

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411292	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/12/2025
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NAME OF PROVIDER OR SUPPLIER ROYAL HOUSE OF CARE III	STREET ADDRESS, CITY, STATE, ZIP CODE 3514 MIZELL ROAD GREENSBORO, NC 27405
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V 000	<p>INITIAL COMMENTS</p> <p>A limited follow up survey for the Type A2 was completed on 9/12/25. This was a limited follow up survey, only 10A NCAC 27G .5601 Scope (V289) was reviewed for compliance. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with a Developmental Disability.</p> <p>This facility is licensed for 3 and has a current census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 289	<p>27G .5601 Supervised Living - Scope</p> <p>10A NCAC 27G .5601 SCOPE</p> <p>(a) Supervised living is a 24-hour facility which provides residential services to individuals in a home environment where the primary purpose of these services is the care, habilitation or rehabilitation of individuals who have a mental illness, a developmental disability or disabilities, or a substance abuse disorder, and who require supervision when in the residence.</p> <p>(b) A supervised living facility shall be licensed if the facility serves either:</p> <p>(1) one or more minor clients; or</p> <p>(2) two or more adult clients.</p> <p>Minor and adult clients shall not reside in the same facility.</p> <p>(c) Each supervised living facility shall be licensed to serve a specific population as designated below:</p> <p>(1) "A" designation means a facility which serves adults whose primary diagnosis is mental illness but may also have other diagnoses;</p> <p>(2) "B" designation means a facility which serves minors whose primary diagnosis is a</p>	V 289		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 289	<p>Continued From page 1</p> <p>developmental disability but may also have other diagnoses;</p> <p>(3) "C" designation means a facility which serves adults whose primary diagnosis is a developmental disability but may also have other diagnoses;</p> <p>(4) "D" designation means a facility which serves minors whose primary diagnosis is substance abuse dependency but may also have other diagnoses;</p> <p>(5) "E" designation means a facility which serves adults whose primary diagnosis is substance abuse dependency but may also have other diagnoses; or</p> <p>(6) "F" designation means a facility in a private residence, which serves no more than three adult clients whose primary diagnoses is mental illness but may also have other disabilities, or three adult clients or three minor clients whose primary diagnoses is developmental disabilities but may also have other disabilities who live with a family and the family provides the service. This facility shall be exempt from the following rules: 10A NCAC 27G .0201 (a)(1),(2),(3),(4),(5)(A)&(B); (6); (7) (A),(B),(E),(F),(G),(H); (8); (11); (13); (15); (16); (18) and (b); 10A NCAC 27G .0202(a),(d),(g)(1) (i); 10A NCAC 27G .0203; 10A NCAC 27G .0205 (a),(b); 10A NCAC 27G .0207 (b),(c); 10A NCAC 27G .0208 (b),(e); 10A NCAC 27G .0209[(c)(1) - non-prescription medications only] (d)(2),(4); (e) (1)(A),(D),(E);(f);(g); and 10A NCAC 27G .0304 (b)(2),(d)(4). This facility shall also be known as alternative family living or assisted family living (AFL).</p>	V 289		

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V 289	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to operate under the scope of which it was licensed affecting 2 of 2 clients (clients #1 and #2). The findings are:</p> <p>Review on 9/3/25 of the facility's 2025 license with the Division of Health Service Regulation (DHSR) revealed:</p> <ul style="list-style-type: none"> - Under the "Current Facility Information" section on the license "Ambulatory" was defined as "A person who can evacuate the building without physical or verbal assistance during a fire or other emergency..." - The facility was licensed for three beds with the facility having been approved for three ambulatory beds and zero non-ambulatory beds <p>On 9/3/25, an email sent to a DHSR Mental Health Licensure and Certification Administrative Assistant revealed:</p> <ul style="list-style-type: none"> - As of 9/3/25, there was no record of request for a change in licensure having been submitted to DHSR on behalf of the facility to include the need for approval of at least two non-ambulatory beds <p>Review on 9/4/25 and on 9/12/25 of client #1's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 12/15/24 - Diagnoses of Spastic Diplegic Cerebral Palsy; Generalized Anxiety Disorder (D/O); Major Depressive D/O, Single Episode, In Full Remission; Mild Intellectual Disabilities; Pure Hyperglyceridemia; Localized Edema; Vitamin D Deficiency, Unspecified and Essential Primary Hypertension 	V 289		

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V 289	<p>Continued From page 3</p> <p>Review on 9/4/25 and on 9/12/25 of client #1's treatment plan completed by her Care Manager with a Local Management Entity/Managed Care Organization (LME/MCO) and dated 6/1/25 revealed:</p> <ul style="list-style-type: none"> - "...Supports Needed...She stated that she is aware that she has a 'bright mind, but her body is very disabled.' [Client #1] has cerebral palsy which significantly limits her ability to care for herself. She requires full physical assistance with transfers and daily living activities. [Client #1] has very limited mobility and she is not able to bear weight during transitions. Staff should utilize manual lift to get her to and from the bathroom, wheelchair and bed...." - "...My other needs related to planning for Natural Disasters or Emergencies: In the event of a fire, [client #1] would need partial/full assistance to evacuate the home or building. When safe to do so, 9-1-1 should be contacted to inform of fire and location. During a house fire, Staff should take [client #1] out front and across the street for safety..." <p>Interview on 9/11/25 with client #1 revealed:</p> <ul style="list-style-type: none"> - If she were in bed during a fire or other type of emergency situation, staff would have to utilize her Hoyer Lift to transfer her from her bed to her wheelchair - Staff would need to be "calm" and "not rushing" to ensure they were able to properly "hook" her into her Hoyer Lift and then transfer her to her chair <p>Review on 9/4/25 and on 9/12/25 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 6/3/24 - Diagnoses of Intermittent Explosive D/O; Conduct D/O; Unspecified; Other Developmental Disorders of Speech and Language, Severe 	V 289		

Division of Health Service Regulation

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V 289	<p>Continued From page 4</p> <p>Intellectual Disabilities and Primary Hyperlipidemia, Unspecified</p> <p>Interview on 9/11/25 with client #2 revealed:</p> <ul style="list-style-type: none"> - Did not respond to the question of what he would do during a fire or other type of emergency <p>Interview on 9/11/25 with staff #1 revealed:</p> <ul style="list-style-type: none"> - Clients #1 and #2 were the only clients currently residing in the facility - She worked alone from 8 am until 8 pm during the week and on some weekends - During a fire drill or any other emergency situation, she would ensure client #2 was out of the facility first and would then get client #1 out of the facility - Due to his severe intellectual disabilities, staff would have to prompt and/or direct client #2 as to what to do in the event of an emergency as he would be unable to do what was needed on his own - During fire drills, she "yelled Fire, Fire" and told him, "Come on, let's go outside." - Although client #2 was able to walk on his own, you "have to get him moving..." - Once they got outside, client #2 would remain wherever she told him to wait until she returned outside with client #1 - If client #1 was in bed, she would have to use client #1's Hoyer Lift and transfer her from her bed to her wheelchair as client #1 could not transfer herself on her own <p>Interview on 9/11/25 with client #2's community networking staff revealed:</p> <ul style="list-style-type: none"> - Client #1 did not have the ability to evacuate the facility without staff assistance - Had practiced fire drills with client #2 and had observed his inability to respond independently to the drill 	V 289		

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V 289	<p>Continued From page 5</p> <ul style="list-style-type: none"> - If he told client #2 to go and get into the car, he would be able to follow that directive and leave the facility, however, he would not necessarily make the connection that his need to go to the car was due to an emergency situation <p>Interview on 9/3/25 and 9/12/25 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - Acknowledgement that clients (#1 and #2) who were considered to be non-ambulatory due to their inability to evacuate the facility without physical or verbal assistance still resided in the facility - At the close of the annual and complaint survey completed on 7/1/25, she had planned to immediately submit a request for a change of licensure to DHR for approval to serve non-ambulatory clients; however, she had failed to do so - Had begun the change in licensure application and spoken with the Licensee about the need to change the application; however, she had become overwhelmed with her many job responsibilities and had failed to follow through with the process - Planned to submit a request for a change in licensure to DHR immediately and also planned to discuss with the Licensee what other measures could be put in place to ensure the safety of the clients in the facility based on their physical and intellectual limitations - Took full responsibility for her failure to follow through with submitting a request in a change in licensure to DHR and initiating any additional measures to ensure the safety of clients #1 and #2 when they were in the facility <p>Review on 9/12/25 of the Plan of Protection completed by the QP and dated 9/12/25 revealed:</p> <ul style="list-style-type: none"> - "What immediate action will the facility take to 	V 289		

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V 289	<p>Continued From page 6</p> <p>ensure the safety of the consumers in your care? Agency has submitted a change application to change the license to non-ambulatory. Agency will also develop a client specific evacuation plan to ensure safety of the consumers in this home. Training on the new evacuation plan will be conducted September 19th for all RHOC (Royal House of Care) III staff. Additional safety equipment will be identified in this plan as well. Agency will require 2 simulated full drills per month for 3 months to ensure all staff are well versed on the new procedures. This will rotate on all shifts. And will be required for all new staff as well.</p> <p>- Describe your plans to make sure the above happens. QP will be responsible for ensuring that the above occur by developing the new evacuation procedures using input from the local fire department. QP will review the documented evacuation drills during each monthly visit and observe drills during supervision. Adjustments to plan will be documented as needed."</p> <p>The facility had been granted a 2025 license to serve three adults with a developmental disability and approved for three ambulatory beds and zero non-ambulatory beds. Clients (#1 and #2) resided in the facility with the following diagnoses: Spastic Diplegic Cerebral Palsy, Generalized Anxiety Disorder, Major Depressive Disorder, Single Episode, In Full Remission, Mild Intellectual Disabilities, Pure Hyperglyceridemia, Localized Edema, Vitamin D Deficiency, Unspecified, Essential Primary Hypertension, Intermittent Explosive Disorder, Conduct Disorder, Unspecified, Other Developmental Disorders of Speech and Language and Severe Intellectual Disabilities. Due to client #1 having Spastic Diplegic Cerebral Palsy, she required the use of a wheelchair to assist in her movement within the</p>	V 289		

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V 289	<p>Continued From page 7</p> <p>facility and while in the community. She also required hands on assistance from staff in meeting her daily living needs to include staff having to use a Hoyer Lift to transfer client #1 from her bed or other resting place to her wheelchair. Although client #2 was able to walk without staff assistance, staff were required to direct him as to what to do during a fire or other emergency due to his severe intellectual developmental disabilities. Based on client #1's significant physical limitations and client #2's severe intellectual disabilities, these two clients were defined as non-ambulatory because neither client could evacuate the facility without physical and/or verbal assistance from staff in the event of a fire or other emergency. There had been no request for a change in licensure for approval for at least two non-ambulatory beds, nor had there been any additional safety measures put into place to demonstrate how the facility would specifically address the needs of these two clients during the event of a fire or other emergency. The facility's continued failure to operate within the scope of its license constituted a substantial risk of serious harm for clients (#1 and #2).</p> <p>This deficiency constitutes a Continuing Type A2 rule violation originally cited for substantial risk of serious harm for failure to correct within 23 days.</p>	V 289		