

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-946	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/25/2022
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NAME OF PROVIDER OR SUPPLIER ABSOLUTE HOME - MARCONY WAY	STREET ADDRESS, CITY, STATE, ZIP CODE 3316 MARCONY WAY RALEIGH, NC 27610
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V 000	<p>INITIAL COMMENTS</p> <p>An On-site Survey was completed on March 25, 2022. 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> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 6 current clients.</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 observation, record review and interview the facility failed to ensure the water temperature was maintained between 100-116 degrees Fahrenheit. The findings are:</p> <p>Review on 3/24/22 of client #1's record and 3/25/22 email from the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - Admission: 11/1/21 - Diagnoses: "Altered Mental Status, Protein Calorie Malnutrition, Ketoacidosis and Wernicke Encephalopathy" (neurological disease characterized by confusion, inability to coordinate 	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>voluntary movement and eye abnormalities)</p> <p>Review on 3/24/22 of client #2's record revealed:</p> <ul style="list-style-type: none"> - Admission: 4/21/15 - Diagnoses: Mild Intellectual Developmental Disability (IDD) and Schizophrenia <p>Review on 3/24/22 of client #3's record and 3/25/22 email from the QP revealed:</p> <ul style="list-style-type: none"> - Admitted: 6/1/21 - Diagnoses: Bipolar Disorder Type I, Rule/Out Autism Spectrum Disorder, Unspecified Anxiety Disorder and Unspecified Personality Disorder, Anxiety, Blindness, Asthma, Arthritis and Hypertension <p>Review on 3/24/22 of client #4's record and 3/25/22 email from the QP revealed:</p> <ul style="list-style-type: none"> - Admission: 6/15/16 - Diagnoses: Moderate IDD, Bipolar Disorder, Impulse Control, Hypertension and Weight Loss <p>Review on 3/24/22 of client #5's record and 3/25/22 email from the QP revealed:</p> <ul style="list-style-type: none"> - Admission: 5/2/19 - Diagnoses: Mild IDD, Bipolar Disorder, Cancer, Hypertension, Hyperlipidemia, Dementia, Chronic Obstructive Pulmonary Disorder, Diabetes, Glaucoma, Vitamin D Deficiency, Osteopenia and Failure to Thrive <p>Review on 3/24/22 of client #6's record and 3/25/22 email from the QP revealed:</p> <ul style="list-style-type: none"> - Admission: 12/1/21 - Diagnoses: Mild IDD, Schizoaffective Disorder, Gastroesophageal Reflux Disorder and Allergy Rhinitis <p>Review on 3/24/22 of the facility's public file maintained by the Division of Health Service</p>	V 752		

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V 752	<p>Continued From page 2</p> <p>Regulation (DHSR) revealed the following:</p> <ul style="list-style-type: none"> - On 3/24/22, an onsite survey was conducted by DHSR Construction Section. <p>Interview on 3/24/22 the Construction Consultant stated:</p> <ul style="list-style-type: none"> - On 3/24/22 between 8:50 AM-10:00 AM, he conducted a bi-annual survey at the group home. - Water temperatures in the upstairs hall bathroom sink and shower/tub, downstairs bathroom sink and shower/tub and kitchen faucet registered the same temperature reading of 168 degrees. - The facility's gas hot water heater had temperature controls choices of "low and high." - While he was onsite, staff #1 turned the hot water heater temperature to low. - Staff #1 used the downstairs shower/tub to drain all the hot water out of the hot water tank. - By removing all the hot water and refilling the water tank, the temperature readings were 104 degrees when he left the facility. - Staff #1 was given a water temperature recording log and asked to check the water temperatures three times a day for the next 3 days. - The water temperature log should be faxed to DHSR Construction Section for review. <p>Interview on 3/24/22 at 12:50 PM, client #3 stated:</p> <ul style="list-style-type: none"> - Staff #1 was taking a shower and was not available to speak with DHSR Mental Health Survey Consultant. - When staff finished showering, he would inform staff #1 of DHSR's arrival onsite. <p>Observation on 3/24/22 between 1:05 PM-2:00 PM revealed the following water temperatures above 116 degrees:</p>	V 752		

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V 752	<p>Continued From page 3</p> <ul style="list-style-type: none"> - Downstairs bathroom sink -144 degrees. Steam was observed. - Upstairs bathroom sink -146 degrees. Steam observed. - Upstairs bathroom shower/tub -136 degrees. - Kitchen faucet -146 degrees. Steam was observed. <p>Interview on 3/24/22 the Mental Health Licensure Construction Section Team Leader stated:</p> <ul style="list-style-type: none"> - The staff shower would have lowered the temperature readings. - Therefore, the water readings between 1:00 PM-2:00 PM were "more than likely above" 138-146 degrees. <p>Interview on 3/24/22 staff #1 stated:</p> <ul style="list-style-type: none"> - Worked for the company for about 1 year. - He was a live in staff. - Client #2 was the only client not at home at the time of this interview. - He was unsure what clients had showered today before or after the Construction Consultant left. - Clients #1, #3 and #4 used the upstairs bathroom. - Clients #2, #5 and #6 used the downstairs bathroom. - He conducted water temperature checks weekly but did not record the readings. - "For the past month or so, the water temperature fluctuated with above usual hot temperatures off and on." - During temperature checks, the water never exceeded 130 degrees. <p>Observation on 3/25/22 between 10:15 AM - 10:25 AM revealed:</p> <ul style="list-style-type: none"> - Staff #1 demonstrated how he used a digital thermometer labeled "Body Infrared 	V 752		

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V 752	<p>Continued From page 4</p> <p>Thermometer" to check the water temperature.</p> <ul style="list-style-type: none"> - Staff #1 obtained a cup from the cabinet and let the hot water from the cup flow into the sink. He aimed the thermometer at the water in the cup and obtained a reading of 104 degrees. <p>Interview on 3/25/22 the Construction Consultant stated:</p> <ul style="list-style-type: none"> - Captured and measured "water from a cup would not provide an accurate reading." - To test water temperatures, the thermometer should be placed under water running directly from the faucet. This method reduced the risk of the water cooling prior to the temperature being checked. <p>Interview on 3/24/22 client #1 stated:</p> <ul style="list-style-type: none"> - He took a shower the morning of this interview. - He never saw men from Construction and was unaware of the time he took his shower. - The water temperature "felt normal." <p>Interview on 3/24/22 client #3 stated:</p> <ul style="list-style-type: none"> - He last took a shower the night of 3/23/22. - He noticed the water was "a little hot" when he last showered. - Usually, he touched the water to gauge the temperature prior to getting in the shower or putting his hands in the sink <p>Interview on 3/24/22 client #5 stated:</p> <ul style="list-style-type: none"> - He preferred to sit in the bathtub and he never took a shower. - He last bathed on yesterday (3/23/22). - The water was "hot." - He regulated the water temperature in the bathtub by pouring cool water from the sink into the bathtub. 	V 752		

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V 752	<p>Continued From page 5</p> <p>Interview on 3/24/22 client #6 stated:</p> <ul style="list-style-type: none"> - He last showered last night (3/23/22). - The water was "a little cooler than normal." <p>He clarified the water was hot and he usually saw steam but last night, he didn't see it.</p> <p>Interview on 3/24/22 the QP stated:</p> <ul style="list-style-type: none"> - As she normally was not involved in environmental issues of the group home, she was not aware Construction Section had been at the group home the morning of 3/24/22. - Prior to this interview, she was not aware of the issue regarding the water temperature exceeding 116 degrees. - She would contact the Administrator/Registered Nurse (RN)'s husband to make him aware and resolve. - Water temperature checks should have been completed monthly along side fire/disaster drills. <p>Unsuccessful multiple attempts made on 3/24/22 to contact the Administrator/RN via telephone, text and email communications.</p> <p>Review on 3/25/22 of Plan of Protection (POP) dated 3/24/22 completed by the QP revealed the following:</p> <ul style="list-style-type: none"> - "What immediate action will the facility take to ensure the safety of the consumers in your care?" <p>The facility contacted the HVAC (Heating, Ventilation, Air Conditioning) contractor who arrived at the facility on today (3/24/22) and completed an inspection. He was able to reset the gauges/machinery or make the necessary changes to restore the water temperature to below 116 degrees. The staff will take water temperatures 3 X (times) daily for the next 30 days. If the temperatures remain within the approved levels for the readings then the staff will decrease the number of times the temperature is</p>	V 752		

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V 752	<p>Continued From page 6</p> <p>taken to 2 X daily following the initial 30 days. Then if those readings are within normal limits for that period of time then the readings will be done 1 X daily for another 30 days. If the staff has reset the mechanism as instructed by the HVAC person and the reading is above 117 degrees then the staff or administrator will contact the HVAC person and request an emergency inspection.</p> <p>- Describe your plans to make sure the above happens.</p> <p>The administrator will make daily contact with the group home to inquire about readings. The administrator will also do at least one reading weekly for the next 30 days. The administrator will also make sure that the water temperatures are checked during the monthly fire drills and instruct the staff to report the readings to the administrator immediately."</p> <p>Six clients whose diagnoses ranged from Intellectual Developmental Disability, Schizophrenia, Bipolar Disorder, Anxiety to Glaucoma and Blindness resided in the facility. On the morning of 3/24/22, DHSR Construction Section readings were 168 degrees and a water temperature adjustment was made. Within 3 hours of a hot water heater temperature adjustment, water temperatures ranged between 130-144 degrees Fahrenheit. The water temperature readings were collected from water sources utilized by clients. The facility did not have documentation of water temperature checks being conducted. Therefore, it was difficult to determine how long the water temperature had been above 116 degrees. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days. An administrative penalty of \$1000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of</p>	V 752		

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V 752	Continued From page 7 \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 752		