

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL096051	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/27/2017
NAME OF PROVIDER OR SUPPLIER EAGLE'S POINTE		STREET ADDRESS, CITY, STATE, ZIP CODE 901 WEST NEW HOPE ROAD GOLDSBORO, NC 27534		
(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 Wayne County Department of Social Services completed an initial survey on 4/26/17 - 4/27/17.	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 observations, interviews and record reviews, the facility failed to maintain hot water temperatures between 100 - 116 degrees Fahrenheit (F) for 7 of 15 fixtures: 2 fixtures (sink and tub) in 100 hall common bathroom; 2 fixtures (2 sinks) in the 200 hall common bathroom; 2 fixtures (sinks) in residents' rooms on the 100 hall and 200 hall and 1 fixture (sink) in the resident's activity room. The findings are: Observations made on 4/27/17 in the shared Spa/Bath on the 200 hall revealed: - At 9:50am, the first sink fixture had a hot water temperature 120.6 degrees F. -At 9:53am, the second sink fixture (near the	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 bathtub) had a hot water temperature of 121.3 degrees F. Observation made on 4/27/17 revealed: -At 10:10am, the sink fixture in the bathroom of resident room #236 had a hot water temperature of 72.4 degrees F. (The room was empty and the water was not warm to hand). Observations made on 4/27/17 in the shared Spa/Bath at the end of the 100 hall (near the dining room) revealed: -At 10:24am, the bathtub fixture had a hot water temperature of 123.4 degrees F. -At 10:24am, the sink fixture had a hot water temperature of 122.2 degrees F. Observation made on 4/27/17 at 10:30am revealed a hot water temperature of 118.8 degrees F. at the sink fixture in the activity room. Interview with the Executive Director (ED) on 4/27/17 at 10:40am revealed: -She was not aware the hot water in the shared bathrooms were too hot. -The facility had a contracted maintenance company, which checked hot water temperatures at multiple random fixtures one time a week and documented the temperatures on a hot water log. -The ED will immediately post "Caution Hot Water" signs at the fixtures with hot water. -The ED will call the maintenance company and request a maintenance technician come to the facility to check the hot water heaters. Observation of hot water heaters with the ED on 4/27/17 at 10:50am revealed: -There were six tankless hot water heaters for all of the resident rooms and shared bathrooms.	D 113		

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D 113	Continued From page 2 - The digital thermometer readout of the temperature of the hot water heaters was 120 degrees F. -The ED adjusted the thermometer to 108 degrees F. Interview with the ED on 4/27/17 at 10:53am revealed she did not know how or when the thermometer temperature was increased to 120 degrees because the hot water heaters temperature was kept at 108 degrees F. at all times. The surveyors and the facility's thermometers were calibrated using icy/slushy water in a cup at 11:05am (surveyor's thermometer calibrated at 31.7 degrees F. and the facility's thermometer calibrated at 32 degrees F.). Observations of the facility's thermometer and surveyor's thermometer on 4/27/17 revealed in the shared Spa/bathroom on the 200 Hall revealed: -At 11:15am, the hot water temperature at the bathtub fixture was 114.9 F (surveyor's thermometer) and 115 degrees (facility's thermometer). -At 11:18am, the hot water temperature at the sink fixture (near the bathtub) was 114.6 degrees F (surveyor's thermometer) and 115 degrees F. (facility's thermometer). -At 11:21am, the hot water temperature at the second sink fixture was 118.9 degrees F (surveyor's thermometer) and 118 degrees F (facility's thermometer). - At 11:40am, the sink fixture in the bathroom in resident room #152 had a hot water temperature of 117.7 degrees F. Interview with the ED on 04/27/17 at 11:50am	D 113		

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D 113	Continued From page 3 revealed: -The hot water thermostat was set at 120°F without knowledge of the administrator. -The water lines will have to flush completely in order for water temperatures to be regulated within requirements of 100°F-116°F for hot water, as hot water is heated by a gasoline flame. Interview with the housekeeper at the facility on 04/27/17 at 12:20pm revealed "CAUTION HOT WATER" Signs would be posted at sink #1 and sink #2 in the 200 hall shared Spa/bathroom, sink #1 in the 100 hall shared Spa/ bathroom, and the sink in the activity room today. Interview with a resident on 4/27/17 at 12:35pm revealed: -He took baths in the 100 Hall bathtub 2-3 times a week in the evenings. -The nurse aides (NA) adjusted the water temperature when filling up the bathtub. -The water in the bathtub or at the sink was never too hot. Interview with another resident on 4/27/17 at 12:40pm revealed: -The resident took showers in the bathroom in her room. -The resident adjusted her own water temperature in the shower and the water temperature was never too hot and she has never been burned by the hot water. Observations of the facility's thermometer and surveyor's thermometer (with the maintenance technician) on 4/27/17 revealed in the shared Spa/bathroom at the end of the 100 Hall (near the dining room) revealed: -At 2:55pm, the hot water temperature at the hot water temperature at the bathtub was 119.9	D 113		

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D 113	Continued From page 4 degrees F (surveyor's thermometer) and 119 degrees F. (facility's thermometer). -At 3:00pm, the hot water temperature at the sink fixture was 117 degrees F. (surveyor's thermometer) and 116.8 degrees F (facility's thermometer). Interview with the maintenance technician on 4/27/17 at 2:55pm revealed: -He checked, monitored and documented hot water temperatures at random fixtures about every other week. -If the hot water was greater than 116 degrees F. or lower than 100 degrees F., he informed the ED that the thermometer at the hot water heaters was adjusted either by the maintenance technician or thr ED. -Since the hot water heaters were tankless, after adjusting the thermometers, and running the hot water fixture for about 10 minutes, the water temperature should change. -The maintenance technician will run the hot water at a fixture for about 10 minutes and the hot water temperatures can be rechecked. -The thermostat at the hot water heaters had been adjusted several times since facility was opened in December 2016 due to hot water temperatures reading higher than 116°F. Review of the facility's "Hot Water Logs" revealed the following documentation: -On 2/9/17 hot water temperatures at fixtures in the two shared Spa/Bathrooms, activity room and ten resident rooms ranged from 112.2 degrees F. to 123.4 degrees F. (the shared bathroom temps were 122.4 degrees F. and 123.4 degrees F.) - On 2/23/17 hot water temperatures at fixtures in the two shared Spa/Bathrooms and seven resident rooms ranged from 112.9 degrees F. to 122.5 degrees F. (the shared bathroom temps	D 113		

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D 113	Continued From page 5 were 122.5 degrees F. and 120.1 degrees F.). - On 3/8/17 hot water temperatures at fixtures in the shared Spa/Bathroom on the 200 hall and seven resident rooms ranged from 112.7 degrees F. to 121 degrees F. (the shared bathroom temp was 121 degrees F.) - On 3/24/17 hot water temperatures at fixtures in one shared Spa/Bathroom, activity room and eight resident rooms ranged from 112.3 degrees F. to 119.7 degrees F. (the shared bathroom temp was 119.7 degrees F.) - On 4/27/17 hot water temperatures at fixtures in one shared Spa/Bathroom, activity room and eight resident rooms ranged from 110.9 degrees F. to 118.8 degrees F. (the shared bathroom temp was 118.8 degrees F.) Observations at the facility on 04/27/17 at 3:10 revealed "CAUTION HOT WATER" signs were posted at fixtures in the 200 hall Spa/Bathroom, 100 hall Spa/Bathroom, the sink in the activity room and room #152. Observations on 4/27/17 revealed: -At 3:10pm, the hot water temperature at the sink fixture in the activity room was 113.4 degrees F. -At 3:15pm, the hot water temperatures at fixtures in the Spa/Bathroom on the 200 Hall was 117.9 at both sinks. -At 3:20pm, the hot water temperature at the fixtures in the Spa/Bathroom at the end of the 100 hall was 115.3 (bathtub) and 115 degrees F. at the sink. Interview with the ED on 4/27/17 at 3:30pm revealed: -The hot water temperatures will be checked every day and the ED, the Resident Care Coordinator and the Dietary Manager will be responsible for doing the checks and	D 113		

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D 113	Continued From page 6 documenting the temperatures in the facility's Hot Water Log every day. -The ED will check the logs daily and report any hot or cold water temperatures to the maintenance technician. -The maintenance technician will follow-up with the cold water temperature at the bathroom sink fixture in the unoccupied room (room # 236). Interview with two second shift NAs on 4/27/17 at 3:40pm revealed: -Both NAs assisted residents with showers on second shift on the 100 hall. -Both NAs always adjusted the hot water before the resident started the shower and the hot water. -Residents had not complained of the water being too hot. -One resident took a tub bath on 2nd shift and the NA filled the tub up after adjusting the water temperature. -The resident never complained of the water being too hot and the water was never too hot. Interview with two first shift nurse aides (NA) on 4/27/17 at 3:50pm revealed: -Both NAs assisted residents with showers on first shift, but no residents took tub baths. -Both NAs always adjusted the hot water before the resident started the shower and the hot water. -Residents had not complained of the water being too hot. -One resident took a tub bath on 2nd shift. -The NA was not responsible for checking hot water temperatures throughout the facility.	D 113		