

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	All residents were immediately relocated to a safe and appropriate environment on 01/04/26 once it was determined that the septic system was not functioning properly. Residents remained out of the facility during the period in which the septic system required evaluation and repair to ensure their health, safety, and welfare were not compromised. The facility will not admit or return residents to the home until the septic system is fully repaired, inspected, and confirmed to be operating safely and in compliance with local health department requirements. Temporary relocation will remain in place until written confirmation of system functionality is obtained. The facility has implemented a written septic system maintenance and monitoring policy . The contracted pump-and-haul provider will be authorized to respond immediately to alarm notifications without facility override . Alarm notifications will no longer be dismissed by staff; all alerts will result in automatic service calls . Monthly pumping schedules will be established and documented regardless of alarm activity. The Administrator will maintain service logs, invoices, and alarm reports for review. Any future septic concerns will be immediately reported to the local health department and addressed without delay. The Administrator or designee will review septic system service documentation monthly . Alarm activity and pump service dates will be verified and logged. - Compliance checks will be included in routine facility safety inspections. - Any deviation will be addressed immediately and documented. The Administrator is responsible for ensuring ongoing compliance with septic system maintenance, alarm response, documentation, and coordination with service providers and regulatory agencies. - The facility will complete all corrective actions no later than March 1, 2026, and will maintain documentation verifying compliance.	3/1/2026
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

STATE
FORM

6899

PWIC11

If continuation sheet 1 of 9

Reviewed and acknowledged 02/10/26. *kg*

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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	Residents were relocated to a safe and appropriate environment on 01/04/26 due to a septic system malfunction that disrupted normal care and services. At the time of the relocation, the Administrator was not aware that notification to the DHSR Construction Section and local emergency management agencies was required. Once this requirement was identified during the survey process, corrective measures were initiated to ensure compliance moving forward. 2. How the facility will protect residents during the correction period Residents will remain relocated until all septic system repairs are completed and the facility is deemed safe for occupancy. The facility will not re-admit residents without ensuring that building systems are functioning properly and all required notifications and approvals are obtained, if applicable. 3. What measures will be put in place to prevent the violation from recurring The facility has implemented the following corrective measures: The Fire Safety and Emergency Preparedness Plan has been revised to clearly outline notification requirements under 10A NCAC 13G .0316(o), (p), and (q). A written Emergency Evacuation Notification Checklist has been created, requiring notification to: - Local Emergency Management Agency - Local County Department of Social Services - DHSR Adult Care Licensure Section - DHSR Construction Section (when building systems are affected) All notifications must be made within four hours or as soon as practicable following a decision to evacuate. The Administrator and Co-Administrator have been re-trained on evacuation reporting and documentation requirements. Any future evacuation or disruption to building systems will be documented and reported immediately in accordance with rule requirements. 4. How the facility will monitor compliance The Administrator will review the Emergency Preparedness Plan quarterly. Any evacuation, emergency relocation, or major system disruption will be reviewed to ensure proper notification occurred. Documentation of notifications (date, time, agency contacted, and staff responsible) will be maintained in the facility's emergency records. 5. Who is responsible for ensuring compliance The Administrator is responsible for ensuring compliance with evacuation notification requirements, staff training, documentation, and coordination with regulatory and emergency management agencies.	2/16/2026

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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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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

HUMPHREY FAMILY CARE

**6245 BURTON CHAPEL ROAD
MEBANE, NC 27302**

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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		