STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL040008	A. BUILDING: _____ B. WING _____	06/28/2017

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SNOW HILL ASSISTED LIVING	1328 S. E. SECOND STREET SNOW HILL, NC 28580

(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 Greene County Department of Social Services conducted an annual survey on June 27-28, 2017.	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 observations and interviews, the facility failed to assure the floors in shared bathrooms were kept clean and in good repair between resident rooms 101 and 103; and between resident rooms 105 and 107. The findings are: Observation made during initial tour of facility on 6/27/17 from 9:00am to 10:30am revealed: -The shared bathroom between rooms 101 and 103 and the shared bathrooms between the rooms 105 and 107 had floor tiles near the base of the commodes which were broken and loose. -All of the tile squares surrounding the commodes were grimy with a dark brownish discoloration. -There was a strong odor of old urine in the bathrooms. Interviews with the residents of rooms 101, 103,	D 074		

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D 074	Continued From page 1 105 and 107 on 6/28/17 between 9:30am and 9:50am revealed: -They had not noticed the odors in the bathrooms. -They had not injured themselves on the broken tiles. -The Maintenance Director had upgraded several bathrooms at the facility and they anticipated theirs would be next. -They had not informed the Administrator that the bathrooms were in need of repair. Interview with the Maintenance Director on 6/28/17 at 11:05am revealed: -He would immediately clean the bathrooms between room 105 and 107. -He would immediately clean the bathrooms between room 101 and 103. -He was responsible for general repairs to the facility. -He was not informed that the bathrooms needed repairs. Interview with the Administrator on 6/28/17 at 11:45am revealed: -The resident using the bathroom between 101 and 103 frequently did not flush. -The Maintenance Director was presently cleaning the bathroom film around the baseboards in both bathrooms. -The Maintenance Director was ordered to replace the broken tiles today in both bathrooms. -The residents had not complained about the condition of the bathrooms. -The personal care aides had not identified the bathrooms as needing repairs. -Housekeeping cleaned frequently but could not control residents not flushing the toilets after use. -All staff were expected to notified the Administrator of any needed repairs in the facility.	D 074		

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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 observations, interviews and record reviews, the facility failed to maintain hot water temperatures between 100 - 116 degrees Fahrenheit (F) for 8 of 15 fixtures: 3 fixtures (sink, shower and tub) in the Men's Hall common bathroom and 5 fixtures (4 sinks and 1 shower) in residents' rooms on the Men's Hall. The findings are: Observations of the common bathroom on 6/27/17 on the Men's Hall revealed: - At 9:50am, the sink fixture had a hot water temperature 127 degrees F. -At 9:54am, the bathtub fixture had a hot water temperature of 128 degrees F. -At 9:57am, the shower fixture had a hot water temperature of 123 degrees F. Observations of the sinks and a shower fixture in the bathrooms in resident's rooms on 6/27/17 revealed:	D 113		

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D 113	Continued From page 3 -At 9:25am, the sink fixture in shared bathroom of rooms 102 and 104 had a hot water temperature of 119 degrees F. - At 9:45am, the sink fixture in shared bathroom of rooms 105 and 107 had a hot water temperature of 117 degrees F. - The hot water temperatures at the fixtures in the bathroom in room 111 were 122 degrees F at the sink fixture at 9:55am and 117 degrees F at the shower fixture at 9:57am. -At 10:10am, the sink fixture in shared bathroom of rooms 108 had a hot water temperature of 123 degrees F. Interview with the resident in room 102 on 6/27/17 at 9:30m revealed: -The resident provided her own bath without assistance and used both the sink in the bathroom (in her room) and the shower in the community bathroom. -The water in both bathrooms was not too hot and she was never burned. -The resident always adjusted the hot water temperature before taking a shower. Interview with 2 residents in room 105 on 6/27/17 at 9:48am revealed: -The hot water from the sink in their bathroom and the hot water from the shower and sink in the community bathroom was not too hot. Interview with a personal care aide on 6/27/17 at 9:55am revealed: -The resident in room 111 required total care which included assistance with showers. -The staff always adjusted the hot water and the resident never complained of water being too hot during his showers. -The resident was bed/chair bound and never used his bathroom or ran water in the sink in his	D 113		

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D 113	Continued From page 4	D 113		

bathroom without assistance from staff.
-The hot water in the community bathroom shower was hot but the staff adjusted the water temperature before the residents (requiring assistance) were assisted with showers.

Interview with the Administrator -in-Training (AIT) on 6/27/17 at 10:40am revealed:
-The facility's Maintenance Director checked the hot water temperatures and documented temperatures in a "Hot Water" log.
-The AIT was not aware of the hot water temperatures on the men's hall.
-The AIT will immediately place "Caution Hot Water" signs at all the fixtures with hot water temperatures greater than 116 degrees F.
-The AIT was aware that the hot water temperatures of all fixtures used by the residents should be maintained between 100 degrees and 116 degrees F.

Interview with the Maintenance Director on 6/27/17 at 10:45pm revealed:
-He was not aware of the hot water temperatures on the men's hall.
-He had not checked the hot water temperatures in the facility since March 2017.
-A housekeeping staff member had been assigned to check the hot water temperatures and document the temperatures in the hot water log weekly.
-He did not know if the hot water had been checked because there was no documentation since March 2017.
-A new hot water heater was installed in March 2017.
-The hot water heater provided hot water for the men's hall and the women's hall.
-After the new hot water heater was installed, the Maintenance Director adjusted the hot water

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D 113	Continued From page 5	D 113		

temperature the same as the old heater.
-The Maintenance Director would begin checking hot water temperatures on each hall daily until he was assured the hot water temperatures remain between 100 degrees and 116 degrees F.

Observations of the hot water temperatures of the fixtures in the community bathroom on the men's hall on 6/27/17 revealed:
-At 10:47am, the hot water temperature at the sink was 124 degrees F with the facility's thermometer and the surveyor's thermometer.
-At 10:48am, the hot water temperature at the shower was 126 degrees F with the facility's thermometer and 126 degrees F with the surveyor's thermometer.
-At 10:50am, the hot water temperature at the bathtub was 121 degrees F with the facility's thermometer and 121 degrees F with the surveyor's thermometer.

Observations of the hot water temperatures of the fixtures in room 111 bathroom on the men's hall on 6/27/17 revealed:
-At 10:53am, the hot water temperature at the sink was 120 degrees F with the facility's thermometer and 120 degrees F with the surveyor's thermometer.
- At 10:55am, the hot water temperature at the shower was 121 degrees F with the facility's thermometer and 121 degrees F with the surveyor's thermometer.

Interview with the Maintenance Director on 6/27/17 at 10:55am revealed he would adjust the temperature at the hot water heater immediately to decrease to temperature of the hot water.

Interview with a medication aide on 6/27/17 at 10:58am revealed:

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D 113	Continued From page 6 -Some of the personal care aides informed her the hot water in the men's community bathroom was very hot when they turned the hot water fixture "all the way up." -The residents have never complained of the water being too hot. -The MA did not report the hot water to the maintenance director or the Administrator-in-Training. Interview with the facility's housekeeper on 6/27/17 at 11:10am revealed: -He was not assigned to check hot water temperatures. -Another housekeeper, who was not working, was assigned to check the hot water temperatures. -He did not know if the other housekeeper checked the temperatures because the other housekeeper only worked on his days off. Observations of the sinks and a shower fixture in the bathrooms in residents' rooms on 6/27/17 revealed: -At 4:00pm, recheck of the sink fixture in shared bathroom of rooms 102 and 104 had a hot water temperature of 104 degrees F. - At 4:05pm, recheck of the sink fixture in shared bathroom of rooms 105 and 107 had a hot water temperature of 106 degrees F. -At 4:08pm, recheck of the sink fixture in the bathroom of room 108 had a hot water temperature of 103 degrees F. - Recheck of the hot water temperatures at the fixtures in the bathroom in room 111 were 104 degrees F at the sink fixture at 4:11pm and 101 degrees F at the shower fixture at 4:13pm. Observations of the common bathroom on 6/28/17 on the Men's Hall revealed: - At 7:55am, recheck of the sink fixture had a hot	D 113		

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D 113	Continued From page 7 water temperature 106 degrees F. -At 8:00am, recheck of the bathtub fixture had a hot water temperature of 104 degrees F. -At 8:03am, recheck of the shower fixture had a hot water temperature of 106 degrees F. _____ The facility's failure to ensure hot water temperatures at sink, tub and shower fixtures in residents' rooms and a common bathrooms were maintained between a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F was potentially detrimental to the health and safety of the residents. Water temperature readings ranging from 127 degrees F to 128 degrees F posed a risk for significant harm including second degree burns. This constitutes a Type B violation. _____ Review of the facility's Plan of Protection dated 6/28/17 revealed: -The Administrator-in-Training informed all staff of the high water temperatures. -"Hot Water" signs were posted at the fixtures in all rooms with high temperatures. -The Maintenance Director rechecked the water temperatures with the surveyor. -The Maintenance Director adjusted the hot water temperature at the water heater to lower the setting. -The Maintenance Director rechecked a hot water temperature in 2 hours after lowering the temperature and the temperature was 113 degrees F. -The Maintenance Director will check hot water temperatures once a day (Monday through Friday) for 1 week. -If no spikes or falls in hot water temperatures, the Maintenance Director will check hot water	D 113		

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D 113	Continued From page 8 temperatures weekly and if complaint of hot water by residents or staff. -The Maintenance Director will record all hot water temperatures and give the log to the Executive Director. -If there are spikes or falls in the hot water temperatures, the Maintenance Director will resume checking hot water temperatures daily and consult with the Executive Director. THE CORRECTION DATE FOR TYPE B VIOLATION SHALL NOT EXCEED AUGUST 12, 2017.	D 113		
D 317	10A NCAC 13F .0905 (d) Activities Program 10A NCAC 13F .0905 Activities Program (d) There shall be a minimum of 14 hours of a variety of planned group activities per week that include activities that promote socialization, physical interaction, group accomplishment, creative expression, increased knowledge and learning of new skills. Homes that care exclusively for residents with HIV disease are exempt from this requirement as long as the facility can demonstrate planning for each resident's involvement in a variety of activities. Examples of group activities are group singing, dancing, games, exercise classes, seasonal parties, discussion groups, drama, resident council meetings, book reviews, music appreciation, review of current events and spelling bees. This Rule is not met as evidenced by: Based on observations and interview, the facility failed to assure a minimum of 14 hours of	D 317		

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D 317	Continued From page 9 planned group activities were provided each week for the 34 residents living in the facility. The findings are: Review of the June 2017 Activity Calendar for 6/27/17 revealed: -Exercise 9:30am to 10:00am. -Coffee Social 10:00am to 10:30am. -Music Therapy 1:00pm to 2:00pm. -BINGO 2:00pm to 3:00pm. Review of the June 2017 Activity Calendar for 6/28/17 revealed: -Exercise 9:30am to 10:00am. -Coffee Social 10:00am to 10:30am. -Church Services 1:00pm to 2:00pm. -Music Therapy 2:00pm to 3:00pm. -Porch Trivia 3:00pm-4:00pm. Observations of the Activity Room and lobby of the facility on 6/27/17 at 9:30am, 10:15am, 1:30pm and 2:18pm revealed no activities being performed. Observations of the Activity Room and lobby of the facility on 6/28/17 at 9:30am revealed no activities. Observations of the lobby of the facility on 6/28/17 at 9:45am revealed: -There were 7 residents in the lobby. -The Activities Director was just starting to engage the residents in morning exercises. -Four of the 7 residents were stretching their arms over their head. -Three of the 7 residents were not participating in exercising. -The exercise activity ended at 9:52am.	D 317		

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D 317	Continued From page 10 Observations of the Activity Room and lobby of the facility on 6/28/17 at 10:10am revealed no activities. Interview with the Activities Director on 6/28/17 at 10:12am revealed: -She had ended the exercise activity stating the residents were tired from the exercise. -Sometimes the activities start late due to residents being tardy to the Activity Room. -She had been out sick on 6/27/17 therefore activities were cancelled. -The facility did not have anyone to substitute for her on her days off. -There were no residents for the "Coffee Social" today so it was cancelled. -She did not evaluate on a regular basis the resident's preferences for activities. -She had not received any complaints from residents about activities being offered. Observations of the Activity Room and lobby of the facility on 6/28/17 at 10:10am and 1:00pm revealed no activities. Observations of the Activity Room and lobby of the facility on 6/28/17 at 1:30pm revealed: -There was a church group singing in the lobby for the residents. -There were 20 residents in attendance. Confidential interviews with 2 staff revealed: -The activities calendar times were never adhered to when an activity was being performed. -The facility had an Activities Director but rarely saw her perform activities. -The residents often complained of boredom. -The residents could benefit from a regular scheduled set of activities as they had nothing to look forward to.	D 317		

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D 317	Continued From page 11 Confidential interviews with 5 residents on the on 6/28/17 revealed: -"The activity calendar had stuff posted but it rarely went on at the time it says". -The residents were not aware of when activities were going on because "the calendar was never right". -There was "never anything to do unless a group came in" such as a church group. -The residents were bored and often smoked outside because there was nothing to do. -The residents were not notified when activities were being performed. Interview with the Administrator on 6/28/17 at 10:30am revealed: -They could not explain why the Activity Director was not doing activities scheduled on the calendar. -The Activities Director was out sick on 6/27/17 and there was no one to perform activities in her absense. -They could not explain why the residents were not participating in posted activities. -The Administrator would ensure that the activities posted were "carried out." -She was responsible for ensuring that the residents had appropriate activities.	D 317		
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.	D912		

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D912	Continued From page 12 This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to assure the residents received care and services that were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to hot water temperatures greater than 116 degrees Fahrenheit at fixtures used by residents. The findings are: Based on observations, interviews and record reviews, the facility failed to maintain hot water temperatures between 100 - 116 degrees Fahrenheit (F) for 8 of 15 fixtures: 3 fixtures (sink, shower and tub) on the Men's Hall common bathroom and 5 fixtures (4 sinks and 1 shower) in residents' rooms on the Men's Hall. [Tag 0113, 10A NCAC .0311(d) Other Requirements (Type B Violation)].	D912		