

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL070005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 08/28/2015
NAME OF PROVIDER OR SUPPLIER BROOKDALE ELIZABETH CITY		STREET ADDRESS, CITY, STATE, ZIP CODE 401 HASTINGS LANE ELIZABETH CITY, NC 27909		
(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
D 000	Initial Comments The Adult Care Licensure Section and the Pasquotank County Department of Social Services conducted an annual and follow-up survey on August 26-28, 2015.	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 and interview, the facility failed to assure hot water temperatures in the Special Care Unit were maintained at a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F in 13 of 13 fixtures (11 sinks [resident rooms], 1 sink, 1 bath tub [in a common bathroom]) accessible to residents. The findings are: Observation on 8/27/15 in the common bathroom in the Special Care Unit revealed the following water temperatures: - At 10:40am, the sink was 122.5 degrees F. - At 10:45am, the bath tub was 119.6 degrees F. Interview with Executive Director on 8/27/15 at 11:30am revealed:	D 113	See attached	

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

6899

ZN9B11

continuation sheet 1 of 7

James Euerhaus

ED

10/1/15

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D 113	Continued From page 1 - The Executive Director was not aware of any issues with the water temperatures in the Special Care Unit. - The administrator was aware a plumber had worked on the mixing valves at the facility on multiple occasions due to past issues with the water temperatures. Interview with Maintenance Director on 8/27/15 at 11:35am revealed: - Water temperatures have approached 116 degrees (F) at times, but he was not aware of any water temperatures in the Special Care Unit above 116 degrees (F). -The water heater at the facility is set at 165 degrees (F) so that the water temperatures will be hot enough for the dish washer and laundry. - A mixing valve introduces cold water to bring the water temperatures below 116 degrees F for the resident's use. - A plumber rebuilt the mixing valve in the facility on 6/11/15. - Water temperatures are checked daily and these temperatures are recorded on a maintenance log. Observations completed with Maintenance Director on 8/27/15 revealed the following water temperatures: -At 11:35am, the sink in room 405 was 119.6 degrees F. -At 11:40am, the sink in room 410 was 116 degrees F. -At 11:45am, the sink in room 411 was 118.2 degrees F. -At 11:50am, the sink in room 401 was 115.5 degrees F. -At 11:55am, the sink in room 408 was 120.1 degrees F. -At 12:00pm, the sink in the common bathroom	D 113		

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D 113	Continued From page 2 was 120.4 degrees F. -At 12:05pm, the bath tub in the common bathroom was 118.4 degrees F. The Surveyor and Maintenance Director calibrated two thermometers to 32 degrees (F) at 12:14pm. Observations completed with Maintenance Director on 8/27/15 revealed the following water temperatures in the Special Care Unit: - At 12:15pm in room 401, the surveyor's temperature=116.8 degrees F/Maintenance Director=117.2 degrees F. - 12:18pm, room 402- Surveyor 115.8 degrees (F), Maintenance Director 116 degrees (F) - 12:22pm, room 403- Surveyor 117 degrees (F), Maintenance Director 117.6 degrees (F) - 12:25pm, room 404- Surveyor 120 degrees (F), Maintenance Director 120.4 degrees (F) - 12:28pm, room 405- Surveyor 119.1 degrees (F), Maintenance Director 120 degrees (F) - 12:32pm, room 406- Surveyor 119.3 degrees (F), Maintenance Director 119.6 degrees (F) - 12:36pm, room 407- Surveyor 118.3 degrees (F), Maintenance Director 118.6 degrees (F) - 12:40pm, room 408- Surveyor 118.8 degrees (F), Maintenance Director 119.3 degrees (F) - 12:45pm, room 409- Surveyor 118.3 degrees (F), Maintenance Director 118.7 degrees (F) - 12:48pm, room 410- Surveyor 116.8 degrees (F), Maintenance Director 117.4 degrees (F) -12:50pm, room 411- Surveyor 121 degrees (F), Maintenance Director 121.6 degrees (F) Observations completed with the Maintenance Director on 8/27/15 revealed the following water temperatures in the shower room of the Special Care Unit: - 12:55pm, sink faucet- Surveyor 118 degrees (F),	D 113			

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

BROOKDALE ELIZABETH CITY

**401 HASTINGS LANE
ELIZABETH CITY, NC 27909**

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D 113	Continued From page 3 Maintenance Director 118.6 degrees (F) - 12:57pm, bath tub- Surveyor 116.3 degrees (F), Maintenance Director 117.0 degrees (F) Interview with Executive Director on 8/27/15 at 1:10pm revealed: - The facility will post signs warning of hot water temperatures by all fixtures in the Special Care Unit. - The Maintenance Director is contacting a plumber and will also attempt further adjustments to the mixing valve. Observations completed with the Maintenance Director on 8/28/15 revealed the following water temperatures in the Special Care Unit: - 8:45am, room 401- Surveyor 103 degrees (F), Maintenance Director 103.5 degrees (F) - 8:48am, room 402- Surveyor 106.7 degrees (F), Maintenance Director 108 degrees (F) - 8:52am, room 403- Surveyor 108.8 degrees (F), Maintenance Director 110.2 degrees (F) - 8:56am, room 404- Surveyor 109.8 degrees (F), Maintenance Director 111.1 degrees (F) - 9:00am, room 405- Surveyor 109.6 degrees (F), Maintenance Director 110.9 degrees (F) - 9:05am, room 406- Surveyor 108.4 degrees (F), Maintenance Director 109.4 degrees (F) - 9:09am, room 407- Surveyor 109.3 degrees (F), Maintenance Director 110.6 degrees (F) - 9:12am, room 408- Surveyor 108.6 degrees (F), Maintenance Director 109.7 degrees (F) - 9:16am, room 409- Surveyor 109.8 degrees (F), Maintenance Director 111.1 degrees (F) - 9:20am, room 410- Surveyor 108.6 degrees (F), Maintenance Director 109.6 degrees (F) - 9:24am, room 411- Surveyor 110.2 degrees (F), Maintenance Director 111.7 degrees (F) Observations completed with the Maintenance	D 113		

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STATE FORM

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If continuation sheet 4 of 7

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D 113	Continued From page 4 Director on 8/28/15 revealed the following water temperatures in the common bathroom in the Special Care Unit: - 9:28am, sink faucet- Surveyor 109.5 degrees (F), Maintenance Director 110.7 degrees (F) - 9:31am, bath tub- Surveyor 108.7 degrees (F), Maintenance Director 109.7 degrees (F) Interview with Personal Care Aide #1 on 8/28/15 at 9:19am revealed: - Residents have not commented on the water being too hot. - Residents have commented on the water being too cold. - There have been no issues with residents being burned by the water. - After adjustments to water temperature were completed yesterday, the water is taking a long time to warm up. - There have been issues with the water taking a long time to warm up in the past. Interview with Personal Care Aide #2 on 8/28/15 at 9:25am revealed: - There have been no issues with the water being too warm for residents. - Residents usually only complain about being cold while they are waiting to get into the bath tub or shower. - Staff has not observed any burns on residents as a result of hot water temperatures. Interview with a resident in the Special Cae Unit on 8/28/15 at 9:34am revealed: - The resident did not have any problems with the water being too hot in the bathroom. -The resident had not had been burned from hot water temperatures while bathing. Interview with Maintenance Director on 8/28/15 at	D 113			

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D 113	Continued From page 5 12:00pm revealed: -Four fixtures are checked at random each day, but only one temperature is recorded on the Life Safety Systems Checklist. -Water temperatures had risen above 116 degrees (F) in multiple rooms on the Assisted Living Unit in May 2015. - Adjustments to the mixing valve were completed and temperatures were below 116 degrees (F) when measured after these adjustments. - A plumber rebuilt the mixing valve on 6/11/15 in response to these temperature increases. - Water temperatures were checked daily throughout July 2015 and August 2015 with no temperatures measured above 116 degrees (F). - A plumber installed a check valve on 8/24/15. Interview with a second resident in the Special Care Unit on 8/28/15 at 2:30pm revealed: -The water in the sink is typically warm and it is difficult to get cold water from the sink. -The resident has had no issues with the water being too hot. -The resident had not been burned from the hot water in the bathroom sink or shower. Interview with Executive Director on 8/28/15 at 2:45pm revealed: - A plumber had installed a check valve on the water heater on 8/24/15. - There had been no reports of water temperatures above 116 degrees (F) in the Special Care Unit. - Water temperatures should be high "initially" for the dishwasher in the kitchen. Interview with a third resident in the Special Care Unit on 8/28/15 at 3:02pm revealed: - Water temperatures in the bathroom fixtures are hot, but the resident enjoyed hot showers.	D 113			

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D 113	Continued From page 6 - The resident has had no issues with the water temperatures being too hot and had not been burned from hot water temperatures. The plumber could not be reached for interview by the end of the survey.	D 113			

October 1, 2015

The following is the Plan of Correction for Brookdale Elizabeth City. This Plan is in regards to the Violation Notice dated August 28, 2015. This Plan of Correction is not to be construed as an admission of our agreement with the findings and conclusions in the Statement of Deficiencies, or any related sanction or fine. Rather, it is submitted as confirmation of our ongoing efforts to comply with statutory and regulatory requirements. In this document, we have outlined specific actions in response to identified issues. We have not provided a detailed response to each allegation or finding, nor have we identified mitigating factors.

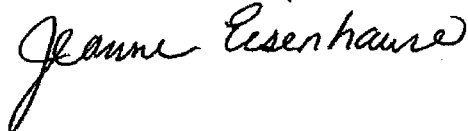
10A NCAC 13F .0311(d) Other requirements:

The maintenance technician (MT) will take random samples of water temperatures at different times of the day in different areas of the building. This practice will be completed Monday – Friday each week.

The mixing valve will be inspected by a licensed plumber 2x a year. (January & July).

If water temperatures are over 116 degrees, MT will notify the executive director (ED), MT and ED will evaluate the situation and call the licensed plumber to fix the issue.

Jeanne Eisenhaure, ED/October 1, 2015

A handwritten signature in cursive script that reads "Jeanne Eisenhaure". The signature is written in dark ink and is positioned below the typed name.



**BROOKDALE
SENIOR LIVING**

ASSET MANAGEMENT TECHNICAL BULLITEN

Subject: Thermostatic Mixing Valves

Installation & Maintenance

Date of issue: July 15, 2008

Area of Interest: Physical Plant

**Distribution: Maintenance / Executive Director / Division
Leadership**

Overview:

Thermostatic Mixing Valves control the temperature of water accurately for showering, bathing and hand-washing applications. If installed and maintained correctly, these can significantly reduce the risk of scalding and injury.

The function of a Thermostatic Mixing Valve is to mix the hot and cold water entering the valve to a temperature that has been pre-selected. Generally 110° F - 115° F, this is frequently determined by State regulations. This is done automatically by a thermally sensitive mechanism within the valve that proportions the amount of hot and cold water entering so as to achieve the required blend. These devices automatically compensate for variations in supply pressures or temperatures so as to maintain a safe temperature. Moreover, in the event of cold water supply failure, the thermostatic mixing mechanism will automatically "shut down" the flow in an attempt to prevent dangerously hot water being discharged.

Policy:

To provide a standardized approach to the installation and maintenance of the Thermostatic Mixing Valve ("TMV"). The TMV is used in systems producing domestic hot water. Its function is to maintain the temperature of the mixed water supplied to the user within the state mandated range.

Page 1 of 4
Date of Issue
July 15, 2008
Date Revised



**BROOKDALE
SENIOR LIVING**

ASSET MANAGEMENT TECHNICAL BULLITEN

Subject: Thermostatic Mixing Valves

Installation & Maintenance

Procedure:

1. Installation and/or reinstallation of the "TMV" will be performed by a licensed plumber, who has the technical qualifications in the installation of "TMV."

A check shall be made by the installing contractor to determine whether the requirements of the associated specifications and drawings are fulfilled to the owner of the site upon completion of installation, commissioning and performance testing of the "TMV" and the associated equipment, plant and fittings.

2. Prior to undertaking any initial service on a "TMV", an inspection should be performed by the licensed plumber of the entire "tempered" or warm water system excluding the hot water and cold water systems to establish whether it is installed and operating satisfactorily and complies with the requirements of the relevant Authority Having Jurisdiction; (AHJ), and any published requirements of the manufacturer/supplier. Any departure from these requirements should be identified and specified (together with detailed recommendations) in the service report.

3. Servicing of the "TMV" is to be performed by a licensed plumber. A record of the service will be maintained in the community and available for review at any time, and a copy forwarded to the Divisional Property Manager.

The risk of unqualified personnel servicing the "TMV" could endanger the safety of the residents, staff and visitors. The contractor should be familiar with the manufacturer's latest (most current) published service/maintenance instructions relevant to the particular model of "TMV" to be serviced.

4. The routine service/maintenance work should be carried out no less than every six months, despite whether the manufacturer's recommendation may indicate a longer time interval. The community will contract with a licensed plumber for this routine

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Date of Issue

July 15, 2008

Date Revised



BROOKDALE SENIOR LIVING

ASSET MANAGEMENT TECHNICAL BULLITEN

Subject: Thermostatic Mixing Valves

Installation & Maintenance

service/maintenance work. The contract must detail the specific TMV and service requirements. These contracts are to be specific in scope and a copy of the service report is to be retained at the community and a copy forwarded to the Divisional Property Manager.

5. It should be understood that any incorrect service, maintenance or repair of a "TMV" could lead to unsafe conditions being created for residents, staff and visitors possibly resulting in injury.

Non-conformance to the valve manufacturers published service maintenance instructions for the "TMV" could void the manufacturer's warranty or guarantee for the "TMV". Use only tools, replacement parts, lubricants or materials and maintenance/service procedures which are recommended in the valve manufacturer's published service instructions or as appropriate to the particular task.

6. The temperature of the water at the point of delivery should be monitored and documented daily, or as required by state guidelines. The temperature readings should be documented on the Life Safety Systems Checklist; this is to include the location, date, temperature reading and initials of the individual taking the reading. This form is located on BSLnet under Asset Management; FORMS. The Life Safety Systems Checklist will be maintained in the community and available for review at any time, and a copy forwarded to the Divisional Property Manager monthly.

7. All records of service, monitoring and repair should be retained at the community and be available for review as well as forwarded to the attention of the Divisional Property Manager. The Divisional Property Manager will monitor the receipt of these records and report semi-annually to the Executive Director and Regional Vice President of any discrepancies in reporting or recordkeeping.

8. The Divisional Property Manager will conduct a site visit at least yearly which will include a review of the "TMV" and any applicable service/maintenance contracts.

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Date of Issue

July 15, 2008

Date Revised



**BROOKDALE
SENIOR LIVING**

ASSET MANAGEMENT TECHNICAL BULLITEN

Subject: Thermostatic Mixing Valves

Installation & Maintenance

NOTE:

Temperature Actuated Flow Reducer – Resident Shower

The primary domestic TMV is not always the final device used for temperature control at the Point of Use, nor are they utilized at all communities, for various reasons. We may also utilize a device known as a "TAFR" device or Temperature Actuated Flow Reducer on the water supply lines to shower heads. This device actuates a bellows that reduces the water flow if the water temperature exceeds a predetermined temperature. Thus, nearly stopping the flow of water until the water cools down to an acceptable temperature. If this device is utilized at you community, these devices require no maintenance; however, they can be tested simply by running only hot water through the shower head and observing to see if the water flow is significantly reduced. If this device should fail, it should be replaced not repaired.

Additional TMV Devices

The primary domestic TMV is not always the final device used for temperature control at the Point of Use, nor are they utilized at all communities, for various reasons. Often times there are devices such as Pressure Balancing Valves, or secondary TMV's installed downstream of the primary device, used to deliver final temperature control. In this case, secondary devices need also to be identified, inspected, and included in the routine service/maintenance contract as well, and serviced in accordance with manufacturer's instructions in order to minimize risk to all end-users of showers, sinks, and any other fixtures that may be downstream of the primary TMV.

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Date of Issue

July 15, 2008

Date Revised

10/7/2015

Brookdale – Elizabeth City
401 Hastings Lane
Elizabeth City, NC 27909



My Executive Director, Jeanne Eisenhaure, called and dictated the responses below. Jeanne was unavailable at this time. She is attending the NCALA conference in Charlotte from October 5-8, 2015. She asked me to forward them to you. Please do not hesitate to call or email me if you need anything else. I will be glad to help in any way.

1. What was the completion date of water temperatures correction?

Temperatures were corrected by the end of that day on August 28, 2015. The temperatures were checked again on the following day, August 29, 2015.

2. Will Jeanne Eisenhaure the Executive Director be checking the water temperatures?

The Executive Director will spot check the water temperatures once a week in various locations throughout the building and record temperatures.

Our phone number is 252.333.1171 and my email address is crice1@brookdale.com

Sincerely,

C. Renae W. Rice
Business Office Coordinator

✓ 10/7/15

