

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL092189	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/04/2021
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NAME OF PROVIDER OR SUPPLIER JACKSON FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 221 EAST BARBEE STREET ZEBULON, NC 27597
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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: TYPE B VIOLATION</p> <p>Based on observations, interviews and record reviews, the facility failed to ensure hot water temperatures at 2 of 2 bathroom sinks used by residents were maintained between 100 degrees Fahrenheit (F) and 116 degrees F.</p> <p>The findings are:</p> <p>Observation of the residents' common hall front bathroom on 05/04/21 at 1:45 pm revealed: -The hot water temperature at the sink was 132 degrees Fahrenheit (F). -Steam was observed coming from the water as it came out of the faucet.</p> <p>Observation of the residents' common hall back bathroom on 05/04/21 at 1:50 pm revealed: -The hot water temperature at the sink was 136 degrees F. -Steam was observed coming from the water as it</p>	C 105		

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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>came out of the faucet.</p> <p>The Supervisor-in-Charge (SIC) was immediately informed on 05/04/21 at 2:05 pm 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 05/04/21 at 2:05 pm revealed signs were posted above each sink telling the residents not to use the hot water because it was too hot.</p> <p>Calibration on 05/04/21 at 2:07 pm of the facility's thermometer and the surveyor's thermometer revealed: -The facility only had a meat thermometer to check the temperature of the water. -The surveyor's thermometer calibrated at 32 degrees F.</p> <p>Second observation of the residents' common hall front bathroom on 05/04/21 at 2:13 pm revealed: -The hot water temperature at the sink was 132 degrees Fahrenheit (F). -Steam was observed coming from the water as it came out of the faucet.</p> <p>Second observation of the residents' common hall back bathroom on 05/04/21 at 2:14 pm revealed: -The hot water temperature at the sink was 134 degrees F. -Steam was observed coming from the water as it came out of the faucet.</p> <p>Review of the water temperature/fire drill logs for the facility revealed: -The last water temperature check was</p>	C 105		

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C 105	<p>Continued From page 2</p> <p>completed on 04/06/21 and was 110 degrees F. -Prior to 04/06/21 the water temperature was checked on 12/02/20. -They were no other water temperature records provided for the years 2020 and 2021. -The temperature logs did not specify where the water temperature was checked or which fixture was checked.</p> <p>Interview with a Supervisor in Charge (SIC) on 05/04/21 at 12:16 pm revealed: -She was unaware the hot water temperature in the common bathroom sinks were too hot. -She was the regular staff for the facility and checked hot water temperatures monthly with fire drills. -She had not checked bathroom water temperatures for the month of May 2021. -Residents had not complained to her about the water in the bathrooms being too hot. -She was responsible for ensuring the water temperatures were maintained between 100-116 degrees F.</p> <p>Interview with 4 residents residing in the facility on 05/04/21 between 2:20 pm and 2:25 pm revealed none of the residents had been burned by the hot water because they always mix it with cold water.</p> <p>Interview with the person adjusting the thermostat on the hot water tank on 05/04/21 at 3:00 pm revealed: -The Administrator had called him to adjust the temperature on the water heater. -He turned the thermostat down on the hot water heater. -It would take several hours for the water to cool down below 116 degrees F because the water tank was large.</p>	C 105		

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C 105	<p>Continued From page 3</p> <p>-He would come back the next day to recheck the water temperatures.</p> <p>Interview with the Administrator on 05/04/21 at 4:30 pm revealed:</p> <p>-She did not know the facility did not have a regular thermometer to check the water temperatures in the bathrooms.</p> <p>-She thought the water temperature was being checked monthly by the SIC.</p> <p>-She was responsible for ensuring staff had the proper equipment to do the job so she would purchase a water thermometer.</p> <p>-She was responsible for ensuring the water was the proper temperature.</p> <p>-She would check the water temperatures daily and send them to the surveyor until the local department of social services rechecked her water temperatures.</p> <p>_____</p> <p>The facility failed to ensure hot water temperatures for 2 of 2 bathroom sinks in the facility used by residents were maintained between 100 - 116 degrees F. The water temperatures ranged from 132 degrees F to 136 degrees F. Hot water temperatures above 131 degrees F could result in a first degree burn within 17 seconds and a second degree burn within 30 seconds. This failure was detrimental to the safety, health, and welfare of the residents and constitutes a Type B Violation.</p> <p>_____</p> <p>The facility provided a plan of protection in accordance with G.S. 131D-34 on 05/04/21 for this violation.</p> <p>CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED JUNE 18, 2021.</p>	C 105		

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C 912	Continued From page 4	C 912		
C 912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observation, record review, and interview, the facility failed to assure all residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to building service equipment.</p> <p>The findings are:</p> <p>Based on observations, interviews and record reviews, the facility failed to ensure hot water temperatures at 2 of 2 bathroom sinks used by residents were maintained between 100 degrees Fahrenheit (F) and 116 degrees F. [Refer to Tag 105 10A NCAC 13G .0317(d) Building Service Equipment (Type B Violation)].</p>	C 912		