

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL025-215</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>08/13/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>START RESPITE HOME - EASTERN REGION</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>605 PINE TREE DRIVE</b> <b>NEW BERN, NC 28562</b>
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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
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed August 13, 2018. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5100 Community Respite Services for Individuals of all Disability Groups.</p>	V 000	<p style="text-align: center;"><b>DHSR - Mental Health</b></p> <p style="text-align: center;"><b>AUG 28 2018</b></p> <p style="text-align: center;"><b>Lic. &amp; Cert. Section</b></p> <p>RHA has a written policy regarding checking facility equipment.</p> <p>It was found that in three facility sinks that the water temperature was 120 degrees Fahrenheit and failed to register between 100-116 degrees Fahrenheit as outlined in the deficiency.</p> <p>On 8/13/18 Steve Tuzo the NC START East Resource Center Director adjusted and lowered the water temperature to the mandated temperature of 112.5 degrees Fahrenheit.</p> <p>Subsequently, two additional readings, completed on 8/14/18 and 8/15/18 were done and the water temperature was at 113 and then 112 degrees Fahrenheit. These temperatures were taken at all three sinks tested previously.</p>	
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<p>V 752</p>	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to maintain the water temperature between 100-116 degrees Fahrenheit. The findings are:</p> <p>Observation on 8/13/18 at approximately 10:45 am revealed the following:</p> <ul style="list-style-type: none"> <li>- The hot water temperature at the kitchen sink was 120 degrees Fahrenheit.</li> <li>- The hot water temperature in the two facility bathrooms was 120 degrees Fahrenheit.</li> </ul> <p>Interview on 8/13/18 the Director stated he would have someone follow up on the hot water temperature at the facility that afternoon.</p>	<p>V 752</p>	<p>The Resource Center director immediately began doing one on one training with staff on the correct process in which to take the correct temperature reading. Enclosed please find the form that will be used to document monitoring.</p> <p>The START Resource Center Director will ensure that the water temperature is maintained at this temperature by checking it after each fire drill. It will then be checked twice each shift or six times a quarter for a period of three months. If consistently being in compliance, checks will resume to three times per quarter. If an inconsistency is found Director will address with maintenance to resolve.</p> <p>The Resource Director or designee will monitor to ensure the policy is being followed.</p>	
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*Rum Wolfe*

NC START EAST Director

August 24, 2018

STATE FORM

6899

4QLG11

If continuation sheet 1 of 1



## Water Temperature Exceedance Testing

Facility: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Residence: \_\_\_\_\_

1. Date fire drill conducted: \_\_/\_\_/\_\_
2. Water temperature at time of fire drill: \_\_\_\_\_
3. Water temperature readings for three days following fire drill.  
1<sup>st</sup> day: \_\_\_\_\_ Time: \_\_\_\_\_ am / pm  
2<sup>nd</sup> day: \_\_\_\_\_ Time: \_\_\_\_\_ am / pm  
3<sup>rd</sup> day: \_\_\_\_\_ Time: \_\_\_\_\_ am / pm

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Home Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator

\_\_\_\_\_  
Date