

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL036025 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 06/20/2018 |
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| NAME OF PROVIDER OR SUPPLIER WALDEN POND CARE HOME | STREET ADDRESS, CITY, STATE, ZIP CODE 101 OLDE COACH LANE CHERRYVILLE, NC 28021 |
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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 | 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 2 of 2 fixtures (sinks and bathtub/showers) were maintained between 100 degrees Fahrenheit (F) and 116 degrees F.</p> <p>The findings are:</p> <p>Observation during the initial tour of the facility on 06/20/18 from 9:00am to 9:35am revealed:</p> <ul style="list-style-type: none"> -The facility had a total of five residents and two common bathrooms. -Each bathroom had a shower and bathtub combination. -At 9:11am the hot water temperature coming from the sink in the residents' common bathroom #1 was 120 degrees F. -At 9:12am the hot water temperature coming from the bathtub/shower combination was 120 degrees F. -At 9:26am the hot water temperature in the residents' common bathroom #2 was 120 | C 105 | | |

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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| C 105 | <p>Continued From page 1</p> <p>degrees F.</p> <p>On 06/20/18 at 9:30am the Supervisor-in-charge (SIC) was informed of the hot water temperatures and signs were posted to inform residents of hot water temperatures.</p> <p>Interview on 06/20/18 at 9:22am with the SIC revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility for 3 months. -She knew the hot water temperatures were above 116 degrees F. -She checked the hot water temperature in both common bathrooms, the kitchen and the laundry room at the beginning of every month. -She got a temperature of 120 degrees F at the beginning of June 2018. -She did not know she needed to contact anyone if the temperature was over 116 degrees F. -She did not know she was supposed to contact the maintenance director because she had not read the instructions on the temperature record sheet. -She did not know what was considered "too hot" for a water temperature reading. -She had not informed the Administrator the hot water temperatures were above 116 degrees F. <p>Review on 06/20/18 of the facility's June 2018 water temperature log revealed:</p> <ul style="list-style-type: none"> -"Please inform maintenance director of any water temps over 118 per regulations." -Staff documented on the log that hot water temperatures were checked monthly for 2018. -The water temperature for the kitchen sink, residents' bathroom, staff bathroom, residents shower, and staff shower were documented as 120 degrees F with no date listed. <p>Interview on 06/20/18 at 10:00am with the</p> | C 105 | | |

Division of Health Service Regulation

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| C 105 | <p>Continued From page 2</p> <p>corporate consultant revealed: -The facility had never had any issues with hot water temperatures in the past. -She adjusted the water temperature on 06/20/18. -She ran the water and the temperature had since lowered to 114 degrees F.</p> <p>Telephone interview on 06/20/18 at 4:13pm with the Maintenance Director revealed: - He was notified that the water temperature was 120 degrees F on 06/20/18. -The facility staff were supposed to notify him when the hot water temperatures were above 116 degrees F. -He did not realize the water temperature record indicated that staff were to notify if over 118 degrees F; "it was listed incorrectly on the record sheet" -06/20/18 was the first time facility staff had called him to inform the hot water temperatures were above 116 degrees. -He did not know the hot water temperatures were above 116 degrees F, "there has been a breakdown in communication". -The water temperature was last checked by maintenance staff "several months ago".</p> <p>Interviews on 06/20/18 from 9:26am to 10:00am with two residents revealed: -Residents stated that they had not noticed the water being too hot. -One resident stated "the water is not too hot, it is just fine for me". -Residents said the water was not too hot for them and they were never burned due to the hot water. -One resident said the water was hot at times, but she adjusted it by using cold water.</p> <p>Interview with the Administrator on 06/20/18 at</p> | C 105 | | |

Division of Health Service Regulation

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| C 105 | Continued From page 3 4:00pm revealed: -She did not know the water temperatures were above 116 degrees F. -She expected staff to check water temperatures at the beginning of each month and notify maintenance immediately if water temperatures were higher than 116 degrees F. -Staff did not notify her or the maintenance director of the water temperatures reading at 120 degrees F. | C 105 | | |