

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL051-192	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/08/2026
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NAME OF PROVIDER OR SUPPLIER ULTIMATE FAMILY CARE HOME, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2508 SANDERS ROAD WILLOW SPRINGS, NC 27592
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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>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 4/8/26. A deficiency was cited.</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 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) Each facility shall develop a written fire plan and a disaster plan and shall make a copy of these plans available to the county emergency services agencies upon request. The plans shall include evacuation procedures and routes.</p> <p>(b) The plans shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate the facility's response to fire emergencies.</p> <p>(d) Each facility shall have a first aid kit accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure fire and disaster drills were held at least quarterly and repeated for each shift. The findings are:</p>	V 114		

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

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V 114	<p>Continued From page 1</p> <p>Review on 3/27/26 & 3/31/26 of the facility's fire and disaster drill log revealed:</p> <ul style="list-style-type: none"> - Fire drills were documented monthly from March 2025 to February 2026 - No fire drills were documented during 3rd shift - There were no disaster drills completed from Feb. 2025 - December 2025 - The disaster drills that were completed were not completed on 3rd shift - No fire or disaster drills were conducted during 3rd shift <p>Review on 3/31/26 of the facility's March 2026 activity calendar revealed:</p> <ul style="list-style-type: none"> - Fire & Disaster drill 3/17/26 3rd shift 12am - 6am <p>Interview on 4/1/26 client #2 reported:</p> <ul style="list-style-type: none"> - They did fire and disaster drills "every time it's a fire drill" - For a tornado drill, he would get in a corner or a closet - Staff never woke them up in the middle of the night to do a drill - He didn't know the last time they did a tornado drill <p>Interview on 4/1/26 client #4 reported:</p> <ul style="list-style-type: none"> - He had not done a fire or disaster drill since moving in the facility the beginning of March 2026 <p>Interview on 4/1/26 client #5 reported:</p> <ul style="list-style-type: none"> - He was told that if the fire alarm went off, he was to tell someone and walk out on the porch - He hadn't practiced a fire drill, but he knew to go out on the porch - He didn't think he practiced a tornado drill, and he thought they said to go on the back porch 	V 114		

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V 114	<p>Continued From page 2</p> <ul style="list-style-type: none"> - No one had awakened him for any drills <p>Interview on 3/31/26 Staff #1 reported:</p> <ul style="list-style-type: none"> - They did fire and disaster drills monthly - For fire drills, she rung the alarm and they went outside - Most of the time, she did fire drills evening times, 3pm, 4pm, 5pm, 6pm and in the mornings between 7am - 10am - The shifts in the home 6am - 4pm, 4pm - 11pm, 11pm - 6am - They were supposed to do fire and disaster drills on all shifts - They have a calendar and the shifts were listed and it changed every month - She had done fire drills around 3am - "mistakes happen" and she knew the shifts and the right times to do fire and disaster drills so that was her mistake - They practice disaster drills and get down on the floor and stay away from windows - She did disaster drills on 3rd shift "I think so" <p>Interviews on 3/31/26 & 4/8/26 the Supervisor In Charge (SIC) reported:</p> <ul style="list-style-type: none"> - Fire and disaster drills were done monthly - They were done on all shifts 1st, 2nd and 3rd - 1st shift was 8am - 3pm, 2nd shift 4pm - 11pm, 3rd 12am - 6am - They had a meeting/training in January 2026 where they talked about fire and disaster drills and them being done in the middle of the night - She was going to start doing pop ups in the facilities to do the 3rd shift fire and disaster drills <p>Interview on 4/7/26 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - She visited the facility at least monthly - She and the SIC were responsible for checking the fire and disaster drills to make sure 	V 114		

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V 114	<p>Continued From page 3</p> <p>they were being done</p> <ul style="list-style-type: none"> - She never actually thought to ask how the fire drills were going - She just made sure they were being done - Two weeks ago, she sat down with all the facilities, and everyone was there and they discussed how to do a tornado drill <p>Interview on 4/8/26 the Administrator reported:</p> <ul style="list-style-type: none"> - Fire and disaster drills would now fall on management - Even if staff didn't do them, management would do it themselves <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 114		