census of 0 and the .1400 Day Treatment for Children and Adolescents has a current census of 4. The survey sample consisted of audits of 1 former client.</p>	V 000		
V 115	<p><b>27G .0208 Client Services</b></p> <p><b>10A NCAC 27G .0208 CLIENT SERVICES</b></p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap</p>	V 115		

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

TITLE

(X6) DATE

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V 115	<p>Continued From page 1</p> <p>are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to provide space and supervision to ensure safety and welfare of the client affecting Former Client (FC #1). The findings are:</p> <p>Review on 6/19/25 of FC #1's record revealed: -Date of Admission: 5/29/25; -Diagnoses: Disruptive Mood Dysregulation; Conduct Disorder, Childhood-Onset; Post-Traumatic Stress Disorder; and Other Disorders of Psychological Development; -Age: 16; -Incident report dated 6/10/25 client was outside of the facility unsupervised.</p> <p>Interview on 6/18/25 with FC #1 revealed: -This occurred last Tuesday (6/10/25), she has been hospitalized for a week; -"This was pretty extreme, even if they (staff) did not feel safe. You're not supposed to look someone out." Staff did not feel safe because she was upset and her behavior was escalating; -There was a new female client in day treatment, and the new client was talking about FC #1;</p>	V 115		

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V 115	<p>Continued From page 2</p> <p>-She asked the other female client "what was her problem." The two clients began yelling at one another and she got mad.</p> <p>-She went outside and found a piece of glass and "already knew what I needed to do." She hid the piece of glass under a rock;</p> <p>-She told the Program Director (PD)/Associate Professional (AP)) that the new client was making her mad;</p> <p>-"The PD/AP stated, 'FC #1 was mad because the other client was not talking to her, and she liked her;'"</p> <p>-She went back outside, grabbed the glass and began cutting herself because staff would not let her call her Social Worker (SW);</p> <p>-She went to the bathroom, broke a piece of plastic off a flowerpot and cut herself (arm, leg, and neck);</p> <p>-"I told her (PD/AP) that she was supposed to call my SW and that I am the property of [Department of Social Services (DSS)];"</p> <p>-She was standing in the doorway to the facility, when three other staff members returned from lunch. She stepped outside of the facility to allow the staff members to enter the program;</p> <p>-"The door closes and she hears the door lock;"</p> <p>-"I am banging my shoulder against the door, to attempt to get inside the day program;</p> <p>-She picked up a rock and attempted to knock the door handle off with the rock;</p> <p>-She wrote f**** y** on the door windows and she went to the long side of the building to knock on a window to get inside the day program;</p> <p>-She broke a window and law enforcement arrived at the day program. She ran down the side of the building and attempted to run up the hill, behind the facility and fell;</p> <p>-She agreed to go to the hospital voluntarily.</p> <p>Interview on 6/19/25 with legal guardian DSS</p>	V 115		

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V 115	<p>Continued From page 3</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>- "Around 4:00pm, she (FC #1) was locked out of the facility;"</li> <li>- FC #1 went into the bathroom and found a piece of hard plastic and scratched herself;</li> <li>- "The door (day treatment) was locked immediately when she (FC #1) went outside;"</li> <li>- PD/AP called him and said something like FC #1 was being emergency discharged for her cutting herself;</li> <li>- FC #1 used the glass from the busted window on her arms and legs first. Now are you going to allow me to call my SW? Staff declined to call her SW, and FC #1 took the glass and proceeded to cut her neck;</li> <li>- "I told them to call 911 and attempt to have her (FC#1) hospitalized;"</li> <li>- "The cuts were superficial."</li> </ul> <p>Interview on 6/19/25 and 6/20/25 with the PD/AP revealed:</p> <ul style="list-style-type: none"> <li>- "I closed and locked the door after, [FC #1] threatened staff and picked up a rock. I'm fearful of her next move at this point;"</li> <li>- FC #1 began complaining stating, "that she did not want to be here (day treatment);"</li> <li>- FC #1 did not have to be in placement, and she could be at home with her mom;</li> <li>- She processed with FC #1, and FC #1 asked if she could have a moment to herself;</li> <li>- FC #1 sat at the tablet in the program first, then told the PD/AP to call her SW;</li> <li>- FC #1 asked if she could go outside for some air. FC #1 sat in front of the facility for "a good ten minutes;"</li> <li>- She checked on FC #1 and she was fine;</li> <li>- FC #1 returned inside the day program and asked to go to the bathroom;</li> <li>- She did not hear any water running or the toilet flushing so she checked on FC #1. FC #1 stated</li> </ul>	V 115		

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V 115	Continued From page 4  that she was not coming out of the bathroom; -When she entered the bathroom FC #1 had scratches on her arms, legs, and neck; -"[FC #1] told the PD/AP that she was supposed to call the ambulance, to go to the hospital;" -She contacted the therapist for the level III facility for the therapist to speak with FC #1; -FC #1 told the PD/AP, she did not care who the PD/AP called. "She (FC #1) did not want to be here;" -While processing with the PD/AP, "[FC #1] threatened to walk away from day treatment, and show strangers on the street her arms. So, that they (strangers) will call the police; -"[FC #1] stated if staff did not do something. I am going to f*** y'all up and kill myself. [FC #1] walked outside and picked up a rock and proceeded toward the facility door with the rock in her hand;" -FC #1 took a rock and attempted to carve f*** y** into the windowpane at the top of the door; -FC #1 was banging on the door, busted out a pane of glass. "[FC #1] now had glass and rocks."	V 115		