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D 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow-up survey on December 4, 2014 and December 5, 2014.	D 000		
D 113	10A NCAC 13F .0311(d) Other Requirements 10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). This rule applies to new and existing facilities. This Rule is not met as evidenced by: Based on observation, interview and record review the facility failed to assure 6 of 8 fixtures (4 sinks and 2 tubs in residents' shared bathrooms) available for use by residents were maintained between 100-116 degrees Fahrenheit (F). The findings are: A. Observations during the facility tour on 12/04/14 between 9:10 am to 10:30 am, hot water temperatures measured 90 to 92 degrees F after running for 3 to 5 minutes in residents' rooms. Observation on 12/04/14 on 100 Hall revealed: - At 9:10 am in room #111 at the sink, the hot water temperature measured 90 degrees F. - At 9:13 am in room #111 at the tub, the hot water temperature measured 92 degrees F.	D 113		

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D 113	Continued From page 1 interview on 12/04/14 at 9:15 am with the resident residing in room #111 revealed: - The facility had been having "problems" with the hot water being cold in the mornings. - She had noticed the hot water running cold for about a couple of weeks. - She routinely asked staff to regulate the hot water for her when she took a shower. - Staff had also noticed the hot water was running cold. - She asked the staff to "see about having it checked out". - She had stopped taking her showers in the morning because the hot water was "so cold". Observation on 12/04/14 on 100 Hall revealed: - At 9:25 am in room #113 at the sink, the hot water temperature measured 90 degrees F. - At 9:28 am in room #113 at the tub, the hot water temperature measured 90 degrees F. -At 9:40 am in room #123 at the sink, the hot water temperature measured 90 degrees F. - At 9:43 am in room #123 at the tub, the hot water temperature measured 90 degrees F. Interview on 12/04/14 at 9:45 am with the resident residing in room #123 revealed: - He had noticed the hot water was running cold in the mornings. - He was not sure how long the hot water had felt cold, but it had been a few weeks. - The hot water seemed to run hotter as the day went on. - Sometimes he would run the hot water for several minutes until it would get a little hotter, but it still felt luke warm. - He thought the facility had been working on getting the water heater fixed, but the hot water	D 113		

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was still running cold to warm.
- He had made the staff aware of the hot water not being hot.
- Staff had said they let the Administrator know.

On 12/04/14 at 11:45 am the Administrator was made aware of hot water temperatures out range of 100 to 116 degrees F. The Administrator would immediately contact the local plumber.

Recheck of hot water temperatures on 12/04/14 on 100 Hall revealed:
- At 2:55 pm in room #111 at the sink, the hot water temperature measured 110 degrees F.
- At 2:59 pm in room #111 at the tub, the hot water temperature measured 108 degrees F.
- At 3:03 pm in room #113 at the sink, the hot water temperature measured 108 degrees F.
- At 3:06 pm in room #113 at the tub, the hot water temperature measured 108 degrees F.
- At 3:08 pm in room #123 at the sink, the hot water temperature measured 108 degrees F.
- At 3:11 pm in room #123 at the tub, the hot water temperature measured 108 degrees F.

Calibration of surveyor thermometer on 12/05/14 at 8:30 am revealed the thermometer was calibrated to 32 degrees F.

Recheck of hot water temperatures on 12/05/14 between 8:40 am and 8:50 am on 100 Hall revealed:
- At 8:40 am in room #111 at the sink, the hot water temperature measured 104 degrees F.
- At 8:43 am in room #111 at the tub, the hot water temperature measured 110 degrees F.
- At 8:47 am in room #113 at the sink, the hot water temperature measured 108 degrees F.

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- At 8:50 am in room #113 at the tub, the hot water temperature measured 108 degrees F.
- At 8:54 am in room #123 at the sink, the hot water temperature measured 102 degrees F.
- At 8:58 am in room #123 at the tub, the hot water temperature measured 102 degrees F.

Review of the facility hot water temperature logs on 12/05/14 revealed:
- In June 2014 hot water temperatures on the 100 Hall ranged from 110.5 to 114.2 degrees F.
- In July 2014 hot water temperatures on the 100 Hall ranged from 110.5 to 114.1 degrees F.
- In August 2014 hot water temperatures on the 100 Hall ranged from 104.1 to 109.1 degrees F.
- No documentation of recorded hot water temperatures after August 2014.

Review of an invoice from the local plumber revealed a service call to the facility on 110/6/14 for a report of hot water running cold and a new motor to the facility water heater was installed.

Refer to interview on 12/05/14 at 10:50 am with Plumber.

Refer to interview on 12/04/14 at 11:50 am with Administrator.

Refer to interview on 12/04/14 at 3:00 pm with 2 staff members.

B. Observation of the facility during the initial facilty tour on 12/04/14 between 9:10 am and 10:30 am revealed:
- The hot water in the sink in the bathroom shared between Room 201 and Room 203 was

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100 degrees F, then it very quickly lowered to 90 degrees F.
- The hot water in the sink in the bathroom shared between Room 202 and Room 204 was 90 degrees F.

Recheck of the hot water temperature on 12/04/14 at 4:00 pm revealed:
- The hot water in the sink in the bathroom shared between Room 201 and 203 was 108 degrees F.
- The hot water in the sink in the bathroom shared between Room 202 and 204 was 108 degrees F.

Refer to interview on 12/05/14 at 10:50 am with Plumber.

Refer to interview on 12/04/14 at 11:50 am with Administrator.

Refer to interview on 12/04/14 at 3:00 pm with 2 staff members.

Interview on 12/05/14 at 10:50 am with Plumber revealed:
- The plumber had recently serviced and repaired the water heater motor in November 2014.
- He was notified by the facility in November 2014 the hot water was "running cold."
- The plumber was not aware the hot water temperatures in the facility should be maintained between 100 to 116 degrees F.
- He had just completed (12/05/14) repairs on the mixing valve today.
- The mixing valve would probably need to be replaced sometime in the future.
- The plumber had just checked the hot water temperatures coming from the water heater.

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D 113	Continued From page 5 - The hot water temperatures were ranging between 90 to 95 degrees F. - He set the temperatures on the hot water heater to 100 to 106 degrees F. - The hot water system had 2 separate 90 gallon hot water heaters that came together and were controlled by a single mixing valve with 2 flow pumps. - The problem with the mixing valve was probably why the 100 Hall was experiencing the lower hot water temperatures. - The facility should continue to check hot water temperatures routinely to make sure they measure between 100 to 116 degrees F. Interview on 12/04/14 at 11:50 am with Administrator revealed: - The facility had been having problems with the hot water temperatures being cold for about 2 weeks. - The maintenance staff was responsible for checking hot water temperatures. - The maintenance staff had been on leave since September 2014. - She was supposed be monitoring hot water temperatures during the absence of the maintenance staff. - She had not monitored any hot water temperatures between September and December 2014. - She had been made aware by the facility staff 2 weeks ago, residents had been complaining of the water being cold especially in the mornings. - She had called a plumber in November 2014 to come and look at the water heater. - She thought "it was fixed." - She was not aware of "any additional hot water temperature issues until today" (12/04/14). - She would call the plumber back out to the facility to check the water heater.	D 113		

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D 113	Continued From page 6 Interview on 12/04/14 at 3:00 pm with 2 staff members revealed: - Residents residing on 100 Hall had made them aware of hot water temperatures "feeling cold in the mornings." - They had made the Administrator aware about 2 weeks ago of hot water issues and residents' concerns. - They had both noticed the hot water continued to feel colder in the mornings and would feel warmer as the day went on. - "They are still working on the hot water heater" and thought it had been fixed.	D 113		
D 164	10A NCAC 13F .0505 Training On Care Of Diabetic Resident 10A NCAC 13F .0505 Training On Care Of Diabetic Residents An adult care home shall assure that training on the care of residents with diabetes is provided to unlicensed staff prior to the administration of insulin as follows: (1) Training shall be provided by a registered nurse, registered pharmacist or prescribing practitioner. (2) Training shall include at least the following: (a) basic facts about diabetes and care involved in the management of diabetes; (b) insulin action; (c) insulin storage; (d) mixing, measuring and injection techniques for insulin administration; (e) treatment and prevention of hypoglycemia and hyperglycemia, including signs and symptoms; (f) blood glucose monitoring; universal precautions;	D 164		

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D 164	Continued From page 7 (g) universal precautions; (h) appropriate administration times; and (i) sliding scale insulin administration. This Rule is not met as evidenced by: Based on interview and record review, the facility failed to assure 2 of 2 medication aides sampled (Staff D and E) received training by a licensed health professional on the the care of diabetic residents prior to administering insulin to diabetic residents. The findings are: A. Review of Staff E's personnel record revealed: - She was hired as a Personal Care Aide (PCA)/Medication Aide (MA) on 03/15/12. - She passed the MA exam on 11/16/04. - She completed the medication administration clinical skills on 03/19/12. - She completed the 10 hour MA training on 05/20/14. - She completed the 15 hour MA training on 05/20/14. - No documentation of diabetic training. Interview on 12/05/14 at 3:50 pm with Staff E revealed: - She had worked at the facility for almost 3 years and had worked as a MA the whole time. - She performed fingerstick blood sugar (FSBS) sampling on every shift she had worked. - She administered insulin as needed, it depended on whether that particular diabetic resident needed or was ordered scheduled insulin. - She was taught diabetic care by a nurse when she was first hired at the facility. - She had also received additional training as	D 164		

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provided by the facility on the topic of diabetic care.

Review of a sample of the facility's Medication Administration Records (MARs) revealed Staff E performed FSBS and/or administered insulin a minimum of 15 times in November 2014.

Refer to the interview with the Administrator on 12/05/14 at 4:05 pm.

Refer to the interview with the Business Office Manager (BOM) on 12/05/14 at 4:20 pm.

B. Review of Staff D's personnel record revealed:
- She was hired as a Medication Aide/Supervisor (MA) on 01/07/09.
- She passed the MA exam on 03/20/07.
- She completed the medication administration clinical skills on 01/13/09.
- She completed the 15 hour MA training on 05/20/14.
- No documentation for initial training on the care of diabetics, prior to administration of insulin to residents or current training on care of diabetics.

Telephone interview on 12/05/14 at 4:00 pm with Staff D (MA) revealed:
- She had worked at the facility for approximately 5 years.
- She worked as a MA the whole time, and had worked all shifts.
- She currently worked the night shift.
- She performed fingerstick blood sugar (FSBS) sampling on every shift she had worked.
- She currently performed FSBS test and insulin as needed, (depending on whether the particular diabetic resident required or was scheduled insulin).
- She recalled that she was taught diabetic care

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by a nurse when she was first hired at the facility, but could not recall the specific training dates for trainings.
- She had also received additional training as provided by the facility on the topic of diabetic care.

Review of a sample of the facility's Medication Administration Records (MARs) revealed Staff D performed FSBS and/or administered insulin at least 12 times in November 2014 and 2 times in December 2014.

Refer to the interview with the Administrator on 12/05/14 at 4:05 pm.

Refer to the interview with the Business Office Manager (BOM) on 12/05/14 at 4:20 pm.

Interview on 12/05/14 with the Administrator revealed:
- Diabetic care training was provided upon hire to all MAs.
- Diabetic care training was also provided yearly by the pharmacy.
- She did not know that diabetic care training was required of all MAs prior to administering insulin to diabetics.
- The responsibility to assure the state requirements were met for any new hire was shared between the Administrator, the BOM and the Resident Care Director (RCD).
- She stated the training records for previous years were stored off-site and she was not able to provide documentation for medication aide staff training specific to diabetics.

Interview on 12/05/14 with the BOM revealed:
- The Administrator, the RCD and the BOM all

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D 164	Continued From page 10 worked together to make sure all the state requirements are fulfilled when a new hire began employment at the facility. - The BOM was unable to provide additional training records.	D 164		