Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL0411264	A. BUILDING: _____ B. WING _____	08/01/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
DESTINY CARE LIVING	4707 WESTWOOD ROAD GREENSBORO, NC 27410

(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 survey was completed on August 1, 2025. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living. This facility is licensed for 2 and has a current census of 2. The survey sample consisted of audits of 2 current clients.	V 000		
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or	V 290	RECEIVED AUG 12 2025 DHSR-MH Licensure Sect	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Tiffany Graham NA, QP — TITLE — (X6) DATE: 8/7/2025

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V 290	Continued From page 1 (2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body. (d) In facilities which serve clients whose primary diagnosis is substance abuse dependency: (1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and (2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure a client's continued capability of remaining in the facility or community without staff supervision for 1 of 2 current clients (Client #1). The findings are: Review on 7/31/25 of Client #1's record revealed: -Admission date of 6/16/25. -Diagnoses of Moderate Intellectual Developmental Disability (IDD) and Down's Syndrome. -No annual assessment which documented Client #1 remained capable of unsupervised time without staff in the facility or community. Review on 7/31/25 of a 7/30/25 incident report for	V 290	QP and Care Manager will schedule a meeting to coordinat for the member to have an evaluation to determine if having unsupervised time is appropriate and if so, how much	

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V 290	Continued From page 2 Client #1 revealed: -She was left outdoors on a university campus by two friends without money to pay for a ride back to the facility. -She contacted Staff #1 about a ride back to the facility. Review on 7/31/25 of a local weather report in the geographical location of the university campus revealed: -An outside temperature of 92 degrees Fahrenheit with a heat index between 100-105 degrees Fahrenheit. Interview on 7/31/25 with Client #1 revealed: -She had been living at the facility for about a month. -She lived on her own while she attended a local university and prior to her admission. -On the previous day (7/30/25), she spent her money on lunch for herself and two friends while in the community and had no money left to pay for a rideshare back to the facility. -She called Staff #1 to be transported back to the facility. -She could stay without a staff while at the facility and in the community. -She did not know about any female individual who took her out into the community a couple of days a week. -"If there's an emergency and I'm here (at facility) by myself, I will go back to my room and close the door or go in the bathroom or my closet." -She had her own phone to use for an emergency. "I would call my family or boyfriend." Interview on 8/1/25 with Client #1's Care Manager with the Local Management Entity/Managed Care Organization revealed: -Client #1's unsupervised time for 4-6 hours daily	V 290		

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V 290	Continued From page 3 was determined by Client #1 and her mother. -She agreed Client #1's unsupervised time needed to be reassessed. Interview on 7/31/25 with Staff #1 revealed: -She was the AFL Provider. -Client #1 was her own guardian. -Client #1's day program staff notified her that Client #1 walked out of her day program on the previous day (7/30/25) because she no longer wanted to be at the program. -Client #1 met with 2 friends while in the community, bought herself and her friends' lunch with her money, and was then left alone in a circled area on the grounds of a university campus. -When Client #1 called to ask for a ride back to the facility, Client #1 said she was "in a circle" on the university campus but could not provide a specific location. -Staff #1 called an individual familiar with the university to help locate Client #1. -Although Client #1 had an assessment for unsupervised time between 4-6 hours a day, she did not agree Client #1 should be left alone at the facility or in the community because Client #1's decisions did not ensure her safety. -Client #1 perceived she was self-sufficient and did not need 24-hour supervision. -She understood from Client #1's mother that Client #1 had a history of walking away. -Client #1 had a community networking staff to take her into the community but this staff was not always available . -She or Staff #2 were present at the facility when Client #1 was present. -She understood Client #1's team would be discussing Client #1's unsupervised time.	V 290		

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V 742	Continued From page 4	V 742		
V 742	27G .0304(a) Privacy 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (a) Privacy: Facilities shall be designed and constructed in a manner that will provide clients privacy while bathing, dressing or using toilet facilities. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to provide client privacy while bathing and using the toilet facilities. The findings are: Observation on 7/31/25 of the facility between 12:54 pm-1:30 pm revealed: -A staff bathroom was adjacent to the staff's bedroom. -A shared client bathroom which required Client #2 to walk through Client #1's bedroom to access bathing and toileting facilities. Interview on 7/31/25 with Client #1 revealed: -Confirmed she and Client #2 shared a bathroom. -Client #2 had to walk through her bedroom to get to the bathroom. -Sometimes she was asleep when Client #2 came through her bedroom to go to the bathroom. Interview on 7/31/25 with Client #2 revealed: -"We share a bathroom, me and the other girl. I go right in her room to use the bathroom and I try to speak to her but she won't speak to me." Interview on 8/1/25 with Staff #1 revealed: -She could allow Client #2 to use the staff's bathroom for toileting and bathing to address their privacy.	V 742	The Member will no longer be allowed to use the bathroom in the other Members room and will use the main bathroom in the house.	

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V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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. This Rule is not met as evidenced by: Based on observation and interview, the areas where clients were exposed to hot water, the facility failed to ensure the water temperature was maintained between 100- 116 degrees Fahrenheit. The findings are: Observation on 7/31/25 of the facility between 12:54 pm-1:30 pm revealed: -The sink water temperature in the shared client bathroom was 126 degrees Fahrenheit. -The tub water temperature in the shared client bathroom was 124 degrees Fahrenheit. Interview on 7/31/25 with Client #2 revealed: -"I take showers and it's nice and hot but not too hot. Not hot enough to burn me." Interview on 7/31/25 with Staff #1 revealed: -She called the landlord today (7/31/25) about having the water temperature adjusted to the required range.	V 752	The Program Director contacted the landlord to have the water Heater serviced Program Director will check water temps daily and document. QP will ensure that temps are check daily to ensure safety	