

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-772	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/01/2026
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NAME OF PROVIDER OR SUPPLIER GENTLEHANDS ADULT HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 6005 WHITE CHAPEL WAY GREENSBORO, NC 27455
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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
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 4/1/2026. A deficiency was 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 6 and has a current census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000	<p style="text-align: center;">RECEIVED APR 10 2026 DHSR-MH Licensure Sect</p>	
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</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 and interview, the facility was not maintained in a safe and attractive manner. The findings are:</p> <p>Observations on 4/1/26 at approximately 10:58 am - 11:24 am of the facility revealed:</p> <ul style="list-style-type: none"> - The vinyl flooring in front of the refrigerator was peeling. - A second area had a hole in the vinyl in front of the kitchen table. - The laminate flooring in the den was peeling. - The bushes located in front of the facility were overgrown. - The vinyl siding on the left side of the facility had 9 holes. - The vinyl siding on the right side of the facility had 38 holes. 	V 736		<p>The vinyl flooring will be replaced in kitchen and den with laminate flooring. This flooring will be a more durable option. The Maintenance Dept. will complete the flooring install and will conduct monthly walk throughs of each facility to ensure all are facilities are free from damage and repair any damage noted.</p> <p>The maintenance man will trim the bushes at each facility to ensure the houses and day program look attractive and orderly. Maintenance will complete monthly house checks not only on the inside of the home, but will check outdoors.</p> <p>Gentlehands management has submitted a claim</p>

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Rose Okonk TITLE **QP-MED CO-OWNER** (X6) DATE **4-8-26**

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V 736	Continued From page 1 Interview on 4/1/26 with the Licensee/Director of Operations revealed: - The vinyl flooring in front of the refrigerator occurred "around Christmas time (2025)" when a staff moved the refrigerator. The second damaged area in front of the kitchen table was caused by a chair leg. - The peeling laminate flooring resulted from a staff member using a "harsh" chemical to clean the floor. This occurred in "January or February (2026)." - The bushes in front of the facility were trimmed in "November (2025)." The bushes began to grow overgrown in "March (2025)." - The holes in the vinyl siding occurred during the snowstorm in "February (2026)." She had contacted her home insurance company and "they have sent out someone already."	V 736	cont' to State Farm Insurance to repair the siding of the whole house after receiving damage from a recent storm. Management staff is working closely with their agent to locate a local contractor/roofing agency that can replace the siding. Gentlehands has set a projected completion date of 5/31/2026. During the monthly walk-throughs conducted by Gentlehands Maintenance staff, they will also assess the exterior of the home to ensure it remains free of debris, visually appealing, and without any signs of damage..	5/31/2026