Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL096051	A. BUILDING _____ B. WING _____	04/27/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
EAGLE'S POINTE	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	Water temp Cont. to be checked by BMS - Weekly	
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	Hot Water Sign Cont. to be up Roto Rooter was here on 7-11-2017 & 7-12-2017 Problem fixed on 7-12-2017 See Attached 7/12/17 added to POC. Water Temp Checks done Weekly by BMS, Housekeeping and Adm. will monitor DBelah	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Nala Bellah | TITLE: Adm | (X6) DATE: 7-18-17

Reviewed POC & accepted - Jessica Long RN 8/01/17

Division of Health Service Regulation

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D 113	Continued From page 2	D 113		

- 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

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D 113	Continued From page 3	D 113		

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

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D 113	Continued From page 4	D 113		

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

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D 113	Continued From page 5	D 113		

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

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D 113	Continued From page 6	D 113		

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.

ROTO-ROOTER PLUMBING & DRAIN SERVICE

1-800-GET-ROTO (438-7686)

SEE BINDING TERMS ON REVERSE

Roto-Rooter
P.O. Box 669
Fayetteville, NC 28302
(910) 488-6229 • (910) 488-2922 Fax

P-1 Master License #28234
Operated as an Independent Contractor

9/13/17 Fayetteville

SERVICE TECHNICIAN'S NAME: Dallas # 224

INVOICE NO. 95534

SEWER & DRAIN [ ] PLUMBING [X] PUMPING [ ] INDUSTRIAL [ ] EXCAVATION [ ] DRAIN TILE [ ]

CUSTOMER NAME: Eagles Point
CUSTOMER NO.:
CUSTOMER CLASS: RESIDENTIAL [ ] COMMERCIAL [X]

SERVICE ADDRESS: 901 W new Hope Rd
APT. NUMBER:
FEDERAL I.D. # 46-4688997

CITY: Guldsborough
STATE/PROVINCE:
ZIP/POSTAL:
CUSTOMER PHONE NO.:
P.O. NUMBER/AUTHORIZATION:

BILLING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS):
CITY:
STATE/PROVINCE:
ZIP/POSTAL:

REPAIR CODE

ESTIMATE AND DESCRIPTION OF WORK TO BE PERFORMED (The approximate starting date is ______, and the approximate completion date is ______. Neither date is guaranteed. Unexpected conditions or problems could cause delays. A definite completion date is not of the essence.) $ AMOUNT

Arrived 10:00 9/14/17 to Continue work
Arrived First time out a - 3:30 to
access problem. 9/12/17 Arrived next day a 10:00
to start work dissassembling heaters checking
pumps valves water temp. found that Dip
switches or heaters were set for propane not
natural Gas replaced short shank 1&P and
[illegible] why Hot water to one end of building took so
long to get hot.

WORK ORDER AUTHORIZATION I authorize the services indicated and agree to pay the amounts specified. I have read and agree to the terms on the reverse side, including the limits on Roto-Rooter's responsibility specified in those terms.

(SIGNATURE) ________ (PRINT NAME) ________

CHANGES TO ESTIMATE I authorize these changes

ADJUSTMENTS/CHANGES IN WORK TO BE PERFORMED (Use additional invoice if needed to describe changes)

Estimate to be given by Supervisor
and diagnose problem.
Water Temperature in building for rooms

COMMENTS is between 112 and 115. Kitchen water
is between 128 and 140. Unplugged circulating
pump on kitchen Heaters

COMPLETION I acknowledge completion of the above described work which has been done to my complete satisfaction.

(SIGNATURE) ________ (PRINT NAME) ________

(E-MAIL ADDRESS) ________
Send plumbing tips, product/services information and coupons via email.

LABOR $
PARTS $
PRODUCTS $
OTHER $
$
$
TAX $
INVOICE TOTAL $ 2,109.38

PAYMENT

[ ] CASH [ ] CHECK NO. ________ * [ ] CREDIT CARD [ ] NET 10 DAYS

OVER 30 DAYS = LATE CHARGE OF 1 1/2% PER MONTH * In the event check is returned, the CUSTOMER is responsible for all related bank fees.

NEXT VISIT | TIME DISPATCHED 7:39 | TIME ARRIVED 10:00 | TIME DONE

IRR LOCATION Fayetteville 10240 INVOICE DATE / /

95534

RESIDENTIAL GUARANTEE		COMMERCIAL GUARANTEE	
LABOR		LABOR	
[ ] Main/Branch Lines	6 months	[ ] Main/Branch Lines	30 days
[ ] Toilet Auger	7 days	[ ] Toilet Auger	24 hours
[ ] Plumbing Repair	6 months	[ ] Plumbing Repair	90 days
[ ] Plumbing Replacement	1 year	[ ] Plumbing Replacement	90 days
[ ] Extended Guarantee	1 year		

REASON FOR NO GUARANTEE

FROM O/S OR TRUCK ✓ — PARTS USAGE

VENDOR	PART #	QTY USED	T/OS	DESCRIPTION	TOTAL COST	SELL PRICE
	1022546	1		Short Shank		

TOTALS →

Service Technician's Signature: [signature]

Dallas Dorrance 224
Print Service Technician's Name and Number

LICENSEE SIGNATURE
OFFICE COPY

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

MARK PAYNE
DIRECTOR

May 10, 2017

Charles E. Trefzger, Executive Officer
Wayne AL Holdings, LLC, Licensee
Eagle's Pointe
PO Box 2568
Hickory, NC 28603-2568

E-mail address: mdeaton@affinitylivinggroup.com

Re: Annual Survey completed April 27, 2017 (P40011)

Facility: **Eagle's Pointe**
Licensure Number: **HAL-096-051**
County: **Wayne**

Dear Mr. Trefzger:

Thank you for the cooperation and courtesy extended during the survey completed April 27, 2017 by staff with the Adult Care Licensure Section and Wayne County Department of Social Services

Enclosed you will find all violations/deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with the state regulations. You must provide an acceptable Plan of Correction for each violation/deficiency cited in the left column. In the spaces to the right of the form, state your plan for correcting the problem and the completion date by which you will correct each violation/deficiency identified and return it to our office within 15 working days of receipt of this letter. Below you will find what to include in the Plan of Correction for all deficiencies; and, if violations were identified, details of the type of violation(s) and the time frame(s) for compliance are also provided below.

What to include in the Plan of Correction

- Indicate what measures will be put in place to correct the deficient area of practice (i.e. changes in policy and procedures, staff training, changes in staffing patterns, etc.)
- Indicate what measures will be put in place to prevent the problem from occurring again
- Indicate who will monitor the situation to ensure it will not occur again

- Indicate how often the monitoring will take place
- Completion dates by which the plan of correction will be completed. The completion dates must be acceptable to the State.
- Sign and date the bottom of the first page of the State Form.

Return the signed and dated Statement of Deficiencies form within 15 working days from the date of receipt of this letter. We are unable to accept faxed reports at this time; therefore, a copy must be mailed to our office or e-mailed to the survey team leader. Please make sure the copy you mail or e-mail to us is SIGNED AND DATED or it will not be accepted. A response to the plan of correction will be sent ONLY if the plan of correction is not accepted. Please retain a copy for your files.

Informal Dispute Resolution

In accordance with G.S. § 131D-2.11(a2), you have one opportunity to question cited deficiencies through an informal dispute resolution (IDR) process. You may also contest the severity of noncompliance that resulted in a violation determination. To be given such an opportunity, you are required to send your written request identifying the specific deficiencies being disputed postmarked by June 1, 2017. An explanation of why you are disputing those deficiencies (or why you are disputing the severity of noncompliance that resulted in a violation determination) along with any supporting documentation must be sent and postmarked by June 1, 2017. You must submit 2 copies of material and highlight or use some other means to identify written information pertinent to the disputed deficiency(ies). Additional written material that does not meet these requirements will not be reviewed. This information should be sent to: IDR Coordinator, Adult Care Licensure Section, 2708 Mail Service Center, Raleigh, NC 27699-2708. An incomplete informal dispute resolution process will not delay the effective date of any enforcement action. IDR Procedures can be accessed at: http://www.ncdhhs.gov/dhsr/acls/idr.html.

If you have questions about the enclosed Statement of Deficiencies or the violations, please contact me at 910-305-4819. A follow up survey will be conducted to determine compliance in all areas cited. If this agency can be of any assistance in providing consultation relative to licensure rules, please let us know.

Sincerely,

Linda Kirby RN

Linda Kirby, RN, Licensure Consultant
Adult Care Licensure Section
Division of Health Service Regulation

Enclosures: Statement of Deficiencies

cc: Rebecca Darden, Supervisor/Designee, Wayne County Department of Social Services
Bridget Rackley, Team Supervisor, East 6 Region, Adult Care Licensure Section
Facility File

Please note information regarding Customer Service Survey below.

In an ongoing effort to improve the inspection process with the providers we serve, we would like you to complete a Customer Service Survey. The Survey can be accessed at the web site below. Your opinion is important to us, and will assist us in developing new and better ways to do our job.

Please note: Because the survey is confidential, your identity will not be known to the Division of Health Service Regulation or the North Carolina Department of Health and Human Services.

Thank you for participating in this confidential survey as we strive to improve the services we provide to licensed health care providers across the state of North Carolina. Should you wish to have a confidential discussion regarding this survey or your interaction with the Division of Health Service Regulation, please feel free to contact Mark Payne, Director, Division of Health Service Regulation, at 919-855-3750.

Customer Service Survey web site: **http://www2.ncdhhs.gov/dhsr/customerservice.html**
(Survey Max does not work well with all browsers, please access survey with Internet Explorer)

ADULT CARE LICENSURE SECTION
www.ncdhhs.gov
TEL 919-855-3765 • FAX 919-733-9379
LOCATION: BROWN BUILDING • 801 BIGGS DRIVE • RALEIGH, NC 27603
MAILING ADDRESS: 2708 MAIL SERVICE CENTER • RALEIGH, NC 27699-2708
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

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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		