

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: fci092251	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 07/03/2019
NAME OF PROVIDER OR SUPPLIER KELLEY'S FAMILY AT DRAYTON RESERVE		STREET ADDRESS, CITY, STATE, ZIP CODE 4025 PHEASANT TAIL COURT WAKE FOREST, NC 27587		
(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 an initial survey on July 03, 2019.	C 000		
C 105	10A NCAC 13G .0317(d) Building Service Equipment 10A NCAC 13G .0317 Building Service Equipment (d) The hot water tank shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, and laundry. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). This Rule is not met as evidenced by: TYPE A2 VIOLATION Based on observations, interviews, and record reviews, the facility failed to assure the hot water temperatures at 4 of 5 fixtures (sinks and shower) used by and accessible to the residents in the kitchen, common bathroom and shared bathroom were maintained at a minimum of 100 degrees Fahrenheit (F) and did not exceed 116 degrees F including hot water temperatures as high as 138 degrees F. The findings are: Observation of the kitchen sink on 07/03/19 at 8:45am revealed: -The hot water temperature at the sink was 137 degrees F. -Steam was observed. Observation of a residents' common bathroom on 07/03/19 at 8:37am revealed:	C 105		

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

TITLE

(X6) DATE

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C 105	<p>Continued From page 1</p> <p>-The hot water temperature in the sink was 128 degrees F. -The hot water temperature in the shower was 134 degrees F. -Steam was observed from the sink and shower.</p> <p>Observations of a residents' shared bathroom on 07/03/19 at 8:39 am revealed the hot water temperature in the shared bathroom sink was 130 degrees F.</p> <p>Interview with a medication aide on 07/03/19 at 8:46am revealed all the residents in the facility had some type of dementia.</p> <p>Recheck of hot water temperature in the residents' common bathroom on 07/03/19 at 9:10am revealed: -The hot water temperature in the sink was 130 degrees F. -The hot water temperature in the shower was 133 degrees F. -Steam was observed from the sink and shower. -The Administrator was present.</p> <p>Interview with the Administrator on 07/03/19 9:10am revealed: -She would turn down the temperature on the hot water heater immediately. -She had turned the water temperature down one notch.</p> <p>Recheck of hot water temperature in the kitchen on 07/03/19 at 9:15am revealed: -The hot water temperature in the sink was 138 degrees F. -The Administrator was present.</p> <p>Observation of the Administrator rechecking the hot water in the kitchen on 07/03/19 at 9:15am</p>	C 105		

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C 105	<p>Continued From page 2</p> <p>revealed the use of an oral digital thermometer that displayed H (high).</p> <p>Observation of a resident on 07/03/19 at 11:30am revealed:</p> <ul style="list-style-type: none"> -The resident wandered into the kitchen and placed their hands over container on kitchen stove. -Staff was present in the kitchen. <p>Calibration of the surveyor's thermometer on 07/03/19 at 9:45pm in a cold water slurry revealed the thermometer displayed 32 degrees F. The facility had an oral thermometer present at the time of calibration and did not calibrate the oral thermometer.</p> <p>Recheck of hot water temperature in the resident's common bathroom on 07/03/19 at 5:34pm revealed:</p> <ul style="list-style-type: none"> -The hot water temperature in the sink was 130 degrees F. -The shower was 126 degrees F. -Steam was observed from the shower. <p>Recheck of hot water temperature in the resident's shared bathroom on 07/03/19 at 5:23pm revealed the hot water temperature in the sink was 132 degrees F.</p> <p>a. Observation of Resident #4 on 07/03/19 at 5:20pm revealed the resident was in the residents' common bathroom without staff assistance.</p> <p>Observation of Resident #4 on 07/03/19 at 5:33pm revealed the resident was leaving the residents' common bathroom without staff assistance and water was heard running.</p>	C 105		

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C 105	<p>Continued From page 3</p> <p>Review of Resident #4's current FL-2 dated 05/14/19 revealed: -Diagnoses included mild cognitive impairment. -Resident #4 was semi-ambulatory.</p> <p>Review of Resident #4's care plan dated 05/13/19 revealed: -Resident #4 was sometimes disoriented. -Resident #4 had significant memory loss and had to be directed. -Resident #4 was ambulatory with aide or device. -Resident #4 had limited range of motion and limited strength in upper extremities.</p> <p>Based on observation, interviews and record reviews, it was determined Resident #4 was not interviewable.</p> <p>Refer to interview with a personal care aide (PCA)/medication aide (MA) on 07/03/19 at 9:58am.</p> <p>Refer to interview with the Administrator on 07/03/19 at 9:10am, 3:30pm and 7:00pm.</p> <p>b. Observation of Resident #3's on 07/03/19 at 5:21pm revealed the resident was in the residents' shared bathroom without staff assistance.</p> <p>Review of Resident #3's current FL-2 dated 4/18/19 revealed: -Diagnoses included hemiplegia, other abnormalities of gait mobility. -Resident #3 was semi-ambulatory.</p> <p>Review of Resident #3's current care plan dated 4/24/19 revealed: -Resident #3 was forgetful and needed reminders.</p>	C 105		

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C 105	<p>Continued From page 4</p> <p>-Resident #3 was semi-ambulatory. -Resident #3 had limited strength in upper extremities.</p> <p>Interview with Resident #3 on 07/03/19 at 5:25pm revealed: -He knew not to turn the hot water all the way up. -He had never been burnt by the hot water.</p> <p>Refer to interview with a personal care aide (PCA)/medication aide (MA) on 07/03/19 at 9:58am.</p> <p>Refer to interview with the Administrator on 07/03/19 at 9:10am, 3:30pm and 7:00pm.</p> <p>Interview with a PCA/MA on 07/03/19 at 9:58am revealed: -She was aware that the water temperature at the facility was hot. -She adjusted the hot and cold water as needed before putting residents in the shower. -None of the residents had complained about the water temperature being too hot.</p> <p>Interview with the Administrator on 07/03/19 9:10am revealed: -She would turn down the temperature on the hot water heater immediately. -She had turned the water temperature down one notch. -It would take a couple of hours for the water temperature to come down. -The water temperature was a little high above 116 degrees F when the facility opened in February, March 2019.</p> <p>A second interview with the Administrator on 07/03/19 7:00pm revealed: -There was no log to monitor and document the</p>	C 105		

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C 105	<p>Continued From page 5</p> <p>water temperatures at the facility. -She was aware the water temperature was too high when she first opened the facility. -Hot water temperatures were not routinely checked. -She had last checked the facility's water temperatures a month ago using an oral digital temperature. -She did not know what the readings were a month ago, but it was not over 116 degrees F. -She used both a probe thermometer and the oral digital thermometer to check the water temperature.</p> <p>_____</p> <p>The facility failed to assure hot water temperatures for 4 of 5 fixtures used by and accessible to the residents with cognitive impairment were maintained between 100 - 116 degrees F. The water temperatures ranged from 128 degrees F to 138 degrees F. A water temperature of 131 degrees F can result in a first degree burn in 17 seconds and a second degree burn in 30 seconds. The failure of the facility to ensure water temperatures were between 100 - 116 degrees F resulted in substantial risk that possible physical harm could occur and constitutes a Type A2 Violation.</p> <p>_____</p> <p>The facility provided a plan of protection in accordance with G.S. 131D-34 on 07/03/19 for this violation.</p> <p>CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED AUGUST 03, 2019.</p>	C 105		
C 284	10A NCAC 13G .0904(e)(4) Nutrition and Food Service	C 284		

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C 284	<p>Continued From page 6</p> <p>10A NCAC 13G .0904 Nutrition and Food Service</p> <p>(e) Therapeutic Diets in Family Care Homes:</p> <p>(4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to provide a therapeutic diet for 1 of 1 sampled resident (#1) received honey thickened liquids as ordered by the physician.</p> <p>Review of Resident #1's current FL-2 dated 04/18/19 revealed: -Diagnoses included neuropathy and a history of transient ischemic attack. -There was an order for a regular diet with nectar thick liquids.</p> <p>Review of Resident #1's Care Plan dated 04/26/19 revealed thickened liquids, due to aspiration.</p> <p>Review of Resident #1's signed Physician's order dated 07/03/19 revealed discontinue honey thick diet and start nectar thick diet.</p> <p>Review of the facility's current posted therapeutic diet list revealed Resident #1 was to be served a mechanical soft diet with nectar thick liquids.</p> <p>Observation of the medication aide (MA) preparing Resident #1's water on 07/03/19 at 11:02am revealed: -The MA filled Resident #1's water cup with 9 ounces of water. -The MA added four small (teaspoon) scoops of thickening powder to Resident #1's water cup.</p>	C 284		

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C 284	<p>Continued From page 7</p> <p>Review of instructions on the container of thickening powder revealed: -Prescription label had instructions to provide to thicken thin liquids to honey thick consistency. -Usage chart per 4 ounces. -Mix 4-5 teaspoons to 4 ounces of water for honey thick consistency. -According to the instructions on the container of thickener, four to five teaspoons should have been added to four ounces of water for honey thick consistency.</p> <p>Interview with a MA on 07/03/19 at 11:05am revealed: -She had put 9 ounces of water in to Resident #1's water cup. -She knew it was 9 ounces because the refrigerator measured the amount of water dispensed. -She added 4 small scoops of thickening powder to the water in Resident #1's cup. -Resident #1 was supposed to get nectar thick liquids. -She always mixed the thickening powder that way.</p> <p>Interview with a personal care aide (PCA) on 07/03/19 at 12:00pm revealed she was told by the Administrator today to add 8 small scoops of thickening powder to the 8 ounce cup of water.</p> <p>Telephone interview with Resident #1's PCP on 07/03/19 at 2:51pm revealed: -She received an order today to change Resident #1's diet from honey thick liquids to nectar thick liquids. -She expected all orders to be followed as written.</p>	C 284		

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C 284	Continued From page 8 Based on observations, interviews and record reviews, it was determined Resident #1 was not interviewable. Interview with the Administrator on 07/03/19 at 11:15am revealed: -Resident #1 was supposed to have nectar thickening power liquids. -The staff and the Administrator were trained to use the thickening powder. -In the training she was told that the thick it would thicken in consistency after sitting and if not drank immediately.	C 284		
C 912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Resident's Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to assure every resident had the right to receive care and services which are adequate, appropriate, and in compliance with rules and regulations as related to building service equipment (hot water temperatures). The findings are: Based on observations, interviews, and record reviews, the facility failed to assure the hot water temperatures at 4 of 5 fixtures (sinks and shower) used by and accessible to the residents in the	C 912		

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C 912	Continued From page 9 kitchen, common bathroom and shared bathroom were maintained at a minimum of 100 degrees Fahrenheit (F) and did not exceed 116 degrees F including hot water temperatures as high as 138 degrees F. [Refer to Tag C105 10A NCAC 13G .0317(d) Building Service Equipment (Type A2 Violation).]	C 912		