

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411016	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/30/2020
--	---	--	---

NAME OF PROVIDER OR SUPPLIER NOWLIN HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 2110 WILLOW ROAD GREENSBORO, NC 27406
--	---

(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 1/30/2020. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600B Supervised Living for Minors with Developmental Disability.</p>	V 000	<p><i>The Owner and the Op will monitor staff while they're checking the water temperature to assure that the hot water doesn't exceed 116° weekly.</i></p>	
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 the hot water between 100-116 degrees Fahrenheit (F) in area where clients were exposed to hot water. The findings are:</p> <p>Observations from approximately 3:35-3:48PM on 1/29/2020 of the facility's hot water temperatures revealed:</p> <ul style="list-style-type: none"> - Kitchen sink: 126 degrees F; - Bathroom sink: 122 degrees F; - Bathroom shower: 120 degrees F. <p>Interview on 1/30/2020 with staff #1 revealed:</p> <ul style="list-style-type: none"> - The facility's hot water temperature was usually 110 degrees F. - Staff #1 always adjusted the water temperature for clients when it was time for their showers or 	V 752	<p><i>The date of the monitoring was 2/15/20</i></p> <p><i>The owner counseled with the staff about not turning the hot water up pass 116°.</i></p>	

DHSR-Mental Health
 MAR 25 2020
 Lic. & Cert. Section

Division of Health Service Regulation
 LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

[Handwritten Signature]

TITLE
[Handwritten Title]

(X6) DATE

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411016	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/30/2020
--	---	---	---

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

NOWLIN HOME

**2110 WILLOW ROAD
GREENSBORO, NC 27406**

(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 752	<p>Continued From page 1</p> <p>baths in order to avoid clients getting burned by the hot water.</p> <ul style="list-style-type: none"> - No clients had been scalded by the hot water. <p>Interview on 1/30/2020 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - There had not been any problems with the facility's water temperature being hotter than 116 degrees F. - No clients had been scalded by the hot water. - Facility clients had complained about the water being too cold when they were taking turns getting their showers. <p>Interview on 1/29/2020 with the Licensee revealed:</p> <ul style="list-style-type: none"> - The Licensee had adjusted the thermostat on the water heater and ran hot water in the washing machine and sink immediately after the kitchen sink water temperature was tested. - When clients took turns getting their showers, they sometimes complained that the facility ran out of hot water. - Facility staff may have adjusted the thermostat on the water heater because of clients' complaints about the shower water. - The hot water temperature was tested regularly. - The hot water temperature was usually 100 degrees F. - No clients had been scalded by the hot water. 	V 752		