

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-367	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/25/2019
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NAME OF PROVIDER OR SUPPLIER SPRINGWELL NETWORK, INC-STOCKTON STREET G	STREET ADDRESS, CITY, STATE, ZIP CODE 3250 STOCKTON STREET WINSTON-SALEM, NC 27127
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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
V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on 10/25/2019. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 752	<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 observations and interviews, the facility failed to maintain hot water temperatures between 100-116 degrees Fahrenheit (F) in areas where clients were exposed to hot water. The findings are:</p> <p>Observations from approximately 3:40PM to 3:55PM on 10/22/2019 revealed:</p> <ul style="list-style-type: none"> - The hot water temperature at the kitchen sink and bath #1 sink were 92 degrees F; - The hot water temperature at bath #1 shower was 90 degrees F; - The hot water temperatures at bathroom #2's sink and shower were 84 degrees F. <p>Interview on 10/22/2019 with client #1 revealed:</p> <ul style="list-style-type: none"> - The hot water temperature was "cold." 	V 752		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 752	<p>Continued From page 1</p> <p>Interview on 10/23/2019 with client #3 revealed; - The hot water temperature had been "a little cool and not getting too hot ... It's like lukewarm."</p> <p>Interview on 10/23/2019 with staff #1 revealed: - The hot water in the showers would eventually warm up when the taps were turned on, but the hot water at the kitchen sink would not.</p> <p>Interview on 10/23/2019 with the House Manager revealed: - Facility staff were not allowed to adjust the thermostat on the water heater; - When the hot water faucets were turned on, the water was slow to warm up.</p> <p>Interview on 10/25/2019 with the Qualified Professional revealed: - The Licensee did not own the home; - the Owner of the facility would not allow facility staff to adjust the water heater thermostat; - A plumber would be contacted to check the thermostat.</p>	V 752		