

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL032-523 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED R-C 02/11/2026 |
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| NAME OF PROVIDER OR SUPPLIER FAITH HOMES & HABILITATION, LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 2711 FAYETTEVILLE STREET DURHAM, NC 27707 |
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| V 000 | <p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on February 10, 2026. Complaint #NC00235274 was substantiated. Complaints #NC00235654 and #NC00235386 were unsubstantiated.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This facility is licensed for 6 and has a current census of 6. the survey sample consisted of audits of 2 current clients and 1 former client.</p> | V 000 | | |
| V 291 | <p>27G .5603 Supervised Living - Operations</p> <p>10A NCAC 27G .5603 OPERATIONS</p> <p>(a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have</p> | V 291 | | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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| V 291 | <p>Continued From page 1</p> <p>activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record review, and interviews, the facility failed to maintain coordination between the facility operator and the professionals responsible for the clients treatment affecting 1 former client (#4). The findings are:</p> <p>Review on 2/4/26 of Former Client #4 (FC #4)"s record revealed: -Admission date of 11/20/25. -Discharge date of 12/30/25. -Diagnoses of Alcohol induced Korsakoff Syndrome; Metastasis to bone; Situational Mixed Anxiety & Depressive Disorder; Splenic Lesion; Cancer related pain; Opioid Use Disorder; Major Neurocognitive Disorder with Behavioral Disturbances; Type 2 Diabetes. -Admission Assessment: "Client is in the hospital where he has been since July. He is very frail and has significant memory issues. Needs 24 hour supervision for his safety. Had lived with his sister and she was his primary caregiver. Sister moving out of the country and can no longer care for him. Referred by [local hospital] because he needs assistance with his activities of daily living skills. He is at risk of falling. He can't take his medications or prepare his meals safely.</p> <p>Review on 2/4/26 of facility's incident reports revealed;</p> | V 291 | | |

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| V 291 | <p>Continued From page 2</p> <p>-12/3/25: -Description of incident: "[FC #4] has fallen several times today and for the past few days. He continues to refuse to go to the hospital. Emergency Medical Services (EMS) has been called, but he refuses to go to the hospital. As he is his own guardian, we are having issues getting him to go. I spoke with his sister and suggested her becoming his guardian. She stated that she will consider this. His blood sugar is low, but is elevating after lunch. The administrator emailed his doctor and received a verbal order to hold his insulin." -Report Contact: "[FC #4]'s sister and Primary Care Physician (PCP)."</p> <p>-12/13/25: -Description of incident: "[FC #4] was attempting to use the bathroom when he fell. The staff helped him get up and escorted him to the bathroom. He was getting back into bed when he fell again. The staff called the administrator. The administrator insisted that he goes to the hospital and persuaded EMS to take him this time. He was taken to [local hospital]. He was discharged the same evening. The caseworker told the administrator that FC #4 was diagnosed with bone cancer and that this is a possibility contributing to the falls. The administrator will contact his Oncologist team to obtain more information. She is trying to determine if it is safe for him to remain in the group home." -Report Contact: "[FC #4]'s sister, PCP and Oncology team."</p> <p>-12/20/25: -Description of incident: "[FC #4] was attempting to go to the bathroom and fell. The administrator was called. The administrator insisted that [FC #4] go to the emergency room for observation. EMS was called. [FC #4] was admitted."</p> | V 291 | | |

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| V 291 | <p>Continued From page 3</p> <p>-Report Contact: "[FC #4]'s sister, PCP."</p> <p>Review on 2/4/26 of FC #4's discharge plan revealed: -Dated 12/30/26. -Description of Incident: "I spoke with [staff from local hospital] about [FC #4] being discharged to [local rehabilitative living center] for rehabilitation. He is going straight from [local hospital to local rehabilitative living center]. The administrator will stay inc contact with social workers at [local rehabilitative living center] to determine if he can be readmitted. -Report Contact: "[FC #4]'s sister, PCP."</p> <p>Review on 2/4/26 of the [local agency] Community Support Team (CST)'s website revealed: -"CST focuses on community-based rehabilitation, meaning the team helps people in their home, workplace and in the community as they navigate their everyday lives. -CST services help adults who have been diagnosed with mental illness, substance use issues, or both. These individuals often have complex treatment needs. CST provides community-based mental health and substance use services, along with structured support to help people live successfully in their communities. -The CST services are available 24 hours per day, seven days per week and 365 days per year. -The team uses face-to-face meetings to offer therapy and support. They help individuals rebuild their roles in various areas of life, including emotional well-being, behavior, social connections, safety, housing, medical care, education, jobs and legal issues."</p> <p>Interview on 2/6/26 with FC #4 revealed: -FC #4 demonstrated very poor memory.</p> | V 291 | | |

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| V 291 | <p>Continued From page 4</p> <p>-FC #4 had no recollection of his time at the facility.</p> <p>Interview on 2/4/26 with Staff #5 revealed: -FC #4 used to fall a lot. Problems with his balance. Had to be taken to the hospital once. He had other falls and he did not want to go to the hospital -FC #4 left because he went to a nursing home. He had problems with falling. Needed a higher level of care. -FC #4 was here from about November to December. Left before Christmas. -He left to the hospital. He fell during the weekend. -FC #4 was his own guardian. He would make his own decisions. -FC #4 was never enrolled in any programs. Just stayed around the house. -He was showing signs of dementia. -He had some social workers come to the house to visit. They would come and talk to him. Bring him things. They never took him out.</p> <p>Interviews on 2/5/26 and 2/10/26 with [local agency] CST Team Leader revealed: -2/5/26: -The Administrator knew about her team. They had met before and they informed the Administrator about their services. -They provided Community Support. -CST acted as advocates. Provided mental health, case management. -2/10/26: -"We felt that we were never seen as part of his treatment team. -We were never informed of the things that were happening with [FC #4]. -We would only find out whenever we went to the facility to visit him.</p> | V 291 | | |

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| V 291 | <p>Continued From page 5</p> <p>-On his last hospitalization, we had gone to visit him at the facility and a Supervisor told us 'we shipped him off out of the facility.'</p> <p>-That's when we called [the Administrator] and she informed that he had to go to the hospital because of his fall.</p> <p>-She then told us that she had made a mistake on her assessment from the hospital and that he was going to need a higher level of care and she was going to discharge him from the facility."</p> <p>Interviews on 2/4/26 and 2/10/26 with the Administrator revealed:</p> <p>-2/5/26:</p> <p>-While FC #4 was at the hospital, she spoke with his sister, him and hospital staff. It was accorded that FC #4 was going to need a higher level of care. Decision was made between them.</p> <p>-She knew that FC #4 received Community Support.</p> <p>-"[CST Team Leader] did not like anything that I did for [FC #4]. She felt that things could have been done differently. She felt that she should have been more involved with his move, every aspects of his care."</p> <p>-She explained to her that he was his own guardian and she had spoken with him and explained every detail. "[CST Team Leader] did not like that. She said that she was annoyed that the case worker did not keep her on the loop either."</p> <p>-She did not know the CST Team Leader existed until a couple of days before moving into the facility. "[CST Team Leader] was not in any of his hospital records. There was nothing in his hospital record saying that facility needed to contact [CST Team Leader] for anything. He was his own guardian/judiciary."</p> <p>-"When he got to the house, CST staff would</p> | V 291 | | |

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| V 291 | <p>Continued From page 6</p> <p>come about once a week.</p> <p>-[CST Team Leader] even said that he was not even in her caseload anymore, but she wanted to stay in contact with him."</p> <p>-She only communicated to the CST Team Leader if she reached out to her.</p> <p>-"She is community support. It is not her role to be communicated of what things happen at the facility with FC #4.</p> <p>-She was not part of his treatment team. He was his own guardian and sister and him would make the decisions for him."</p> <p>-2/10/26:</p> <p>-Administrator wanted to appeal deficiency cited. She felt that CST was not a significant part of FC #4's treatment team.</p> <p>-"CST was not part of FC #4's discharge plan from the hospital. Discharge paperwork indicated that FC #4 was going to need to be linked to a medical and psychiatric provider, for which I had linked both for him."</p> <p>-She was not under the impression she needed to contact CST because they were not his guardian and would only communicate to his sister as she was the involved family member.</p> <p>-"CST don't do much. All they do is take the clients out to Walmart."</p> | V 291 | | |