

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0411243</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/19/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>EPIC LIFE FAMILY CARE HOMES</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3102 BEACONWOOD DRIVE GREENSBORO, NC 27455</b>
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(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	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on September 19, 2025. The complaint was substantiated (intake #NC00233319). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 736	<p><b>27G .0303(c) Facility and Grounds Maintenance</b></p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observations, record review and interviews, the facility and its grounds were not maintained in a clean, safe and orderly manner. The findings are:</p> <p>Observations on 9/18/25, from 2:35pm to 4:00pm of the facility and its grounds revealed: -The left side of the facility had vines growing. -The side entrance to the facility had plastic that was broken in the door -The carpet throughout the facility was in poor repair -The outside shed was dry rotted across the bottom panel of the building; Hallway: -A hole in the wall approximately 5 inches long</p>	V 736		

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

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V 736	<p>Continued From page 1</p> <p>and 5 inches wide; -A previously patched hole approximately 10 inches long and 10 inches wide that needed to be painted; -The vent had excessive dust; Dining room: -The wall in the kitchen had a patched hole in the wall approximately 5 inches long and 5 inches wide that needed to be painted Bedroom #2: -The wall underneath the window had two holes approximately 5 inches long and 5 inches wide; -The window did not have a blind or curtain; -Along the back wall in the corner was a hole approximately 3 inches long and 3 inches wide; -The room had a slight odor of urine; Bedroom #3: -The window in front of the door did not have a blind or curtain. -Facility needed overall cleaning.</p> <p>Review on 9/18/25 of the Qualified Professional (QP)'s written concerns, dated 8/13/25, revealed: -" ...windows toward the rear of the residence were broken and in disrepair ...grass and bushes were severely overgrown giving the home the appearance of being abandoned ...carpeting in the bedroom areas were stained ..."</p> <p>Attempted interviews on 9/18/25 with clients #1, #2 and #3 were not successful as questions were not answered.</p> <p>Interview on 9/18/25 with the QP revealed: -Had concerns with the overall appearance of the facility -Felt the facility should have an overall cleaning -"The carpet needs to be replaced and the holes in the wall need to be repaired." -Had made an unannounced visit on 8/1/25.</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>-Was concerned with the condition of the facility and let upper management know of the concerns. -The Facility's Operator was given 14 days to make improvements and repairs</p> <p>Interview on 9/18/25 with the Facility's Operator revealed: -Had been making repairs to the facility -"It's an ongoing issue especially with the holes in the walls. The clients have behaviors and hit the walls." -Shampooed the carpet in the facility twice a day with cleaner and vinegar to prevent offensive odors. -The maintenance man had been out and did not do a good job repairing the window to the side of the facility. -Would continue to ensure repairs to the facility were made.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 736		
V 742	<p>27G .0304(a) Privacy</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility was not designed in a manner that provided clients with privacy. The findings are:</p> <p>Observations on 9/18/25 from 2:35pm to 4:00pm</p>	V 742		

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V 742	<p>Continued From page 3</p> <p>of the facility revealed: -Both windows in client #2's bedroom had no blinds or curtains for privacy.</p> <p>Attempted interviews on 9/18/25 with clients #1, #2 and #3 were not successful as questions were not answered.</p> <p>Interview on 9/18/25 with the Qualified Professional revealed: -The facility needs curtains to ensure the privacy of the clients.</p> <p>Interview on 9/18/25 with the Facility's Operator revealed: -Had put up curtains and blinds in the past, "but [client #2] had a behavior and tore them down." -Had new curtains to put up in client #2's windows. -Had thought about spraying the windows from the outside with a privacy paint.</p>	V 742		