

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL096-282	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 09/13/2023
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DIHSR - Mental Health

NAME OF PROVIDER OR SUPPLIER
CLAIBORNE PLACE GROUP HOME

STREET ADDRESS, CITY, STATE, ZIP CODE
**404 SOUTH CLAIBORNE PLACE
GOLDSBORO, NC 27530**

OCT 10 2023

(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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Hot Water Section

V 000	<p>INITIAL COMMENTS</p> <p>An on-site survey was completed on September 13, 2023. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This facility is licensed for 6 and currently has a census of 5. The survey sample consisted of audits of 3 current clients.</p>	V 000	V 752	9/14/2023
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 record review and interviews the facility failed to maintain water temperatures between 100 and 116 degrees Fahrenheit in areas where clients are exposed to hot water. The findings are:</p> <p>Review on 9/13/23 of the facility's water temperature logs revealed the last documented water temperature checks were completed 6/24/21 and ranged between 100 degrees Fahrenheit and 111 degrees Fahrenheit.</p> <p>During interview on 9/13/23 client #2 stated:</p>	V 752	<p>Keen Plumbing assessed the hot water temperature. Replace all equipment necessary to maintain the corrected water temperature. The temperature is checked twice monthly on each shift.</p> <p>< Documents included ></p> <p>Staff will continue to monitor the hot water temperature in all Bathrooms and Kitchen - twice monthly</p>	

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

Sandra Spill

TITLE

Director

(X6) DATE

10/3/2023

Division of Health Service Regulation

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V 752	<p>Continued From page 1</p> <ul style="list-style-type: none"> - He was able to regulate the water temperatures independently. - If the water was too hot, he "turned on the cold water." - He had never been injured by the hot water at the facility. <p>During interview on 9/13/23 client #3 stated:</p> <ul style="list-style-type: none"> - The water in the bathroom was "too hot." - Staff tried to regulate the water temperatures for her to take showers or baths. - She "screamed about 3 days ago" because the bath water was too hot. <p>During interview on 9/13/23 client #5 stated:</p> <ul style="list-style-type: none"> - He was able to regulate water temperatures independently. - He had never experienced any issues with the hot water at the facility. <p>During interview on 9/13/23 the Division of Health Service Regulation (DHSR) Construction Section Biennial Residential Team Leader stated:</p> <ul style="list-style-type: none"> - The facility's biennial survey was conducted 9/13/23. - At approximately 2:45 pm the hot water temperatures in the female clients' bathroom sink and shower/tub were 138 degrees Fahrenheit and 140 degrees Fahrenheit in the male clients' bathroom sink and shower/tub. - The hot water heater thermostat was adjusted down and water in the showers/tub was left running for approximately 30 minutes to drain the water heater tanks and decrease the hot water temperatures. - He instructed the Group Home Manager "to lock both bathrooms and to have the clients ask her for assistance" to regulate the water temperatures. - The Group Home Manager contacted a plumber 	V 752	<p>Staff will document the monthly temperature and keep documentation where it is accessible to DHS.</p> <p>All documentation will be monitored by the Group Home Manager.</p> <p>When When temperature Reading are above 116° Keen Plumbing will be called to adjust temperature.</p> <p>Consumers will not be allowed to used that Bathroom until temperature is adjusted</p>	
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V 752	<p>Continued From page 2</p> <p>to examine the hot water heaters and to make any necessary repairs.</p> <ul style="list-style-type: none"> - The hot water temperatures decreased to 108 degrees Fahrenheit at 3:30 pm. <p>During interview on 9/13/23 the Group Home Manager stated:</p> <ul style="list-style-type: none"> - Water temperatures were checked and documented every shift. - She "never got a high temperature" when she checked the water temperatures. - She "did not know" where the water temperature check sheets were located; "They aren't in the book." - A plumber came to the facility and turned the water to the bath tubs/showers off; he would return to the facility in the morning and make some repairs/adjustments to the water heaters. - She advised the clients they could take showers after the plumber made repairs to the water heaters. <p>Review on 9/13/23 of the Plan of Protection dated 9/13/23 written by the Group Home Manager revealed:</p> <ul style="list-style-type: none"> - "What immediate action will the facility take to ensure the safety of the consumers in your care? Contacted plumber coming today and tomorrow. Monitoring the water for client use to ensure their safety. Running showers to go back to acceptable range. Locking doors (bathroom doors) and having staff available to utilize the bathrooms. - Describe your plans to make sure the above happens: I will follow up with plumbing if they do not arrive as scheduled. Will notify all staff to check water temp (temperature) for their safety and clients safety." <p>Facility clients had diagnoses that included Schizoaffective Disorder, Schizophrenia and</p>	V 752		

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V 752	<p>Continued From page 3</p> <p>various medical conditions. Water temperature checks were not documented for a year and two months, therefore it was impossible to determine how long the water temperature was above the acceptable range of 100 - 116 degrees Fahrenheit. The afternoon of 9/13/23 DHSR Construction Section hot water temperature checks revealed water temperatures of 138 - 140 degrees Fahrenheit in both the female and male clients bathrooms. Facility clients used both bathrooms for bathing and showering. This deficiency constitutes a Type A2 violation for substantial risk of serious harm and must be corrected within 23 days. An administrative penalty of \$500.00 is imposed. If the violation is not corrected within 23 days, and additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.</p>	V 752		

KEEN PLUMBING COMPANY

P.O. BOX 1796
 GOLDSBORO, NORTH CAROLINA 27533-1796
 (919) 735-1920

INVOICE NUMBER
00109174
INVOICE DATE
09/26/23

B CHCWAY
 I Chc Pf Wayne Co. A R C
 L 5509-A W. Friendly
 L Suite 101
 T Greensboro, NC 27410
 O

J L
 O B C A T I O N
 404 S CLAIBORNE

Quantity	Description	Price	Amount
	9/14/23 SERVICE TO INVESTIGATE HOT WATER ISSUE AM TJ		
6.00	HOURS LABOR	135.0000	810.00
4.00	3/4 PROGRESS COUPLING	15.8600	63.44
6.00	3/4 PROGRESS 90	9.0600	54.36
2.00	3/4 PROGRESS ST 90	9.1100	18.22
2.00	3/4 PROGRESS TEE	14.8100	29.62
1.00	3/4X1/2 PROGRESS REDUCER	23.7800	23.78
1.00	3/4 PROGRESS CAP	17.5000	17.50
1.00	3/4 FEMALE PROGRESS ADAP	12.3900	12.39
2.00	3/4 PROGRESS UNION	68.9000	137.80
2.00	3/4 PROGRESS BALL VALVE	80.8000	161.60
15.00	3/4 COPPER PIPE	6.9200	103.80
1.00	TM-2B-LF MIXING VALVE	1579.3600	1579.36
1.00	THERMOMETER	116.5700	116.57
1.00	TEFLON	1.5000	1.50
1.00	PIPE DOPE	1.5000	1.50
1.00	SFG	3.9900	3.99
1.00	WAX SEAL	6.4100	6.41
1.00	CLOSET BOLTS	3.8600	3.86
1.00	LIQUI-LOC	4.0000	4.00
1.00	TOILET FLANGE	11.8800	11.88
1.00	THERMOMETER WELL	22.0000	22.00