

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-938	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/24/2025
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NAME OF PROVIDER OR SUPPLIER PAUL'S LOVING CARE, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 3406 FERN PLACE GREENSBORO, NC 27408
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V 000	<p>INITIAL COMMENTS</p> <p>A limited follow up survey to two Type A2's was completed on 10/24/25. This was a limited follow up survey, only 10A NCAC 27G .0303 Location and Exterior Requirements (V736) and 10A NCAC 27G .0304 Facility Design and Equipment (V752) were reviewed for compliance. The following was brought back into compliance: 10A NCAC 27G .0304 Facility Design and Equipment (V736). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with a Developmental Disability.</p> <p>The facility is licensed for 5 and has a current census of 2. The survey sample consisted of audits of 2 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 maintain water temperatures between 100-116 degrees Fahrenheit in areas of the facility where clients were exposed to hot water. The findings are:</p>	V 752	<p>Correction: Water heater was turned down by staff. New thermometer was purchased for a second time. Water temps are posted for water checks and what to do when outside the acceptable degrees.</p> <p>Prevention: The owner has trained staff in what are acceptable temperatures to monitor daily and who to contact immediately if the temperature is outside of the window.</p> <p>Who will monitor/how often: The owner and/designee will follow up on as needed and Quality check with submission of temperature logs as requested and no less than monthly submission of temp logs. Also will monitor all equipment is working properly to measure correct temperature.</p>	10/23/2025

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE CEO	(X6) DATE 11/7/2025
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V 752	<p>Continued From page 1</p> <p>Observation on 10/23/25 at 4:41 pm revealed:</p> <ul style="list-style-type: none"> - The temperature of the hot water at the kitchen sink was 124 degrees Fahrenheit <p>Observation on 10/23/25 at 4:45 pm revealed:</p> <ul style="list-style-type: none"> - The temperature of the hot water at the bathroom tub/shower was 124 degrees Fahrenheit <p>Review on 10/23/25 of the facility's "water temperature log" from 9/15/25 to 10/23/25 revealed:</p> <ul style="list-style-type: none"> - Staff documented the temperature of the water on a daily basis; however, it was not noted on the log where the temperature was being checked (kitchen or bathroom) nor what time staff checked the water temperature - The documented water temperatures ranged from a low of 101 degrees to a high of 110 degrees during this time period <p>Interview on 10/23/25 with client #1 revealed:</p> <ul style="list-style-type: none"> - Did not have to wash dishes as the facility served meals on paper plates - Could adjust the temperature of the water at the bathroom tub/shower if he ever felt it was too warm - Had not sustained any injuries due to temperature of the water being above 116 degrees <p>Interview on 10/23/25 with client #2 revealed:</p> <ul style="list-style-type: none"> - Did not have to wash dishes at the facility - Could adjust the temperature of the water at the bathroom tub/shower if he ever felt it was too warm - Had not sustained any injuries due to the temperature of the water being above 116 degrees 	V 752		

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V 752	<p>Continued From page 2</p> <p>Interview on 10/23/25 and on 10/24/25 with the CEO (Chief Executive Officer) revealed:</p> <ul style="list-style-type: none"> - Was surprised the temperature of the water was above 116 degrees - After the survey completed on 8/22/25, she had a "handyman" come to the facility to adjust the temperature of water - Neither client had complained about the temperature of the water being too warm - As the facility's thermometer was not registering the same temperature as the surveyor's thermometer on 10/23/25, she had purchased another thermometer the evening of 10/23/25 for staff to use to check the temperature of the water in the facility - Would ensure the temperature of the water was maintained between 110 -116 degrees <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 752		
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