

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL041052	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 07/26/2023
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NAME OF PROVIDER OR SUPPLIER MORNINGVIEW AT IRVING PARK	STREET ADDRESS, CITY, STATE, ZIP CODE 3200 N ELM STREET GREENSBORO, NC 27408
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D 000	Initial Comments	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, record reviews, and interviews, the facility failed to ensure the hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F for 7 of 7 fixtures (6 sinks and 1 shower) located in residents' rooms and used by the residents.</p> <p>The findings are:</p> <p>Observation of the facility during the initial tour on 07/25/23 from 9:45am to 11:20am revealed: -The facility was a two-story structure. -The facility was divided into Assisted Living (AL) unit with 3 halls having a census of 37 residents and a Special Care Unit (SCU) located on the second floor with a census of 14 residents.</p> <p>Observation of the hot water temperature at the bathroom sink of room 134 on 07/25/23 at</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> <p>9:35am revealed the hot water temperature was 122 degrees F.</p> <p>Interview with the resident who resided in room 134 on 07/25/23 at 9:38am revealed: -She used the sink independently. -Staff assisted her with her showers and adjusted the shower water to a comfortable temperature. -She never had an issue where the water temperature was too hot because she adjusted the water temperature by mixing in some cold water when using the sink. -She had never been burned by hot water.</p> <p>Observation of the hot water temperature at the bathroom sink of room 136 on 07/25/23 at 9:40am revealed the hot water temperature was 122 degrees F.</p> <p>Interview with the resident who resided in room 134 on 07/25/23 at 9:43am revealed: -She used the sink independently. -It usually took a long time for the hot water to get hot. -She did not leave the hot water running in the sink long enough for it to get hot when she was washing her hands or using the sink. -Staff assisted her with her showers and adjusted the shower water to a comfortable temperature. -She never had an issue where the water temperature was too hot because she adjusted the water temperature by mixing in some cold water when using the sink. -She had never been burned by hot water.</p> <p>Observation of the hot water temperature at the bathroom sink of room 128 on 07/25/23 at 9:45am revealed the hot water temperature was 120 degrees F.</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>Interview with the resident who resided in room 128 on 07/25/23 at 9:43am revealed: -She used the sink occasionally. -She knew to add cold water to the hot water if the water temperature needed adjusting. -Staff assisted her with her showers and adjusted the shower water to a comfortable temperature. -She never had an issue where the water temperature was too hot because she adjusted the water temperature by mixing in some cold water when using the sink. -She had never been burned by hot water.</p> <p>Observation of the hot water temperature at the bathroom sink of room 124 on 07/25/23 at 9:48am revealed the hot water temperature was 129 degrees F. The hot water temperature at the bathroom shower was 124 degrees F.</p> <p>Interview with the resident who resided in room 124 on 07/25/23 at 9:50am revealed: -She used the sink daily. -She showered independently. -Sometimes the hot water was very hot. -She had never been burned by hot water because she adjusted the water temperature by mixing in some cold water when using the sink and the shower. -She had not told staff the water was too hot because she just adjusted it. -She could not remember if a staff person checked the hot water temperatures.</p> <p>Observation of the hot water temperature at the bathroom sink of room 223, located on the second floor and next to the entrance to the SCU, on 07/25/23 at 9:58am revealed the hot water temperature was 124 degrees F.</p> <p>Interview with the resident who resided in room</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>223 on 07/25/23 at 9:58am revealed: -She bathed independently. -She never had an issue where the water temperature was too hot because she adjusted the water temperature by mixing in some cold water before getting into the shower. -She had never been burned by hot water.</p> <p>Interview with a medication aide (MA) on 07/25/23 at 9:59am revealed: -None of the residents had complained to her about the water temperature being too hot. -She was not aware of any residents being burned by the hot water temperatures. -The residents that bathed independently without staff assistance were able to adjust their own water temperatures. -The residents who required staff assistance with bathing always had a staff member with them to check the comfort level of the water temperature before exposing the resident to it.</p> <p>Observation of the hot water temperature at the bathroom sink of room 231 in the SCU on 07/25/23 at 10:02am revealed the hot water temperature was 120 degrees F.</p> <p>Based on observations and staff interviews on 07/25/23, it was determined the resident who resided in room 231 was not interviewable.</p> <p>Interview with a personal care aide (PCA) in the SCU on 07/25/23 at 10:05am revealed: -In the SCU, the residents were redirected to the common areas as much as possible during the day, so they were not in their rooms with access to the sinks and showers unsupervised often. -The staff always checked the comfort of the water temperature before putting a resident's hands under the faucet or before bathing them.</p>	D 113		

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D 113	<p>Continued From page 4</p> <ul style="list-style-type: none"> -She never had a resident complain the water burned them or felt too hot. -The other staff had never reported the water feeling too hot. <p>On 07/25/23 at 10:42am, an ice water slurry was used to check two surveyors' thermometers with a reading of 32 degrees F registered on both thermometers.</p> <p>Interview with the Executive Director (ED) on 07/25/23 at 10:50am revealed:</p> <ul style="list-style-type: none"> -He was informed that signs needed to be posted alerting residents hot water temperatures were elevated and for residents to have assistance from staff before using the hot water. -The Maintenance Director was not available and was due back to work tomorrow on 07/26/23. -The ED would try to contact the Maintenance Director for guidance to adjust the hot water temperatures. -The ED would contact a plumber for assistance with adjusting hot water temperatures. <p>Interview with a member of the maintenance staff on 07/25/23 at 11:15am revealed:</p> <ul style="list-style-type: none"> -The Maintenance Director usually checked hot water temperatures weekly and recorded for corporate compliance. -He assisted occasionally with monitoring weekly hot water temperatures. -He used a heat detecting device for monitoring hot water temperatures. -He kept a log of the hot water temperatures he obtained. -He had not noticed hot water temperatures greater than 116 degrees F. -He would turn the hot water heater down and speak with the ED about trying to adjust hot water temperatures to be between 100-116 degrees F. 	D 113		

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D 113	<p>Continued From page 5</p> <p>Observation of the facility on 07/25/23 at 12:00pm revealed signs were posted alerting residents of elevated hot water temperatures.</p> <p>Interview with a PCA on the AL unit on 07/25/23 at 9:50am revealed: -Most of the residents were assisted by staff with bathing. -No residents had complained to her about the hot water being too hot. -She had not noticed any increase in the hot water temperatures while assisting the residents. -The PCAs adjusted water temperatures to the residents' liking prior to starting their baths. -The staff from maintenance were responsible for monitoring hot water temperature, not PCAs. -The resident in room 124 was independent for bathing and staff did not assist her with baths.</p> <p>Interview with a first shift MA on the AL unit on 07/25/23 at 9:48am revealed: -No resident had complained about elevated hot water temperature. -She did not know of any incident when a resident informed her they had been burned by hot water in their room.</p> <p>Interview with a MA in the SCU on 07/25/23 at 3:45pm revealed: -The staff never exposed a resident to water without first checking the temperature on their own skin. -The staff in the SCU were diligent about checking the water temperature before letting the residents touch it, because the residents in the SCU were not able to express if the water was too hot or adjust the water temperature on their own. -The residents in the SCU did not wash their</p>	D 113		

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D 113	<p>Continued From page 6</p> <p>hands in the sink without staff present. -She never had a resident complain to her about the water being too hot or getting burned by hot water.</p> <p>Review of the available hot water temperature log on 07/26/23 revealed: -On 05/21/23, there were 5 hot water temperatures documented for residents' rooms ranging from 100 to 105 degrees F. -On 05/24/23, there were 5 hot water temperatures documented for residents' rooms ranging from 102 to 117 degrees F. -On 07/01/23, there were 3 hot water temperatures documented for residents' rooms ranging from 101 to 106 degrees F. -On 07/08/23, there were 3 hot water temperatures documented for residents' rooms ranging from 102 to 104 degrees F. -On 07/15/23, there were 3 hot water temperatures documented for residents' rooms ranging from 103 to 107 degrees F.</p> <p>Interview with the Maintenance Director on 07/26/23 at 8:45am revealed: -He was informed the facility's hot water temperatures were elevated above 116 degrees F. -The facility had a plumber attempt to adjust hot water temperature late on 07/25/23 and was unsuccessful. -The facility needed to replace the hot water mixing valve to completely correct the hot water temperature issue and one had been ordered. -Currently, the facility's 4 hot water heaters had been adjusted to maintain hot water temperature between 100-116 degrees F. -He would monitor hot water temperatures closely while the mixing valve was being replaced. -He was adjusting the hot water temperature this</p>	D 113		

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D 113	<p>Continued From page 7</p> <p>morning and would inform when the hot water temperatures could be rechecked.</p> <p>Recheck of the bathroom sink in room 134 on 07/26/23 at 11:25am revealed the hot water temperature was 108 degrees F.</p> <p>Recheck of the bathroom sink in room 136 on 07/26/23 at 11:20am revealed the hot water temperature was 108 degrees F.</p> <p>Recheck of the bathroom sink in room 128 on 07/26/23 at 11:38am revealed the hot water temperature was 110 degrees F.</p> <p>Recheck of the bathroom sink in room 124 on 07/26/23 at 11:01am revealed the hot water temperature was 110 degrees F.</p> <p>Recheck of the bathroom shower in room 124 on 07/26/23 at 11:04am revealed the hot water temperature was 110 degrees F.</p> <p>Recheck of the bathroom sink in room 223 on 07/26/23 at 11:10am revealed the hot water temperature was 106 degrees F.</p> <p>Recheck of the bathroom sink in room 231 on 07/26/23 at 11:01am revealed the hot water temperature was 104 degrees F.</p> <p>On 02/26/23 at 11:30am, the Maintenance Director was informed hot water temperature were in compliance and signs in residents' room related to elevated hot water temperatures could be removed.</p> <p>_____</p> <p>The facility failed to ensure hot water temperatures for 7 fixtures used by residents were maintained between 100-116 degrees F</p>	D 113		

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D 113	<p>Continued From page 8</p> <p>related to hot water temperatures checked that ranged from 120-129 degrees F. A hot water temperature of 129 degrees F could result in a first degree burn in less than 30 seconds and a second degree burn in 1 minute. This failure was detrimental to the health, safety 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 07/25/23 for this violation.</p> <p>CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED SEPTEMBER 8, 2023.</p>	D 113		