

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL079088</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/20/2017</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LAWSON'S FAMILY CARE #3</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5860 US 29 BUSINESS N REIDSVILLE, NC 27323</b>
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C 000	Initial Comments  The Adult Care Licensure Section conducted an annual survey on 09/20/19.	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: Based on observations, interviews and record reviews, the facility failed to assure hot water temperatures at 4 of 4 bathroom fixtures (sink, shower stand alone, and shower/tub combination) used by residents were maintained between 100 degrees Fahrenheit (F) and 116 degrees F.</p> <p>The findings are:</p> <p>Observations during the initial tour of the facility on 9/20/17 at 8:40 am revealed:</p> <ul style="list-style-type: none"> <li>-There were five residents residing in the facility.</li> <li>-There were two common resident bathrooms.</li> <li>-The hot water temperature at the sink in residents' common bathroom #2 was 124 degrees F.</li> <li>-The hot water temperature coming from the shower fixture in common bathroom #2 was 122 degrees F.</li> <li>-The hot water temperature at the sink in residents' common bathroom #1 was 124 degrees F.</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>-The hot water temperature coming from the shower fixture in residents' common bathroom #1 was 124.</p> <p>The Administrator and Supervisor-in-Charge (SIC) were immediately informed on 09/20/17 at 8:56 of the hot water temperatures and notified signs needed to be posted at each water fixture to warn residents of the hot water temperatures.</p> <p>Observation on 09/20/17 at 9:38 am revealed signs were posted on the door of each bathroom to warn residents of the hot water and seek staff assistance.</p> <p>Interview on 09/20/17 at 9:11 am with the SIC revealed: -He had worked at the facility since August 2017. -He was unaware the hot water temperature in the common bathrooms were too hot. -He was the regular staff for the facility, but did not check hot water temperatures. -No residents had complained to him about the water in the bathrooms being too hot.</p> <p>Interview on 09/20/17 at 9:20 am with the Administrator revealed: -She was unaware the hot water temperature exceeded the state requirement of 116 degrees F. -She never checked hot water temperatures at the facility. -The only thermometer she had at the facility was a meat thermometer. -She would call "someone" to adjust the temperature down.</p> <p>Interview on 09/20/17 at 11:40 am with the person adjusting the thermostat on the hot water tank revealed:</p>	C 105		

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C 105	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-He had adjusted the hot water temperature down.</li> <li>-It would take time for the hot water temperature to go down, so he was running the hot water out.</li> <li>-He wanted the surveyor to wait "a while" before checking the hot water temperature again.</li> </ul> <p>A second check of the hot water temperatures on 09/20/17 at 2:15 pm at the sink in the residents' common bathroom #2 revealed:</p> <ul style="list-style-type: none"> <li>-The hot temperature at the sink was 122 degrees F.</li> <li>-The hot temperature coming from the shower fixture was 120 degrees F.</li> <li>-The hot water temperature at the sink in residents' common bathroom #1 was 122 degrees F.</li> <li>-The hot water temperature coming from the shower in residents common bathroom #1 was 120.</li> </ul> <p>Interview with the SIC on 09/20/17 at 2:20 pm revealed:</p> <ul style="list-style-type: none"> <li>-He knew how to adjust the hot water temperature so he would adjust the temperature down.</li> <li>-He would also run the hot water to get rid of the hot water that was in the tank.</li> </ul> <p>A third check of the hot water temperature on 09/20/17 at 3:18 pm revealed:</p> <ul style="list-style-type: none"> <li>-The hot water temperature at the sink in residents' common bathroom #2 was 122 degrees F, and the shower was 120 degrees F.</li> </ul> <p>Observation on 09/20/17 at 3:44 pm revealed:</p> <ul style="list-style-type: none"> <li>-The Administrator removed two meat thermometers from a drawer that was near the kitchen sink.</li> <li>-One thermometer did not register a temperature.</li> </ul>	C 105		

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C 105	<p>Continued From page 3</p> <p>-The second thermometer only accelerated hot water temperatures up to 80 degrees.</p> <p>Calibration on 09/20/17 at 3:55 pm of the facility's meat thermometer and the surveyor thermometer revealed:</p> <p>-The facility's meat thermometer calibrated at 30 degrees F. -The surveyor thermometer calibrated at 28 degrees F.</p> <p>A fourth check of the hot water temperature on 09/20/17 at 4:47 pm using the surveyor thermometer and the facility's thermometer revealed:</p> <p>-The hot temperature at the sink in residents' common bathroom #2 was 124 degrees F using the surveyor thermometer. -The hot temperature using the facility's thermometer was 120 degrees F.</p> <p>Interview with the SIC on 09/20/17 at 4:55 pm revealed:</p> <p>-He must have turned the knob to the hot water temperature the wrong way, causing the temperature to go up. -He would go and turn the "knob" the other way to get the temperature to go down.</p> <p>Interview with the Administrator 09/20/17 at 5:10 pm revealed:</p> <p>-She was going to buy a new thermometer. -She was going to check the hot water temperature every hour to ensure the temperature was going down. -She was going to document the hot water temperature results.</p> <p>Interview on 09/20/17 at 9:00 am with a resident who resided in the bedroom near bathroom #2</p>	C 105		

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C 105	<p>Continued From page 4</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>-One resident said that he used the bathroom several times daily including a shower in the morning.</li> <li>-He used the hot water and always mixed in cold to adjust the temperature to his comfort level.</li> <li>-He had never had a problem with the water being too hot.</li> </ul> <p>Interview with a resident on 09/20/17 at 8:50 am revealed:</p> <ul style="list-style-type: none"> <li>-He used the common bathroom daily.</li> <li>-He had never burned himself on the hot water from sink or shower in the bathroom.</li> <li>-He had not told the staff the water was too hot in the bathroom.</li> <li>-He did not remember how long the water had been very hot at the sink in the bathroom.</li> </ul> <p>Interview with a second resident on 9/20/17 at 2:55 pm revealed:</p> <ul style="list-style-type: none"> <li>-He has resided in the facility for "a few months"</li> <li>-He used the common bathroom near the back of the facility daily.</li> <li>-He had never burned himself on the hot water from the sink or shower in the bathroom.</li> <li>-He adjusted the water in the bathroom to meet his comfort needs daily.</li> <li>-He stated "the water has felt the same since I moved in."</li> </ul>	C 105		
C 145	<p>10A NCAC 13G .0406(a)(5) Other Staff Qualifications</p> <p>10A NCAC 13G .0406 Other Staff Qualifications (a) Each staff person of a family care home shall:</p> <p>(5) have no substantiated findings listed on the North Carolina Health Care Personnel Registry</p>	C 145		

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C 145	<p>Continued From page 5</p> <p>according to G.S. 131E-256;</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure a Health Care Personnel Registry (HCPR) check was completed prior to hire for 1 of 3 sampled staff (Staff A).</p> <p>The findings are:</p> <p>Review of personnel records for Staff A revealed: -Staff A was hired as Supervisor-in-Charge (SIC) on 8/1/17. -There was no documentation of a HCPR check.</p> <p>Interview on 9/20/17 with Staff A revealed: -He had worked at the facility "since the beginning of August". -He did not know anything about a HCPR check or whether or not the Administrator checked it when he was hired.</p> <p>Interview on 9/20/17 with the Administrator at 1:50 pm revealed: -Staff A was hired in August 2017. -She stated that HCPR was checked for Staff A upon hire, however was unable to provide documentation of completion.</p> <p>A HCPR check was completed on 9/20/17 for Staff A revealed there were no substantiated findings listed.</p>	C 145		
C 280	<p>10A NCAC 13G .0904(d)(3)(H) Nutrition and Food Service</p> <p>10A NCAC 13G .0904 Nutrition and Food Service</p>	C 280		

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C 280	<p>Continued From page 6</p> <p>(d) Food Requirements in Family Care Homes: (3) Daily menus for regular diets shall include the following: (H) Water and Other Beverages: Water shall be served to each resident at each meal, in addition to other beverages.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure that residents were being served water at every meal.</p> <p>The findings are:</p> <p>Observation of the lunch meal on 09/20/17 at 12:40 pm revealed: -There were 5 place settings on the table for the meal. -The place settings consisted of a plate dressed with the meal, spoon, fork, and a 20 ounce cup of tea. -There were 5 residents present for the lunch meal. -None of the residents consuming the meal were served water with their meal.</p> <p>Review of the facility's seven day menu for the week of 9/17/17 to 9/23/17 revealed: -Residents were to be given tea/water as desired for each meal.</p> <p>Interview on 09/20/17 at 1:20 pm with the Administrator revealed: -She had not told the Supervisor-in-Charge (SIC) that he needed to set water on the table during the meal. -There was a "jug" of cold water in the refrigerator she would have the SIC put the water on the table.</p>	C 280		

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C 280	Continued From page 7  Interviews on 9/20/17 with 2 residents revealed: -Water was not served with meals daily. -Water was "sometimes placed on the table". -Water was not requested during meals.	C 280		
C 291	10A NCAC 13G .0905 (c) Activities Program  10A NCAC 13G .0905 Activities Program  (c) The activity director, as required in Rule .0404 of this Subchapter, shall: (1) use information on the residents' interests and capabilities as documented upon admission and updated as needed to arrange for or provide planned individual and group activities for the residents, taking into account the varied interests, capabilities and possible cultural differences of the residents; (2) prepare a monthly calendar of planned group activities which shall be easily readable with large print, posted in a prominent location by the first day of each month, and updated when there are any changes; (3) involve community resources, such as recreational, volunteer, religious, aging and developmentally disabled-associated agencies, to enhance the activities available to residents; (4) evaluate and document the overall effectiveness of the activities program at least every six months with input from the residents to determine what have been the most valued activities and to elicit suggestions of ways to enhance the program; (5) encourage residents to participate in activities; and (6) assure there are adequate supplies, supervision and assistance to enable each resident to participate. Aides and other facility staff may be used to assist with activities.	C 291		

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C 291	<p>Continued From page 8</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure that a monthly calendar with the planned activities was posted in the facility and visible to all residents.</p> <p>The findings are:</p> <p>Observation of the facility on 09/20/17 at 8:45 am revealed there was no activity calendar for September 2017 hanging in the facility.</p> <p>Interview with the Administrator on 9/20/17 at 8:50 am revealed: -The calendar had not come in from the printing company -She had been waiting for the large calendar to be printed.</p> <p>Interview with 2 residents at the facility on 09/20/17 revealed: -They do have activities "sometimes". -Sometimes they go out to eat or go out to the movies twice per month. -"Sometimes we play cards with each other". -They knew the activity calendar was located on the wall in the dining room.</p> <p>Observation of the facility on 9/20/17 at 10:30 am revealed: -A calendar for September 2017 posted on the wall in the dining room. -Activities were scheduled for 9/20/17 which included Arts and Crafts at 2 pm and Game Time at 6 pm. -There were no activities observed from 8:45 am-5 pm.</p>	C 291		

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C 291	<p>Continued From page 9</p> <p>Interview with Supervisor-in-Charge (SIC) on 9/20/17 at 2:33 pm revealed: -Activities were facilitated by the SICs or the administrator. -He was unsure of why an activities calendar was not posted. -Activities were normally carried out daily as listed on the calendar.</p> <p>Interview with the Administrator on 09/20/17 at 3:47 pm revealed: -The activity calendar was normally posted at the beginning of the month -A smaller calendar was hanging on the wall, however it was no longer there. -She usually had a calendar up every month. -She was responsible for making sure the calendar was completed and put up for residents to see.</p>	C 291		