

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL085011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 08/25/2022
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NAME OF PROVIDER OR SUPPLIER MOUNTAIN VALLEY LIVING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1135 TAYLOR ROAD WESTFIELD, NC 27053
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D 000	Initial Comments The Adult Care Licensure Section and the Stokes County Department of Social Services conducted an annual and follow-up survey on 08/24/22 with an exit by telephone on 08/25/22.	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 A2 VIOLATION</p> <p>Based on observations, interviews, and record reviews, the facility failed to ensure the hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (°F) to a maximum of 116°F for 8 of 11 water fixtures sampled which included 8 sink fixtures with hot water temperatures ranging from 124 degrees F to 132 degrees F.</p> <p>The findings are:</p> <p>Review of the facility's census report provided on 08/24/22 revealed the facility's in-house census was 16 residents.</p> <p>Review of the local Environmental Health</p>	D 113		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 113	<p>Continued From page 1</p> <p>department annual inspection dated 06/28/22 revealed:</p> <ul style="list-style-type: none"> -There was a citation on the report for a hot water temperature of 127 degrees F at the sink in resident room #105. -There was no documentation of a follow-up for any information to show the hot water temperature was corrected. <p>Review of the facility's hot water temperature log for July 2022 and revealed:</p> <ul style="list-style-type: none"> -There were 15 documented hot water temperatures from various residents' rooms. -The hot water temperature in resident room #105 was 125 degrees F. -The other hot water temperatures were documented as 115 degrees or less. <p>Review of the facility's hot water temperature log for August 2022 and revealed:</p> <p>There were 15 documented hot water temperatures from various residents' rooms.</p> <ul style="list-style-type: none"> -The hot water temperature in resident room #105 was 125 degrees F. -The other hot water temperatures were documented as 115 degrees or less. <p>Observation of the bathroom in resident room #107 on 08/24/22 at 9:35am revealed:</p> <ul style="list-style-type: none"> -Two residents resided in the room. -The hot water temperature at the sink was 132 degrees F. <p>Interviews with both residents who resided in room #107 on 08/24/22 at 9:40am revealed:</p> <ul style="list-style-type: none"> -They never turned the hot water on fully. -They had not gotten burned by the hot water because they were both able to mix in cold water to their comfort level. -To their knowledge no one had worked on the 	D 113		

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D 113	<p>Continued From page 2</p> <p>water system or made any adjustments to lower the hot water.</p> <p>Observation of the bathroom in resident room #101 on 08/24/22 at 9:22am revealed: -The hot water temperature at the sink was 130 degrees F with steam. -There was no shower/bathing unit in the bathroom.</p> <p>Interview with the resident who resided in room #101 on 08/24/22 at 9:24am revealed: -The water coming from the sink took a while to heat up, but once it was hot, "it got really hot." -He had not been burned by the hot water because he was able to adjust the hot water by adding in cold water. -The water had been hot since he was admitted to the facility four years ago, so he did not bother to tell anyone because he was able to make adjustments.</p> <p>Observation of the bathroom in resident room #103 on 08/24/22 at 9:45am revealed: -The hot water coming from the sink in room #103 was 126 degrees F. -There was visible steam coming from the faucet.</p> <p>Interview with the resident who resided in room #103 on 08/24/22 at 9:46am revealed: -She did not know about the hot water. -She did not get burned, because she added in cold water. -She also did not turn the faucet all the way on.</p> <p>Observation of the bathroom in resident room #110 on 08/24/22 at 9:30am revealed: -The hot water temperature was 128 degrees F and there was visible steam. -The room did not have residents living in it.</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>Observation of the bathroom in resident room #106 on 08/24/22 at 9:35am revealed the hot water temperature was 124 degrees F.</p> <p>Interview with the resident who resided in room #106 on 08/24/22 at 9:40am revealed: -She had not noticed the water temperature being too hot. -She was able to adjust the water temperature to a comfortable level.</p> <p>Observation of the bathroom in resident room #102 on 08/24/22 at 9:30am revealed: -The hot water temperature at the sink was 124 degrees F with steam. -There was no shower/bathing unit in the bathroom.</p> <p>Interview with the resident who resided in room #102 on 08/24/22 at 9:33am revealed: -She did not turn the hot water faucet all the way on because she was afraid of getting burned. -She had been burned in the past, so she was aware not to turn the water faucet all the way on. -She turned the faucet just a little and added in cold water.</p> <p>Observation of the bathroom in resident room #104 on 08/24/22 at 3:55pm revealed: -The hot water temperature at the sink was 122 degrees F with steam. -There was no shower/bathing unit in the bathroom.</p> <p>Based on observation, record review and interview it was determined the resident in room #104 was not interviewable.</p> <p>Observation of the bathroom in resident room</p>	D 113		

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D 113	<p>Continued From page 4</p> <p>#105 on 08/24/22 at 11:37am revealed the hot water temperature at the sink in room #105 was 120 degrees F.</p> <p>Interview with the resident who resided in room #105 on 08/24/22 at 11:43am revealed: -She had not gotten burned by the hot water temperature in the bathroom. -If she felt the hot water temperature was too hot, she turned on the cold water. -She did not spend much time washing her hands; she washed them quickly and turned the hot water off.</p> <p>Observation of the facility's thermometer used to obtain hot water on 08/24/22 at 11:19am revealed the thermometer was digital and could not be calibrated.</p> <p>Calibration of both surveyors' thermometers used to obtain hot water temperatures on 08/24/22 at 11:23am revealed: -One thermometer calibrated at 32 degrees F. -The second thermometer calibrated at 30 degrees F.</p> <p>Interview with the medication aide (MA)/personal care aide (PCA) on 08/24/22 at 12:03pm revealed: -She was aware the hot water temperatures were high. -She assisted all residents with showering/bathing. -She always turned on the hot water and made adjustment to her comfort level, then she asked the resident to test the water to make sure it was comfortable for them. -She told the residents that if the water was too hot or too cold to let her know she would adjust the temperature.</p>	D 113		

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D 113	<p>Continued From page 5</p> <p>-She did not assist the residents' when using the hot water in their private bathroom.</p> <p>Interview with the Resident Care Coordinator (RCC) on 08/24/22 at 10:56am revealed:</p> <p>-Each resident room had its own bathroom with a sink for hand washing.</p> <p>-Every month she checked the hot water temperatures at every sink in the facility.</p> <p>-She was aware that hot water temperature should not rise above 116 degrees F.</p> <p>-She had noticed that the hot water temperature in one resident room, room #105, was always above 116 degrees F.</p> <p>-She made the director aware of the hot water temperature in July 2022.</p> <p>-She did not post signs and she did not make the resident aware to be careful when turning on the hot water.</p> <p>Interview with the Director on 08/24/22 at 10:58am revealed:</p> <p>-Today, 08/24/22, after she was made aware of the hot water temperatures, she posted signs to warn the residents to use caution when turning on the hot water.</p> <p>-When the local county health department did their inspection in June 2022, she was made aware that one resident room had a hot water temperature of 127 degrees F.</p> <p>-The RCC checked the hot water temperatures monthly.</p> <p>-She was aware the hot water temperature in resident room #105 always had a hot water temperature of 125 degrees F.</p> <p>-In July 2022, she had called someone to come and take care of the high hot water temperature, but they never showed up.</p> <p>-She did not attempt to contact anyone else to take care of the hot water temperature.</p>	D 113		

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D 113	<p>Continued From page 6</p> <p>Interview with the service technician from the plumbing company on 08/24/22 at 2:46pm revealed:</p> <ul style="list-style-type: none"> -He got a call today, from the facility's Director regarding the water temperatures being too hot. -The facility's hot water tank had two bad valves and a bad mixing valve. -The hot water for the kitchen had to be greater than 140 degrees F in order to properly sanitize. -Because the mixing valve was bad, the hot water heater did not know to send the hottest water to the kitchen, and it was going to the residents' rooms instead. -The issue was fixable, but not today. -The parts had to be ordered and it might take a couple of days to get them delivered and put on the hot water tank. -The best thing was to use caution when turning on the hot water. <p>Interview with the Administrator on 08/25/22 at 10:30am revealed:</p> <ul style="list-style-type: none"> -The Director designated a staff person every week to check the water temperatures in every room in the facility. -If a water temperature was above 116 degrees F, the staff who checked the water temperature was responsible for notifying the shift supervisor, who was responsible for notifying the Director, who was responsible for calling the plumber immediately and also calling her to give her a heads up. -The Director emailed her water temperature logs from the facility every month and the temperatures were always between 100 degrees F and 116 degrees F. -She was not aware of the facility's water temperatures being above 116 degrees F. -There was no process in place for calibrating the 	D 113		

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D 113	<p>Continued From page 7</p> <p>facility's thermometer; it would be the Director's responsibility to ensure the thermometer was accurate.</p> <p>-She knew the plumber had been out to the facility a couple of times recently, but she did not remember the dates or what they had been working on.</p> <p>-She could not remember when the water system at the facility had last been maintained or repaired.</p> <p>_____</p> <p>The facility failed to ensure hot water temperatures for 8 of 11 fixtures in the residents' bathrooms were maintained between 100 to 116 degrees F. The hot water temperatures ranged from 120 degrees F to 132 degrees F. A water temperature of 132 degrees F could result in a first degree burn after 17 seconds and a second degree burn in 30 seconds. The facility staff were aware of the hot water temperatures and did not attempt to seek means to resolve the hot water crisis to keep the residents safe, which placed the residents at substantial risk of serious physical harm and serious neglect and constitutes a Type A2 Violation.</p> <p>_____</p> <p>The facility provided a plan of protection in accordance with G.S. 131D-34 on 08/24/22 for this violation.</p> <p>CORRECTION DATE FOR THIS TYPE A2 VIOLATION SHALL NOT EXCEED SEPTEMBER 24, 2022.</p>	D 113		
D914	<p>G.S. 131D-21(4) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 4. To be free of mental and physical abuse,</p>	D914		

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D914	<p>Continued From page 8</p> <p>neglect, and exploitation.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to other requirements.</p> <p>The findings are:</p> <p>Based on observations, interviews, and record reviews, the facility failed to ensure the hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (°F) to a maximum of 116°F for 8 of 11 water fixtures sampled which included 8 sink fixtures with hot water temperatures ranging from 124 degrees F to 132 degrees F. [Refer to Tag 0113, 10A NCAC 13F .0311(d) Other Requirements (Type A2 Violation)].</p>	D914		