

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL078095	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/30/2018
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NAME OF PROVIDER OR SUPPLIER HOPE SPRINGS	STREET ADDRESS, CITY, STATE, ZIP CODE 104 HOPE LANE RED SPRINGS, NC 28377
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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
D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on January 24, 29, and 30, 2018.	D 000		
D 113	<p>10A NCAC 13F .0311(d) Other Requirements</p> <p>10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. 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 applies to new and existing facilities.</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observations, interviews and record reviews, the facility failed to maintain hot water temperatures between 100 - 116 degrees Fahrenheit (F) for 18 of 21 fixtures in resident rooms #101-104, #117, #119, shared bathrooms for resident rooms #110/112, #107/109, the Community Bath, the 100 hall Spa Bath, and the 200 hall Spa Bath.</p> <p>The findings are:</p> <p>Observation of the water temperature at the sink in resident room 102 on 1/24/18 at 11:12 a.m. revealed a temperature of 126 degrees Fahrenheit (F).</p> <p>Interview with the resident in room 102 on 1/24/18 at 11:12 a.m. revealed:</p>	D 113		

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

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D 113	<p>Continued From page 1</p> <ul style="list-style-type: none"> -The water was too hot to put her hands under. -You had to put the handle in the middle so it was not so hot. -It had been hot since the pipes burst at the last cold snap. <p>Observation of the water temperature at the sink in resident room 101 on 1/24/18 at 11:19 a.m. revealed a temperature of 125 degrees F.</p> <p>Observation of the water temperature at the sink in resident room 103 on 1/24/18 at 11:30 a.m. revealed a temperature of 123 degrees F.</p> <p>Observation of the water temperature at the sink in resident room 104 on 1/24/18 at 11:32 a.m. revealed a temperature of 123 degrees F.</p> <p>Interview with a resident in room 104 on 1/24/18 at 11:35 a.m. revealed: -The water was "real hot." -You had to turn the spigot to the cold side. -It had been like this "here lately." (She could not recall how long.)</p> <p>Interview with a resident in room 104 on 1/24/18 at 11:40 a.m. revealed: -The water was "hot a plenty." -You have to "not turn it all the way hot."</p> <p>Observation of the water temperature at the sink in shower room #2 on 1/24/18 at 11:45 a.m. revealed a temperature of 122 degrees F.</p> <p>Observation of the water temperature in the shared bathroom for resident rooms #110 and #112 on 1/24/18 at 11:15 a.m. revealed the water temperature at the sink was 122 degrees F.</p> <p>Observation of the water temperature in the</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>shared bathroom for resident rooms #107 and #109 on 1/24/18 at 11:25 a.m. revealed the water temperature at the sink was 120 degrees F.</p> <p>Observation of the water temperature in the 100 hall Community Bath on 1/24/18 at 11:28 a.m. revealed the water temperature at the sink was 122 degrees F., and at the shower, the water temperature was 86 degrees F.</p> <p>Observation of the water temperature in resident room #119 on 1/24/18 at 11:35 a.m. revealed the water temperature at the sink was 120 degrees F., and at the shower, the water temperature was 120 degrees F.</p> <p>Observation of the water temperature in resident room #117 on 1/24/18 at 11:40 a.m. revealed the water temperature was 120 degrees F.</p> <p>Observation of the water temperature in resident room #118 on 1/24/18 at 11:47 a.m. revealed the water temperature at the sink was 122 degrees F.</p> <p>Observation of the water temperature in the 200 hall Spa Bath on 1/24/18 at 11:48 a.m. revealed the water temperature at the sink was 70 degrees F., and at the tub, the water temperature was 106 degrees F.</p> <p>Observation of the water temperature in the 100 hall Spa Bath on 1/24/18 at 11:45 a.m. revealed the water temperature at the sink was 121 degrees F., and at the tub, was 120 degrees F.</p> <p>Interview with the Administrator on 1/24/18 at 12:02 p.m. revealed: -She was not aware the hot water temperatures were above 116 degrees F. -There was a problem last week with the water,</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>but it had been fixed.</p> <p>-Resident room #119 had a recorded temperature of 128 degrees F. on 1/17/18 at 9:00 a.m.</p> <p>-The Maintenance Director (MD) checked the water temps when he was in the building and would let her know if there were any temperatures that were above 120.</p> <p>-The last log she had on hand was 1/17/18.</p> <p>-She would post "do not use" signs over the faucets having too hot water.</p> <p>Attempted interview on 1/24/18 at 12:15 p.m. with the Maintenance Director was unsuccessful; he was not at the facility and unavailable.</p> <p>Recheck of the water temperature at the sink in resident room 104 on 1/24/18 at 5:31 p.m. revealed the water temperature was 102 degrees F.</p> <p>Recheck of the water temperature at the sink in resident room 103 on 1/24/18 at 5:33 p.m. revealed the water temperature was 102 degrees F.</p> <p>Recheck of the water temperature at the sink in resident room 101 on 1/24/18 at 5:35 p.m. revealed the water temperature was 104 degrees F.</p> <p>Recheck of the water temperature at the sink in resident room 102 on 1/24/18 at 5:37 p.m. revealed the water temperature was 102 degrees F.</p> <p>Recheck of the water temperature at the sink in shower room #2 on 1/24/18 at 5:42 p.m. revealed the water temperature at the sink was 102 degrees F., and the water temperature at the tub at 5:44 p.m. was 104 degrees F.</p>	D 113		

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D 113	<p>Continued From page 4</p> <p>Recheck of the water temperature at the sink in the shared bathroom for resident rooms #110 and #112 on 1/24/18 at 5:24 p.m. revealed the water temperature at the sink was 104 degrees F.</p> <p>Recheck of the water temperature at the sink in the shared bathroom for resident rooms #107 and #109 on 1/24/18 at 5:20 p.m. revealed the water temperature at the sink was 108 degrees F.</p> <p>Recheck of the water temperature at the sink in the 100 hall Community Bath on 1/24/18 at 5:25 p.m. revealed the water temperature at the sink was 104 degrees F., and at the shower, the water temperature was 70 degrees F.</p> <p>Recheck of the water temperature in resident room #119 on 1/24/18 at 5:32 p.m. revealed the water temperature at the sink was 100 degrees F.</p> <p>Recheck of the water temperature at the sink in resident room #117 on 1/24/18 at 5:30 p.m. revealed the water temperature was 102 degrees F.</p> <p>Recheck of the water temperature at the sink in the Spa Bath on 1/24/18 at 5:26 p.m. revealed the water temperature was 101 degrees F., and at the tub, the water temperature was 102 degrees F.</p> <p>Recheck of the water temperature at the sink in resident room #118 on 1/24/18 at 5:35 p.m. revealed the water temperature was 100 degrees F.</p> <p>Observation of the 100 hall on 1/24/18 between 5:31 p.m. and 5:42 p.m. of the 100 Hall revealed there were "do not use" signs taped to the walls</p>	D 113		

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D 113	<p>Continued From page 5</p> <p>above the hot water fixtures in the Community Bath, the Shower Room #2, adjoining rooms #107/109, #110/112, #117/119.</p> <p>Interview with a resident in room #209 on 1/30/18 at 10:49 a.m. revealed:</p> <ul style="list-style-type: none"> -The water temperatures 2-3 weeks ago were "pretty hot." -The water temperatures have been "perfect" over the past week. -He had not told anyone about the hot water temperatures in the past. -He felt confident that the Maintenance Director would remedy the problem when the water was hot. -He only had to mix more cold water to adjust the faucets during a 2 week period when the water was too hot. <p>Interview with the Maintenance Director on 1/30/18 at 10:45 a.m. revealed:</p> <ul style="list-style-type: none"> -He was rechecking the water temperatures on the 200 Hall. -The 200 Hall temperatures were currently between 109 and 110. -The water heater on the 200 Hall was repaired on 1/17/18 due to fluctuating water temperatures. -He had observed hot and cold water temperatures during the 2 weeks prior to 1/17/18 repair. -The plumber was contacted and came to the facility at the beginning of January 2018 to diagnose the water temperature issues. -The plumber had ordered new parts for the heater repair. -The plumber had repaired the water heater on 1/17/18 and had set the temperature to its highest setting to test the water heater's ability. -The plumber had not reduced the setting after testing the heater. 	D 113		

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D 113	<p>Continued From page 6</p> <p>-The facility tested the water temperatures in the building weekly.</p> <p>-After the plumber had left the facility, we assumed the water temperatures were within range and would recheck in one week per protocol.</p> <p>Review of the plumbing repair receipt dated 1/04/18 revealed:</p> <p>-There was a diagnostic performed on the water heater.</p> <p>-The water heater required a new "control module and pilot assembly."</p> <p>Review of the plumbing repair receipt dated 1/17/18 revealed that the water heater's "control module and pilot assembly" were repaired.</p> <p>Review of the Resident Water Temperature Log dated 1/17/18 revealed:</p> <p>-The temperatures were taken at 9:00 a.m.</p> <p>-Rooms #207 and #209 had a water temperature of 117.1 degrees.</p> <p>-The Men's Spa on the 200 Hall had a temperature of 117.4 degrees.</p> <p>-Rooms #104 and #106 had a water temperature of 123.5 degrees.</p> <p>-Rooms #115 and #117 had a water temperature of 125.1 degrees.</p> <p>-Room #111 had a water temperature of 125.1 degrees.</p> <p>-Room #113 had a water temperature of 124.8 degrees.</p> <p>_____</p> <p>The facility's failure to ensure the hot water temperatures at sinks, tubs, showers in resident rooms, spas, and common bathrooms were maintained between 100 and 116 degrees Fahrenheit was detrimental to the health and</p>	D 113		

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D 113	Continued From page 7 safety of the residents by placing residents at risk for burns. This non-compliance constitutes a Type B Violation. Review of the facility's Plan of Protection dated 1/24/18 revealed: -The Executive Director (ED) immediately notified the Maintenance Director (MD) of water temps outside compliance range. -The MD rechecked the water temps and adjusted accordingly. -Subsequent water temperatures were between 110 (degrees) and 114 (degrees). -Signs will be posted at all fixtures accessible to residents that water is too hot and left in place until consistent compliance is achieved, in order to be in compliance for water temperatures 100 (degrees) to (116 degrees). -The ED or designee will monitor and record (water) temperatures at various fixtures accessible to residents on all hallways daily until consistent, routinely thereafter, frequency to be determined and specified in the Plan of Correction. THE CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED MARCH 16, 2018.	D 113		
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination.	D 282		

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D 282	<p>Continued From page 8</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to keep food storage areas, including the walk-in cooler clean and free of contamination.</p> <p>The findings are:</p> <p>Observation of the floor in the walk-in cooler on 1/24/18 at 12:29 p.m. revealed: -The floor was wet from the door back about 4 feet long and to the left wall of the cooler about 3 feet wide. -The entire floor was scattered with large rusted spots. -There were 3 sets of metal wire shelves holding various food items that had rusted areas, grime buildup and a white wet substance on the bars of the shelf. -Under each set of shelves, there was a 4 foot by 2 foot area that was rusted with a dry white substance coating the area. -The ceiling of the cooler had an area that was (approximate 2 foot by 2 foot) covered with a dried dust that fell off when touched.</p> <p>Interview with the Dietary Manager on 1/24/18 at 1:04 p.m. revealed: -The floor of the walk-in cooler had always been like that because the moisture in the cooler kept the floor wet. -They cleaned the cooler at least once a month. -The last time it was cleaned was in December. -She did not know what was on the ceiling of the walk-in cooler and had not noticed the buildup.</p> <p>Observation of the cleaning schedule on 1/24/18 at 5:01 p.m. revealed the walk-in cooler was cleaned weekly and had not been checked off for the week of 1/20/18.</p>	D 282		

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D 282	<p>Continued From page 9</p> <p>Interview with the dietary aide on 1/24/18 at 5:15 p.m. revealed: -When they cleaned the cooler, they took everything out. -She was not sure when they last took everything out. -If they spilled anything, they would clean it up at that time. -They swept out the walk-in cooler daily. -They mopped the walk-in cooler "about every two days." -They mopped it yesterday (1/23/18). -"It seemed like the more you mopped the cooler the more the coloring came off the floor showing more rust."</p> <p>Observation of the walk-in cooler at 10:05 a.m. on 1/29/18 revealed the borders of the walk-in cooler floors were rusted.</p> <p>Interview with the Dietary Manager at 10:05 a.m. on 1/29/18 revealed she was aware that the edges of the walk-in cooler floor was rusted.</p> <p>Interview with the Administrator on 1/29/18 at 4:38 p.m. revealed: -She made rounds in the kitchen daily. -She looked at all areas including the walk-in cooler. -She was aware the walk-in cooler needed to be cleaned, including the floor.</p> <p>Observation of the walk-in cooler on 1/29/18 at 4:20 p.m. revealed the shelves and floor had been cleaned, however rust remained on the floor.</p> <p>Interview with the Administrator at 10:22 a.m. on 1/30/18 revealed:</p>	D 282		

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D 282	Continued From page 10 -She was unaware that the freezer floor was rusted and had a "dip" in the floor. -She was responsible for ensuring the walk-in cooler and freezer were kept clean and in good repair.	D 282		
D912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' 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 reviews, the facility failed to assure the residents received care and services that were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to having hot water temperatures. The findings are: Based on observations, interviews, and record reviews, the facility failed to maintain hot water temperatures between 100 - 116 degrees Fahrenheit (F) for 18 of 21 fixtures in resident rooms #101-104, #117, #119, shared bathrooms for resident rooms #110/112, #107/109, the Community Bath, the 100 hall Spa Bath, and the 200 hall Spa Bath. [Tag 0113, 10A NCAC .0311(d) Other Requirements (Type B Violation)].	D912		