PRINTED: 07/02/2018 Division of Health Service Regulation FORM APPROVED STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION (X2) MULTIPLE CONSTRUCTION IDENTIFICATION NUMBER: (X3) DATE SURVEY A. BUILDING: COMPLETED FCL036025 B. WING NAME OF PROVIDER OR SUPPLIER 06/20/2018 STREET ADDRESS, CITY, STATE, ZIP CODE WALDEN POND CARE HOME 101 OLDE COACH LANE CHERRYVILLE, NC 28021 SUMMARY STATEMENT OF DEFICIENCIES PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PROVIDER'S PLAN OF CORRECTION TAG REGULATORY OR LSC IDENTIFYING INFORMATION) PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG CROSS-REFERENCED TO THE APPROPRIATE COMPLETE DATE DEFICIENCY) C 000 Initial Comments C 000 It si the Policy of Waldenpond FCH The Adult Care Licensure Section conducted an to ensure Hot Water Temps do not annual survey on 06/20/18. exceed 116 degrees F (46.7 degrees C C 105 10A NCAC 13G .0317(d) Building Service C 105 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: 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. The findings are: Observation during the initial tour of the facility on Immediately adjusted water temps 06/20/18 from 9:00am to 9:35am revealed: 7/1/18 -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 Division of Health Service Regulation

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

Georgette Johnson Administrator/Paniela Black Admin Asst. STATE FORM

TITLE

(XX) DATE 07/05/18

If continuation sheet 1 of 4

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Division of Health Service Regulation FORM APPROVED STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION (X2) MULTIPLE CONSTRUCTION IDENTIFICATION NUMBER: (X3) DATE SURVEY A. BUILDING: COMPLETED FCL036025 B. WING NAME OF PROVIDER OR SUPPLIER 06/20/2018 STREET ADDRESS, CITY, STATE, ZIP CODE WALDEN POND CARE HOME 101 OLDE COACH LANE CHERRYVILLE, NC 28021 (X4) ID SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX ID PROVIDER'S PLAN OF CORRECTION REGULATORY OR LSC IDENTIFYING INFORMATION) TAG PREFIX (EACH CORRECTIVE ACTION SHOULD BE (X5) COMPLETE TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) C 105 | Continued From page 1 C 105 degrees F. 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. Interview on 06/20/18 at 9:22am with the SIC revealed: -She had worked at the facility for 3 months. Admin Asst. has in-service all staff -She knew the hot water temperatures were on reporting temps over 116. All above 116 degrees F. -She checked the hot water temperature in both new hires will be in-service on policy 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. Review on 06/20/18 of the facility's June 2018 water temperature log revealed: -"Please inform maintenance director of any water temps over 118 per regulations." If water temps are over 116 Staff or -Staff documented on the log that hot water temperatures were checked monthly for 2018. Admin Asst. will call Owner to adjust -The water temperature for the kitchen sink, temps residents' bathroom, staff bathroom, residents shower, and staff shower were documented as 120 degrees F with no date listed. Interview on 06/20/18 at 10:00am with the

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Division of Health Service Regulation FORM APPROVED STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION (X2) MULTIPLE CONSTRUCTION IDENTIFICATION NUMBER. (X3) DATE SURVEY A. BUILDING: COMPLETED FCL036025 B. WING 06/20/2018 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE WALDEN POND CARE HOME 101 OLDE COACH LANE CHERRYVILLE, NC 28021 SUMMARY STATEMENT OF DEFICIENCIES (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PROVIDER'S PLAN OF CORRECTION REGULATORY OR LSC IDENTIFYING INFORMATION) (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE TAG **PREFIX** (X5) COMPLETE TAG DEFICIENCY) C 105 | Continued From page 2 C 105 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. 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 -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". 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. Interview with the Administrator on 06/20/18 at

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Division of Health Service Regulation STATEMENT OF DEFICIENCIES FORM APPROVED (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION (X2) MULTIPLE CONSTRUCTION IDENTIFICATION NUMBER: (X3) DATE SURVEY A. BUILDING: COMPLETED FCL036025 B. WING NAME OF PROVIDER OR SUPPLIER 06/20/2018 STREET ADDRESS, CITY, STATE, ZIP CODE WALDEN POND CARE HOME 101 OLDE COACH LANE CHERRYVILLE, NC 28021 (X4) ID SUMMARY STATEMENT OF DEFICIENCIES PRÉFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PROVIDER'S PLAN OF CORRECTION REGULATORY OR LSC IDENTIFYING INFORMATION) TAG (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE PREFIX (X5) COMPLETE TAG DATE DEFICIENCY) C 105 Continued From page 3 C 105 4:00pm revealed: -She did not know the water temperatures were above 116 degrees F. Admin Asst will check water temps -She expected staff to check water temperatures weekly on Fridays and Monthly to at the beginning of each month and notify maintenance immediately if water temperatures ensure temps do not exceed 116. were higher than 116 degrees F. -Staff did not notify her or the maintenance director of the water temperatures reading at 120 degrees F. Division of Health Service Regulation STATE FORM