

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION     |  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>MHL0411092</b>                  | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   | (X3) DATE SURVEY<br>COMPLETED<br><br><b>12/11/2024</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>ROYALTY CARE</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>2205 FOREST EDGE DRIVE<br/>GREENSBORO, NC 27406</b> |  |  |
| (X4) ID<br>PREFIX<br>TAG                                | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG   | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) | (X5)<br>COMPLETE<br>DATE                               |
| V 000   | INITIAL COMMENTS<br><br>An annual and follow-up survey was completed on December 11, 2024. A deficiency was cited.<br><br>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.<br><br>This facility is licensed for 3 and has a current census of 2. The survey sample consisted of audits of 2 current clients.   | V 000   |  |  |
| V 752   | 27G .0304(b)(4) Hot Water Temperatures<br><br>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT<br>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.<br>(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.<br><br>This Rule is not met as evidenced by:<br>Based on observation and interview, the facility failed to maintain the water temperature between 110-116 degrees Fahrenheit in areas where clients are exposed to hot water. The findings are:<br><br>Observation on 12/9/24 between 1:09 pm -2:00 pm during a walk through of the facility revealed:<br>-In the shared client bathroom upstairs, the sink temperature was 122 degrees Fahrenheit.<br><br>Interview on 12/5/24 with Client #2 revealed:<br>-He takes his shower without staff assistance. | 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>-He had no complaint about the water temperature in the facility.</p> <p>Interview on 12/5/24 with the AFL provider revealed:</p> <p>-He assisted Client #1 with his bathing.</p> <p>-Client #2 was independent with his bathing.</p> <p>-He did not identify a problem with the hot water temperature.</p> <p>Interviews on 12/5/24 and 12/9/24 with the Owner/Licensee revealed:</p> <p>-He was not previously aware the water temperature at the bathroom sink was 122 degrees Fahrenheit.</p> <p>-He recently addressed the kitchen sink hot water temperature and was checking the water temperature monthly.</p> <p>-He would turn down the hot water temperature on the water tank.</p> <p>-He was aware the water temperature needed to be maintained between 100-116 degrees Fahrenheit.</p> <p>-He would continue checking and documenting the water temperature in the facility to ensure it was within the required range.</p> | V 752   |  |  |