STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL066011	A. BUILDING: _____ B. WING _____	12/29/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RICH SQUARE MANOR	400 N MAIN STREET RICH SQUARE, NC 27869

(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 Northampton County Department of Social Services conducted an annual and follow-up survey on December 29, 2016.	D 000		
D 074	10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure the walls, floors, baseboards, ceiling air vents and blinds in the residents' bedrooms and bathrooms, community bathroom, and hallways were kept clean and in good repair. The findings are: Observation of the bathroom in Room #1 on 12/29/31 at 1:05pm revealed a bathroom air vent was encrusted with dust and condensation. Observation of the bedroom and bathroom of Room #2 on 12/29/16 at 1:08pm revealed: -Four of four baseboards in the bedroom were covered with yellow-brown stains from old wax buildup. -The lower wall to the left of the bathroom door had an area approximately 3 feet by 5 feet long with numerous black scrape marks exposing dry wall. -Four of four baseboards in the bathroom were separating from the wall.	D 074		

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D 074	Continued From page 1 -The floor of the bathroom was sticky and covered with yellow-brown residue from old wax build up. -Two 12 inch by 12 inch pieces of linoleum in front of the toilet were detached from the under flooring. -Eleven slats of the window blinds were broken in half. Observation of the bedroom and bathroom of Room #3 on 12/29/16 at 1:10pm revealed: -Four of four baseboards in the bedroom were covered with yellow-brown stains from old wax buildup. -Four of four baseboards in the bathroom were covered with yellow-brown residue from old wax build up. -Two inch caulking around the base of the toilet was covered with brown stains. -The floor of the bathroom was sticky and had yellow-brown residue from old wax build up. Observation of the bedroom of Room #4 on 12/29/16 at 1:11pm revealed four of four baseboards in the bedroom were covered with yellow-brown stains from old wax buildup. Observation of the Community Resident Bathroom next to Room #8 on 12/29/16 at 1:20pm revealed: -The paint on the two front leg supports of a white shower chair was chipped and peeling. -The ceiling air vent was covered with brown dust and dirt. Observation of the bedroom of Room #8 on 12/29/16 at 1:18pm revealed: -The towel rack next to the sink in the bedroom was loose. -An area, measuring approximately 3 feet by 2	D 074		

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D 074	Continued From page 2	D 074		

feet, had 15 parallel black scrape marks entrenched in to the linoleum in front of the room heating unit.

Observation of the Community Resident Bathroom next to Room #8 on 12/29/16 at 1:20pm revealed:
-There was a large brown stain and 5 brown spots on the floor behind the bathroom entrance door.
-There were two 8-inch by 8-inch brown stains on the bathroom wall above the tub.

Observation of the baseboard in the hallway to the right of the Community Resident Bathroom on 12/29/16 at 1:25pm revealed there was a 13-foot area of the gray baseboard which was chipped and cracking.

Observation of Rooms #9, #10, #11, and #14 on 12/29/16 from 1:27pm to 1:40pm revealed four of four baseboards in these bedrooms had old dried adhesive that was cracking and were covered with yellow-brown stains from old wax buildup.

Observation of Room #11 on 12/29/16 at 1:34pm revealed:
-The outflow vent of the heat/air conditioning unit was missing.
-Four of four baseboards in these bedrooms had old dried adhesive that was cracking and were covered with yellow-brown stains from old wax buildup.

Observation of Room #12 on 12/29/16 at 1:35pm revealed:
-The outflow vent of the heat/air conditioning unit was broken.
-Four of four baseboards in these bedrooms had old dried adhesive that was cracking and were

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D 074	Continued From page 3	D 074		

covered with yellow-brown stains from old wax buildup.

Observation of the bedroom and bathroom of Room #15 on 12/29/16 at 1:40pm revealed:
-Four of four baseboards in the bedroom were covered with yellow-brown stains from old wax buildup.
-Four of four baseboards in the bathroom were covered with yellow-brown stains from old wax buildup.
-A triangular area of the tile that measured 3 inches by 4 inches of the bathroom floor was missing.

Observation of the bedroom and bathroom of Room #16 on 12/29/16 at 1:45pm revealed:
-Four of four baseboards in the bedroom were covered with yellow-brown stains from old wax buildup.
-Five 12-inch by 12-inch linoleum tiles were missing from the bathroom floor.
-A two-inch clear liquid puddle surrounded the base of the toilet.

Interview with Administrator on 12/29/16 at 2:30pm revealed:
-She was aware that the flooring throughout the facility had old wax buildup in several areas.
-She recently changed maintenance contractors in the last month to do regular upkeep of the floors including buffing and linoleum replacement where needed.
-The facility policy was that staff were to notify her if anything in the facility needed repair or replacement.
-The facility had replaced several of the resident bathroom linoleum tile floors in the facility.
-She would ensure the maintenance contractor inspected, repaired or replaced all stained, torn or

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D 074	Continued From page 4 old tiles throughout the facility.	D 074		
D 105	10A NCAC 13F .0311(a) Other Requirements 10A NCAC 13F .0311 Other Requirements (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition. This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to assure the toilets, air conditioner/heat vents, fan exhausts, and a shower chair were maintained in a safe and operational manner through the facility. The findings are: Observation of Room #3 on 12/29/16 at 1:10pm revealed: -The outflow vent of the heat/air conditioning unit was broken and the temperature control knob was missing. -The control knob of the exhaust fan in the bathroom was missing. Observation of Room #4 on 12/29/16 at 1:11pm revealed: -A black cable wire dangled 6 feet from the ceiling over an unoccupied bed next to entrance of Room #4. -The control knob of the exhaust fan in the bathroom was missing. Observation of Room #5 on 12/29/16 at 1:13pm revealed: -The smoke alarm in the Room #5 was chirping.	D 105		

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D 105	Continued From page 5 -The base of the toilet was loose and the toilet rocked freely from side to side. Confidential Interview with a resident on 12/29/16 revealed the toilet had been loosed from the base for appropriately 2 weeks. Observation of Room #7 on 12/29/16 at 1:15pm revealed the resident bed next to the door entrance had a headboard that leaned forward and could be rocked freely approximately 6 inches from the frame of the bed. Observation of Room #8 on 12/29/16 at 1:18pm revealed the heat/air conditioning unit control knob was missing. Observation of Room #9 on 12/29/16 at 1:27pm revealed: -The smoke alarm in the Room #9 was chirping. -The control knob of the exhaust fan in the bathroom was missing. -The base of the toilet was loose and the toilet rocked freely from side to side. Observation of Room #10 on 12/29/16 at 1:30pm revealed: -The outflow vent of the heat/air conditioning unit was broken. -The bed next to the window had a headboard that leaned forward and could be rocked freely approximately 6 inches from the frame of the bed. Observation of Room #13 on 12/29/16 at 1:37pm revealed: -The bed next to the entrance door had a headboard that leaned forward and could be rocked freely. -The control knob of the exhaust fan in the bathroom was missing.	D 105		

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D 105	Continued From page 6 -The toilet base was loose and rocked freely from side to side. Observation of the bedroom and bathroom of Room #14 on 12/29/16 at 1:40pm revealed the control knob of the exhaust fan in the bathroom was missing. Interview with Administrator on 12/29/16 at 2:40pm revealed: -She was unaware there were two loose toilets in the facility. -Maintenance had installed the toilets in the past few months. -She was responsible for checking that maintenance completed all repair jobs in the facility. -She was unaware the heat/air conditioning knobs were missing on many of the units. -She was unaware the heat/air conditioning knobs vents were broken on many of the units. -She was unaware the blinds in some of the rooms were broken. -She recently changed maintenance contractors in the last month to do regular upkeep of the facility and as needed repairs called in by staff. -The facility policy was that staff were to notify her if anything in the facility needed repair or replacement. -She relied on staff to inform her of any items in need of repair or replacement. -Staff had not notified her of any items in need of repair or replacement. -She would ensure the maintenance contractor inspected and repaired or replaced all heat/air conditioning units, toilets, headboards and other room items in need of attention.	D 105		

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D 113	Continued From page 7	D 113		
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 observations and interviews, the facility failed to ensure hot water temperatures were maintained between a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F for 9 sinks and 1 tub located in the residents' bathrooms. The findings are: Observations in the facility on 12/29/16 of hot water temperatures revealed: -At 10:08am, the hot water temperature of the sink for resident Room #5's bathroom was 122 degrees F. -At 10:10am, the hot water temperature of the sink for resident Room #3's resident's bathroom was 120 degrees F for the sink. -At 10:15am, the hot water temperature of the sink for resident Room #6's bathroom was 119 degrees F for the sink. -At 10:20am, the hot water temperature of the sink for resident Room #4's bathroom was 121 degrees F for the sink. -At 10:25am, the hot water temperature of the	D 113		

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sink for resident Room #2's bathroom was 120 degrees F for the sink.
-At 10:29am, the hot water temperature of the sink for resident Room #8's bathroom was 119 degrees F for the sink.
-At 10:33am, the hot water temperatures of the sink for the common-use hall bathroom was 121 degrees F for the sink and 124 degrees F for the tub.
-At 10:38am, the hot water temperature of the sink for resident Room #7's bathroom was 120 degrees F for the sink.
-At 10:42am, the hot water temperature of the sink for resident Room #9's bathroom was 119 degrees F for the sink.

Confidential interview with a resident on 12/29/16 at 10:08am revealed:
-The hot water was not "too hot for her" in resident bathroom #1.
-She used both hot and cold water together to get the proper temperature.
-She was not aware of how long the water had been hot as "it had been that way for a long time."

Confidential interview with a second resident on 12/29/16 at 10:29am revealed:
-The hot water in resident Room #6's bathroom "was hot to him but not too hot with the cold water" to use.
-The water had been "hot for a long time almost three months or longer."
-He had not reported the hot water being too hot to staff because "it felt just fine with the cold added to it."

Interview with the Resident Care Coordinator (RCC) on 12/29/16 at 1:35 PM revealed:
-The residents received staff assistance during bathing.

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-No residents had complained about the hot water being too hot.
-She was not aware that the hot water was "as hot as it was" but she would follow-up on it.

Second recheck of hot water temperatures in the facility on 12/29/16 revealed:
-At 12:35pm, the hot water temperature of the sink of resident Room #5's bathroom was 120 degrees F for the sink.
-At 12:48pm, the hot water temperatures of the sink and tub of the common-use hall bathroom were 120 degrees F for the sink and 122 degrees F for the tub.
-At 1:04pm, the hot water temperature of the sink of resident Room #4's bathroom was 120 degrees F for the sink.
-The remaining 5 out-of-range water temperatures tested 3 hours earlier were not within range.

All water temperatures for Room #2, #3, #4, #5, #6, #7, #8, and #9 were within range upon a third recheck at 4:00pm.

Interview with the Administrator on 12/29/16 at 3:30pm revealed:
-She was not aware of "how hot the hot water was until we came that day and had checked them."
-The facility had a water temperature log/monitoring sheet and maintenance maintained it.
-She provided a log book with weekly in-range water temperature checks throughout the facility over the past year.
-No one had told her the water was too hot.
-No residents had received any injuries as a result of the water being too hot.
-She would contact maintenance to make sure

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D 113	Continued From page 10 that someone checked the water temperatures and readjusted these as soon as possible. Observation of water temperature log book provided by Administrator on 12/29/16 at 3:30pm revealed: -There were weekly in-range water temperature results recorded for the last 12 months throughout the facility. -There were no out-of-range results recorded.	D 113		