

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL032121</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/15/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PRESTIGE ESTATES ASSISTED LIVING</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4120 HOLT SCHOOL ROAD DURHAM, NC 27704</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
C 000	Initial Comments  The Adult Care Licensure Section conducted an annual survey on September 15, 2016.	C 000		
C 105	<p>10A NCAC 13G .0317(d) Building Service Equipment</p> <p>10A NCAC 13G .0317 Building Service Equipment</p> <p>(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).</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observations and interviews, the facility failed to ensure hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F for 4 of 4 sinks, 2 of 2 showers, and 1 of 1 tubs located in the residents' bathrooms.</p> <p>The findings are:</p> <p>Observations in the facility on 9/15/16 of hot water temperatures revealed:</p> <ul style="list-style-type: none"> <li>-At 11:02 AM, the hot water temperatures of the sink and shower of the 1st residents' bathroom were 130 degrees F for the sink and 126 degrees F for the shower.</li> <li>-At 11:15 AM, the hot water temperatures of the sink and shower of the 2nd residents' bathroom were 127 degrees F for the sink and 125 degrees F for the shower.</li> <li>-At 11:22 AM, the hot water temperatures of the</li> </ul>	C 105		

Division of Health Service Regulation 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>sink and tub of the 3rd residents' bathroom were 129 degrees F for the sink and 121 degrees F for the tub.</p> <p>Interview with Resident #1 on 9/15/16 at 11:05 A.M. revealed: -She said the hot water was too hot in resident bathroom #1. -She tried to "work with the water being so hot." -She added as much cold water as she could to the hot water so she could use it. -She sometimes did not turn the hot water on at all because of how hot it was. -She had informed staff but nothing had been done. -She was not aware of how long the water had been hot but said "it had been that way for months."</p> <p>Interview with Resident #2 on 9/15/16 at 11:25 AM revealed: -The hot water was too hot for her to use. -The water had been very hot for a "long time almost three months or longer." -She had reported the hot water being too hot to staff (names unknown) and nothing had been done about it. -She mainly used resident bathroom #3 that had a tub but "all the bathrooms had hot water that was too hot." -She said there was "no use telling anybody else because nothing would be done because it costs them money."</p> <p>The Administrator stated she had contacted the Plummer regarding the hot water temperatures and requested he come to the facility immediately to adjust them at 11:29 A.M.on 9/15/16. Caution signs were posted in all three resident bathrooms and the residents were informed to not use the</p>	C 105		

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C 105	<p>Continued From page 2</p> <p>hot water by the Administrator.</p> <p>Interview with Resident #3 on 9/15/16 at 11:40 AM revealed:</p> <ul style="list-style-type: none"> <li>-The hot water was too hot in the two bathrooms she used on her side of the building which were resident bathrooms #2 and #3.</li> <li>-She was unaware how long the hot water had been too hot for her to use but said "it had been a good while."</li> <li>-She did not turn on the hot water sometimes because it was too hot.</li> <li>-She had not told staff because she wanted to "manage it on her own and not bother nobody."</li> </ul> <p>Interview with supervisor-in-charge (SIC) on 9/15/16 at 11:55 A.M. revealed:</p> <ul style="list-style-type: none"> <li>-Five of the six residents could independently bathe themselves.</li> <li>-Only one resident required setup of bathing items in the bathroom but would bathe herself.</li> <li>-No resident required staff to physically bathe them.</li> <li>-No resident had told him the hot water was too hot.</li> <li>-He noticed the hot water was too hot while cleaning the bathrooms a couple of months ago but did not report it to anyone.</li> <li>-He was not aware that the hot water was "as hot as it was" because he nor the facility had a thermometer to check the temperatures.</li> </ul> <p>The Administrator stated at 12:50 P.M. on 9/15/16 the Plummer had not returned her call and she turned down the water pressure valves herself because she had noticed the hot water was "smoking." She requested the surveyor recheck the hot water temperatures in all three resident bathrooms.</p>	C 105		

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C 105	<p>Continued From page 3</p> <p>Second recheck of hot water temperatures in the facility on 9/15/16 revealed:</p> <ul style="list-style-type: none"> <li>-At 12:55 P.M., the hot water temperatures of the sink and shower of the 1st residents' bathroom were 87 degrees F for the sink and 84 degrees F for the shower.</li> <li>-At 12:58 P.M., the hot water temperatures of the sink and shower of the 2nd residents' bathroom were 90 degrees F for the sink and 83 degrees F for the shower.</li> <li>-At 1:04 P.M., the hot water temperatures of the sink and shower of the 3rd residents' bathroom were 98 degrees F for the sink and 90 degrees F for the shower.</li> </ul> <p>The SIC was informed at 1:10 P.M., in absence of the Administrator, regarding the low hot water temperature readings following the Administrator's earlier adjustments of the water pressure valves. The SIC stated he would inform the Administrator when she returned to the facility.</p> <p>Interview with the Administrator on 9/15/16 at 3:35 P.M. revealed:</p> <ul style="list-style-type: none"> <li>-She was aware the hot water was hot but she was not aware of "how hot the hot water was until we came that day and had checked them."</li> <li>-She was not aware of how hot the water was because she did not have a thermometer.</li> <li>-The facility did not have a water temperature log or monitoring sheet.</li> <li>-She did not perform routine water temperature checks.</li> <li>-No one had told her the water was too hot.</li> <li>-No residents had received any injuries as a result of the water being too hot.</li> <li>-The residents had complained "about a month or two ago" about the hot water being too cold.</li> <li>-She had contacted the Plummer to come out</li> </ul>	C 105		

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C 105	<p>Continued From page 4</p> <p>and he turned up the water temperature for the hot water to be hotter.</p> <p>-She did not check behind the Plummer because he was the professional.</p> <p>-She wanted the hot water temperatures to be rechecked a third time because "the water had time to build back up in the heater and should be a 100 degrees by now."</p> <p>-The SIC had informed her of the low hot water temperatures.</p> <p>-She felt she had to turn the hot water pressure valves down because the hot water was too hot and smoking when she had checked behind us.</p> <p>-She had called the Plummer to come out to the facility three more times since she had last called and he had not arrived.</p> <p>-She was going to make sure that someone checked the water temperatures and readjusted these as soon as possible.</p> <p>Third recheck of hot water temperatures in the facility on 9/15/16 revealed:</p> <p>-At 4:44 P.M., the hot water temperatures of the sink and shower of the 1st residents' bathroom were 82 degrees F for the sink and 83 degrees F for the shower.</p> <p>-At 4:50 P.M., the hot water temperatures of the sink and shower of the 2nd residents' bathroom were 98 degrees F for the sink and 82 degrees F for the shower.</p> <p>-At 4:56 P.M., the hot water temperatures of the sink and shower of the 3rd residents' bathroom were 108 degrees F for the sink and 92 degrees F for the shower.</p> <p>The Plummer had not arrived prior to completion of this survey. The Administrator left another message for the Plummer to return her call immediately.</p>	C 105		

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C 105	Continued From page 5  Review of the facility's plan of correction dated September 15, 2016 revealed: Administrator called the Plummer on 9/15/16 at 12:30 p.m. regarding the hot water temperatures at the facility. On 9/15/16, the Administrator adjusted the hot water heater. Caution Signs were placed near the residents' bathroom sinks to warn them of the hot water temperatures. Staff were instructed to supervised residents with hot water usage. Effective 9/15/16, hot water temperatures would be checked daily by the Administrator and recorded in a log book. A policy and procedure would be put in placed regarding hot water temperatures. Staff would be trained on the new policy and procedure regarding hot water temperatures by 9/16/16.  CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED OCTOBER 30, 2016.	C 105		
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, interviews and record review, the facility failed to ensure residents received care and services which are adequate, appropriate and in compliance with relevant federal and state laws and rules and regulations	C 912		

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C 912	Continued From page 6  related to bulding service equipment.  The findings are:  Based on observations and interviews, the facility failed to ensure hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F for 4 of 4 sinks, 2 of 2 showers, and 1 of 1 tubs located in the residents' bathrooms. [Refer to Tag C 105, 10A NCAC 13 G .0317(d) Building Service Equipment. (Type B Violation)]	C 912		
C 934	G.S.131D-4.5B (a) ACH Infection Prevention Requirements  G.S. 131D-4.5B Adult Care Home Infection Prevention Requirements  (a) By January 1, 2012, the Division of Health Service Regulation shall develop a mandatory, annual in-service training program for adult care home medication aides on infection control, safe practices for injections and any other procedures during which bleeding typically occurs, and glucose monitoring. Each medication aide who successfully completes the in-service training program shall receive partial credit, in an amount determined by the Department, toward the continuing education requirements for adult care home medication aides established by the Commission pursuant to G.S. 131D-4.5  This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 (Staff B) of 1 sampled supervisor-in-charge (SIC) completed the	C 934		

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C 934	<p>Continued From page 7</p> <p>mandatory annual in-service training on infection control.</p> <p>The findings are:</p> <p>Review of Staff B's personnel record revealed: -He was hired as a supervisor-in-charge (SIC) on 3/26/14. -Documentation Staff B completed an annual infection control training on 9/11/14. -No documentation Staff B had completed another mandatory annual infection control training.</p> <p>Interview with Staff B on 9/15/16 at 3:00 p.m. revealed he did not know if he had completed another annual infection control training.</p> <p>Interview with the Administrator on 9/15/16 at 4:55 p.m. revealed: -Staff B completed an annual infection control training on 9/11/14. -Staff B had not completed another annual mandatory infection control training. -She did not know infection control training should be completed annually. -She was responsible for making sure staff completed the infection control training. -Staff B would complete the annual infection control training by 9/16/16.</p>	C 934		