

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL026017	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/19/2015
NAME OF PROVIDER OR SUPPLIER CAROLINA INN AT VILLAGE GREEN		STREET ADDRESS, CITY, STATE, ZIP CODE 400 FORSYTHE STREET FAYETTEVILLE, NC 28303		
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D 000	Initial Comments The Adult Care Licensure Section completed and annual survey on 11/17/15 - 11/19/15.	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: TYPE B VIOLATION Based on observation, interview and record review the facility failed to assure the facility's hot water temperatures on the Terrace Level, First Floor, Second Floor and Third Floor areas used by residents were maintained at a minimum between 100 degrees Fahrenheit (F). and 116 degrees F. The findings are: Observation on 11/17/15 at 10:30 am of three resident room water fixtures on the First Floor revealed: - One of three sinks had excessively hot water temperatures. - The sink hot water in Room 124 was 120 degrees F. - No resident was in the room at the time. Interview with the Administrator on 11/17/15 at	D 113		

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

TITLE

(X6) DATE

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D 113	Continued From page 1 12:10 pm revealed: - The Administrator was not aware of any high hot water or low temperatures in the facility that day. - There had been a problem with the boiler system for a couple of weeks. - Maintenance staff had been working on the problems. - The surveyor requested hot water caution signs be posted. Interview on 11/17/15 at 12:30 pm with the Maintenance Director revealed: - The boiler system had been a problem for a few weeks now. - There were excessively high hot water temperatures and excessively low hot water temperatures in resident rooms on all four floors of the facility. - The mixing valves would get pitted and would need replacement and or cleaning. - New valves had been ordered. - Water temperature logs were kept by him. - He would provide the logs for review. - He would check on the areas on the second floor and work on the water lines. Recheck of the sink in resident Room 124 on 11/18/15 at 10:20 a.m. revealed: - Hot water temperature at the sink was 106 degrees F. - No hot water caution signs were posted. Interview on 11/18/15 at 10:25 am with a resident in Room 124 revealed: - There had been a man in the resident's room recently and was working under the sink. - The resident was glad there was hot water again today. - It had been "a short while since the hot water	D 113		

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D 113	Continued From page 2 was not right", but the resident could not remember for how long. - No staff had mentioned the water was too hot. - There was not a caution sign in the room about the hot water. - The resident thought the water was just right now. Interview on 11/18/15 at 10:45 am with the Maintenance Director revealed: he had not rechecked the hot water temperature in resident Room 124. Interview on 11/18/15 at 11:38 am with the Maintenance Director revealed: - He rechecked resident Room 124 water temperature which was 116 - 120 degrees F. - He had worked with the water lines from the boiler and the boiler temperatures to correct the problem. Interview with a nursing assistant on 11/19/15 at 4:10 pm revealed: - Most of the residents on the First Floor were independent. - Some of the residents had dementia and staff have to redirect them. Observation on 11/19/15 from 10:00 am to 10:30 am of hot water fixtures on the Terrace Level of the facility revealed hot water temperatures in excess of 116 degrees Fahrenheit (F) in the following rooms: Room 101 - shower temperature was 124 degrees F, kitchen sink was 130 degrees F. Room 102 - shower temperature was 124 degrees F, kitchen sink was 130 degrees F. Interview with the resident of Room 101 at 10:00	D 113		

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D 113	Continued From page 3 am revealed: - The hot water temperatures vary from too cool to way too hot. - Lately she has had more days with cool water. - She had occasionally seen steam coming off the kitchen sink faucet, maybe 2 or 3 times. - She knew to let the hot water run a few minutes, and would add cool water if it felt or looked too hot. - She was always assisted by nursing staff when she showered, as she had to use a wheelchair and could not stand unsupported.. - She would let staff know when the water was too hot or too cold. - Maintenance staff had been to her room several times to adjust her hot water valves under the kitchen sink. Interview with the resident of Room 102 at 10:30 a.m. revealed: - She rarely had too-hot water for use in her kitchen sink. - She always had the assistance of facility nursing staff when she showered, as she used a walker and had poor balance. - She would tell staff if the hot water temperature was too cool or too hot, and they would call the maintenance department to have them come to her room and adjust the water temperature so it was comfortably warm. Interview with the Maintenance Director for the facility at 11:30 am on 11/19/15 revealed: - He was aware that the first 4 rooms on the Terrace Level (Rooms 101, 102, 103, and 104) have had problems maintaining hot water between 100 and 116 degrees F. - In 2013, the facility had major problems with mixing valves and poor water temperature control.	D 113		

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D 113	Continued From page 4 - He has had to continually adjust the mixing valves since then. - The facility has fixed many broken parts in the hot water system. - He was aware the facility needed to post "Caution: Extremely hot water" signs at each kitchen sink and in each bathroom where excessively hot water was detected. He thought this had been done already. - Maintenance had lowered temperature of the boilers so the water would not go over 116 degrees F. Continued interview with the Maintenance Director for the facility at 11:30 am on 11/19/15 revealed: - He checked the hot water temperatures in two rooms on each floor weekly. - He knew the hot water dangers were prominent on the B hall of each floor, including 2-4 resident rooms to the right of the elevators and all rooms along the B hall on the left side of the building elevators. - He did not record data showing the water was greater than 116 degrees F. - When a sink or shower registered at temperatures greater than 116 degrees F, he would adjust the fixture's hot water valves until they were between 100 and 116 degrees F. He then recorded the temperature of the hot water when it was in compliance with state regulations. - He stated he was told to keep his logs in this manner by state surveyors who visited the facility in 2013. Observation of the Terrace Level resident rooms at 12:30 pm on 11/19/15 revealed no signs stating "Caution: Extremely hot water" were posted in Rooms #101 and #102 at 12:30 pm.	D 113		

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D 113	Continued From page 5 Observation of the Terrace level resident rooms #101 and #102 at 2:30 pm on 11/19/15 revealed signs stating "Caution: Extremely hot water" were in affected resident rooms at 2:30 pm. Continued interview with the Maintenance Director at 4:30 pm on 11/19/15 revealed: - He had "bled out the hot water" from the facility's hot water tanks by 3:00 pm today, in order to decrease water temperatures as quickly as possible. - He had ordered new mixing valves and parts, as recommended by a contract plumbing company. He stated, "We've been using a Band-Aid approach for the last two years, it is time for a new hot water system." Further interview with the Maintenance Director at 4:30 pm on 11/19/15 revealed: - He had not ever calibrated his digital thermometer. - He wanted to compare his hot water readings along those of the state surveyor. - Comparison of the facility digital probe thermometer with the state surveyor liquid analogue thermometer showed the facility probe thermometer was consistently 4 degrees F higher than that of the state surveyor liquid analogue thermometer. - He stated he knew he had spikes in water temperatures during the previous week, due to reports from staff, residents, and his own checking. Spikes were very noticeable on Tuesday and Wednesday (11/10/15 and 11/11/15), so mixing valves were adjusted. - Since then he had checked water temperatures daily, randomly checking hot water temperatures in 2 resident rooms on each floor. He looked primarily at "B" Hall rooms. - New mixing valves have been ordered for the	D 113		

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D 113	Continued From page 6 hot water system. Recheck of hot water temperatures at 4:40 pm on 11/19/15 on the Terrace Level revealed: Room 101 - kitchen sink was 86 degrees F, shower was 82 degrees F. - Resident was not available for interview. Recheck of Room 101 at 5:00 pm - kitchen sink was 112 degrees F, shower was 110 degrees F. - Resident was not available for interview. Check of unoccupied Room 103 at 5:05 pm - kitchen sink was 120 degrees F, shower was 116 degrees F. Observation of the First Floor hot water fixtures at 5:15 pm on 11/19/15 revealed 2 of 2 rooms (#110 and #132) measured were 112 degrees F or below. Residents were not available for interview. Observation of hot water on 11/17/15 at 10:45 am on the Second Floor Halls, 2 of 4 sinks sampled in resident rooms (215 and 221), revealed: - Resident Room 215's sink hot water temperature was 96 degrees F. after waiting 2 minutes for water to heat up. - While waiting for the temperature to rise, the temperature was observed to drop down to 92 degrees F. after only a few seconds of being at 96 degrees F. - Resident Room 221's sink hot water temperature was 92 degrees F. after waiting 1.5 minutes for water to heat up. Interview on 11/17/15 at 10:52 a.m. with a resident in Room 221 revealed: - The hot water had not been warm enough	D 113		

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D 113	Continued From page 7 recently, last few weeks. - The resident took a sponge bath with the sink water and it had been lower than usual and the surveyor would have to wait longer to get it warm enough. - The resident had not told anyone in the facility about the cold water temperature. Recheck on 11/17/15 of the sink in Room 221 at 3:10 pm was 98 degrees F. Recheck on 11/17/15 of the sink in Room 215 at 3:15 pm was 98 degrees F. An interview on 11/16/15 at 10:40 am with a staff member revealed: - Some residents on the second floor were independent. - Some were forgetful. A confidential interview with a staff member revealed: - The staff member had not been notified about the water on the unit being too hot. - The staff member had not seen any signs related to the water being too hot for residents. - The staff member did not usually bathe residents and did not use a bath thermometer. - Care staff normally helped residents needing hands washed and with bathing. - When care staff helped residents' bathe, they used their (care staff's) skin to test the water temperature. - Some residents on the first floor were mostly independent. - Some residents on the first floor had dementia and had to be redirected. Interview on 11/18/15 at 11:38 am with the Maintenance Director revealed: - The recheck of hot water temperatures on	D 113		

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D 113	Continued From page 8 11/18/15 in the Second Floor resident Rooms 221 and 215 were between 116 - 120 degrees F. - He had worked with the water lines from the boiler and the boiler temperatures to correct the problem. - The hot water temperature log had been completed and filled in with temperatures after the high and low temperatures were fixed. - The documentation of temperatures were not filled in with the highs and low values. - He would ensure the too high and too low values were included before the values were rechecked and documented on the form. Review of the most recent facility's Sanitation report dated 6/27/13 revealed: - #13 under the section for Toilet, Handwashing, Laundry and Bathing, the lavatory and bathing hot water between 100 degrees and 116 degrees F. had 1 demerit. - A note on the sanitation form related to #13 indicated the water temperature should not exceed 116 degrees F. for the lavatory and bathing. It instructed the facility to repair the mixing valve so the hot water temperature could be properly adjusted. Interview on 11/18/15 at 10 am with the Administrator revealed: - The facility had not had another sanitation evaluation since 2013. - The facility had called to tell Environmental Health for the county the facility was in need of their annual sanitation evaluation. - She was told Environmental Health did not have enough inspectors to come out to complete a Sanitation inspection and they would get to the facility as soon as possible. - The Administrator said she documented every time she called them to come out.	D 113		

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D 113	Continued From page 9 - The facility had a lot of work done on the boiler/hot water system since the last Sanitation visit in 2013. - She was concerned about the recent hot and low water issues in this last week or so. - The hot water temperature logs reflected mostly normal ranges. - She had not been aware the temperatures were high and low until this survey. Review of the facility hot water temperature log book from 11/02/15 - 11/3/15 revealed: - Resident rooms checked for water temperatures were 110 degrees F. - 114 degrees F. - There was no documentation of high or low temperature readings above 116 degrees F. or below 100 degrees F. Review of the facility water temperature logs for 11/09/15 - 11/18/15 revealed high hot water temperatures above 116 degrees F. as follows: - Temperature on 11/18/15 in Room 223 was 122 degrees F. with no recheck documented. - Temperature on 11/18/15 in Room 101 was 118 degrees F with no recheck documented . - There were no temperatures below 100 degrees F. documented. Review of the facility's boiler inspections and parts orders included: - On 6/27/15 a maintenance report revealed a mixing valve was bad and a new one had been ordered. - On 8/19/15 a work order listed a mixing valve was changed out and water temperature adjustments were made. - The last documentation provided dated 11/10/15 included maintenance staff made water adjustments.	D 113		

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D 113	Continued From page 10 - The last documented plumber inspection of the boiler system was dated 7/08/15 and included repaired copper line from boiler to the mechanical room and replaced coupler. - Multiple plumber and facility maintenance inspections had been completed in 2013- 2015 for concerns such as leaking pipes lines and pumps, and mixing valve problems for the boiler system. Observation on 11/18/15 at 10:45 am during the initial tour of the 300 Hall's water temperatures in bathrooms used by residents revealed: -The Shower Room's shower head temperature was 80 degrees F. and the lavatory faucet temperature was 92 degrees F. - Resident Room 310 lavatory faucet temperature was 99 F. - Resident Room 314 lavatory faucet temperature was 96 F. - Resident Room 324 lavatory faucet temperature was 88 F. - Resident Room 321 lavatory faucet temperature was 98 F. Interview on 11/18/15 with a resident in Room 321 revealed: - The hot water temperatures in the bathroom were sometimes too cold to take a bath. - The resident had to wait until the temperature was warm enough to take a comfortable bath. - The hot water faucet temperatures went up and down, it happened 2-3 days during the week. Interview with a 300 Hall 1st shift staff revealed: - Floor staff would assist residents during bathing time. - Sometimes there may be fluctuations in the bathroom water temperatures, but staff could adjust the hot water with cold if the hot water was	D 113		

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D 113	Continued From page 11 too hot. - Maintenance was notified if there was a water temperature problem and he would adjust it. Interview with another 300 Hall 1st shift staff revealed: - No resident had complained about the hot water temperatures in the bathrooms being too cold. - Staff assisted residents with their baths. Observation on 11/18/15 at 3:30 pm of the 300 Hall's water temperatures in bathrooms used by residents revealed: -The Shower Room's shower head temperature was 99 degrees F. and the lavatory faucet temperature was 99 degrees F. - Resident Room 310 lavatory faucet temperature was 110 F. - Resident Room 314 lavatory faucet temperature was 102 F. - Resident Room 324 lavatory faucet temperature was 96 F. -Resident Room 321 lavatory faucet temperature was 104 F. Observation of the Third floor at 5:45pm on 11/19/15 revealed 2 of 2 rooms were 114 degrees F or less. Residents were not available for interview. Interview on 11/19/15 at 5:40 pm with the Administrator revealed: - Staff had just posted signs in the hot water areas on the floors. - The survey had shed light on hot water concerns, the condition of their hot water equipment and their staff hot water monitoring processes. - Corporate was in the process of getting a company to evaluate the boiler/ hot water system	D 113		

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D 113	Continued From page 12 in the facility. - Interview on 11/19/15 at 6:16 p.m. with the Nurse In Charge (NIC) revealed: - All staff had been notified on each floor for the day and evening shifts about the hot water problem. - The evening shift staff were to pass it along to the night shift staff. - Signs were up in the high hot water areas. - The NIC said there were tubs for use with some residents but most residents showered. - There were no thermometers available for staff to check water for showers and tub baths. Review of a notice provided on 11/19/15 at 6:15 p.m. by the NIC revealed Nursing staff had been instructed to assist any resident with a "Caution Extremely Hot Water" sign on their room doors with their sink water and shower water until hot water problem was resolved. _____ Review of the facility's Plan of Protection dated 11/19/15 revealed: - Immediate action would included hourly monitoring of water temps by maintenance staff on effected areas of mixing valve problems and document in the logs. - Continue daily water temperature checks throughout the building. - Lowering of the boiler temp to 130 degrees F. to assure water would not exceed 116 degrees F. - Post signs in all rooms warning residents and staff of the hot water issue. - Plans to ensure residents are protected from further risk include to call in a plumber consultant to inspect the boiler system. - Install new mixing valves when received.	D 113		

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D 113	Continued From page 13 - The Administrator and corporate representative will review daily temperature logs. - All too hot or too cold temperatures that can not be adjusted due to equipment failure, the corporate representative will be notified immediately. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED January 3, 2016.	D 113		
D912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to assure residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations as related to hot water temperatures. The findings are: Based on observation, interview and record review the facility failed to assure the facility's hot water temperatures on the Terrace Level, First Floor, Second Floor and Third Floor areas used by residents were maintained at a minimum between 100 degrees Fahrenheit (F). and 116 degrees F. [Refer to Tag D113, 10A NCAC 13F .0311 (d). (Type B Violation.)]	D912		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL026017	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 11/19/2015
NAME OF PROVIDER OR SUPPLIER CAROLINA INN AT VILLAGE GREEN			STREET ADDRESS, CITY, STATE, ZIP CODE 400 FORSYTHE STREET FAYETTEVILLE, NC 28303		
(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	