

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL017052	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/15/2026
NAME OF PROVIDER OR SUPPLIER HUMPHREY FAMILY CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 6245 BURTON CHAPEL ROAD MEBANE, NC 27302		
(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
C 000	Initial Comments The Adult Care Licensure Section conducted a state involved complaint investigation from 01/13/26-01/15/26.	C 000		
C 102	10A NCAC 13G .0317 (a) Building Service Equipment 10A NCAC 13G .0317 Building Service Equipment (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in a family care home shall be maintained in a safe and operating condition. This Rule is not met as evidenced by: TYPE B VIOLATION Based on review, observation, and interviews, the facility failed to ensure that the plumbing equipment was maintained in a safe and operating condition, as routine maintenance was not completed to prevent the septic system from backing up into the facility. The findings are: Review of the facility's current license effective 01/01/26 through 12/31/26 revealed the facility was licensed for 6 ambulatory residents. Observation of the facility on 01/13/26 from 1:11pm-1:30pm revealed:	C 102		

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

TITLE

(X6) DATE

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C 102	Continued From page 1 -There were no residents or staff at the facility at 1:11pm. -There was no work being done on the septic system. -At 1:26pm, a staff member arrived at the facility to let the surveyor inside. -The commode in the residents' bathroom was flushed and had a delay in flushing, which could have been due to the water lines not having been flushed for a week. -No water was noted to be backing up into the showers. -The telemetry system alarm (a device that notified a contractor when the tanks needed to be emptied) was not alarming. Interview with a Co-Administrator on 01/13/26 at 7:57am revealed: -The residents were moved from the facility because of a septic tank issue. -She did not know any other details; the Administrator made the decision. -It was an emergency move because even though the pump and haul (a system where waste was collected in a tank and periodically pumped when the telemetry system sent an alert) company was pumping the tank, it was still backing up into the shower. Telephone interview with the Administrator on 01/13/26 at 8:57am revealed: -The residents were moved because the current septic system was costing him over \$1000.00 per month. -The pump and haul company was pumping the septic tank several times per month. -He had contacted a [named] septic company, which said the repairs to the septic system would take a week to complete. -The current tank was too low, and the water was	C 102		

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C 102	Continued From page 2 going into the drain field. -The septic company was going to add on to the drain field, get the elevation right, and the facility may need a new tank. -The septic company notified him on 01/02/26 that they would begin work on 01/05/26. -He moved the residents from the facility on 01/04/26 to a safe environment while the work was being done on the septic tank. -He thought the work on the septic system was going to begin on 01/05/26. -Someone at the [named] septic company was sick, and the work did not start on 01/05/26 as planned; he did not know when the work would begin. Telephone interview with a representative from the [named] septic company on 01/13/26 at 9:22am revealed: -He had not received a call from the Administrator about doing work at the sister facility. -He had done work for the Administrator at the sister facility about 5-6 years ago. Telephone interview with a representative from the pump and haul company on 01/13/26 at 9:30am revealed that the facility's pump and haul system was last pumped on 08/25/25 and 12/30/25. Second telephone interview with the Administrator on 01/13/26 at 9:39am revealed he thought the [named] septic company was the company that was going to do the repair work; he would have to look back at his notes to see which company was scheduled to do the repair work. Telephone interview with a representative at the local health department on 01/13/26 at 1:58pm revealed:	C 102		

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C 102	Continued From page 3 -They had not been notified of any problems with the facility's pump and haul system. -They were aware that the pump and haul company had not pumped the tanks on a monthly basis. -They were notified by the pump and haul company in December 2025 that the alarm was sounding to let them know the tanks needed to be pumped, but an employee from the facility told them they did not need to come out. Second telephone interview with a representative from the facility's contracted pump and haul company on 01/14/26 at 1:57pm revealed: -When the alarm sounded, the system called their company to let them know the tanks needed to be pumped. -The Co-Administrator would tell the pump and haul company that the tanks did not need to be pumped. -The Co-Administrator said he would have his maintenance worker look at the tank to see if it "really" needed to be pumped, and if so, he would call him back. -He did not know if the maintenance worker would know what to look at to determine if the tanks needed to be pumped or not. -On 04/11/25, at the advice of the county's environmental health representative, he adjusted the float that set the alarm off to 18 inches, to give the facility two days of emergency space before the tank needed to be pumped. -The alarm was going off "pretty often". Review of an electronic communications message from the contracted pump and haul company dated 01/14/26 at 2:13pm revealed they were notified that the tanks needed to be pumped through the alarm system once on 09/09/25 and 10/10/25, and twice on 11/12/25, 11/25/25, and	C 102		

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C 102	Continued From page 4 12/30/25. The facility failed to ensure the pump and haul tanks were emptied when alarmed to do so, which caused the septic system to back up into the facility's shower, which was used by the residents. The facility's failure was detrimental to the health, safety, and welfare of the residents and constitutes a Type B Violation. The facility provided a plan of protection in accordance with G.S. 131D-34 on 01/15/26 for this violation. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED MARCH 1, 2026.	C 102		
C 125	10A NCAC 13G .0316 (o) (p) (q) Fire Safety and Emergency Preparedness Plan 10A NCAC 13G .0316 Fire Safety and Emergency Preparedness Plan (o) If the facility evacuates residents for any reason, the administrator or their designee shall report the evacuation to the local emergency management agency, the local county department of social services, and the Division of Health Service Regulation Adult Care Licensure Section within four hours or as soon as practicable of the decision to evacuate, and shall notify the agencies within four hours of the return of residents to the facility. (p) Any damage to the facility or building systems that disrupts the normal care and services provided to residents shall be reported to the Division of Health Service Regulation Construction Section within four hours or as soon	C 125		

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C 125	Continued From page 5 as practicable of the incidence occurring. (q) If a facility is ordered to evacuate residents by the local emergency management or public health official due to an emergency, the facility shall not re-occupy the building until local building or public health officials have given approval to do so. Notwithstanding the requirements of Rule .0301 of this Section, this Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: TYPE B VIOLATION Based on observation, record review, and interviews, the facility failed to notify the Division of Health Service Regulation Construction Section within four hours or as soon as it was practicable of an incident occurring which required the residents residing in the facility to be evacuated. The findings are: Review of the facility's current license effective 01/01/26 through 12/31/26 revealed the facility was licensed for 6 ambulatory residents. Observation of the facility on 01/13/26 from 1:11pm-1:30pm revealed there were no residents or staff at the facility at 1:11pm. Interview with a Co-Administrator on 01/13/26 at 7:57am revealed: -The residents were moved from the facility because of a septic tank issue. -She did not know any other details; the	C 125		

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C 125	Continued From page 6 Administrator made the decision. -It was an emergency move because even though the pump and haul (a system where waste was collected in a tank and periodically pumped when the telemetry system sent an alert) company was pumping the tank, it was still backing up into the shower. Telephone interview with the Administrator on 01/13/26 at 8:57am revealed: -The residents were moved from the facility because the current septic system was costing him over \$1000.00 per month. -The pump and haul company was pumping the septic tank several times per month. -He had contacted a [named] septic company, which said the repairs to the septic system would take a week to complete. -The current tank was too low, and the water was going into the drain field. -The septic company was going to add on to the drain field, get the elevation right, and the facility may need a new tank. -The septic company notified him on 01/02/26 that they would begin work on 01/05/26. -He moved the residents from the facility on 01/04/26 to a safe environment while the work was being done on the septic tank. -He thought the work on the septic system was going to begin on 01/05/26. -Someone at the [named] septic company was sick, and the work did not start on 01/05/26 as planned, and he did not know when the work would begin. Telephone interview with a representative at the local health department on 01/13/26 at 1:58pm revealed: -They had not been notified of any problems with the facility's pump and haul system.	C 125		

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C 125	Continued From page 7 -They were aware that the pump and haul company had not pumped the tanks on a monthly basis. -They were notified by the pump and haul company in December 2025 that the alarm was sounding to let them know the tanks needed to be pumped, but an employee from the facility told them they did not need to come out. Telephone interview with the Administrator on 01/13/26 at 2:35pm revealed: -He did not notify the DHSR Construction Section that the residents were being moved out of the facility to do repairs to the septic system. -He did not know he needed to notify the Construction Section. Telephone interview with the Interim Director of the county's emergency management program on 01/14/26 at 1:44pm revealed: -He was not aware that the residents had been moved from the facility and inquired about why they were moved. -He was the only contact for the emergency management program who would have received a call, and no one had called. -He would have wanted to be notified that the residents were moved out of the facility. The facility failed to ensure the pump and haul tanks were emptied when the alarm sounded, which caused the septic system to back up into the showers. Residents had to be relocated to allow for the septic repairs, and the Construction Section of DHSR was not notified. The facility's failure was detrimental to the health, safety, and welfare of the residents and constitutes a Type B Violation. The facility provided a plan of protection in	C 125		

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C 125	Continued From page 8 accordance with G.S. 131D-34 on 01/14/26 for this violation. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED MARCH 1, 2026.	C 125			