STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL045122	A. BUILDING: _____ B. WING _____	10/31/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
TORE'S HOME HENDERSON # 21	2408 SPARTANBURG HWY EAST FLAT ROCK, NC 28726

(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
C 000	Initial Comments The Adult Care Licensure Section conducted an Annual Survey on October 30, 2017 and October 31, 2017.	C 000		
C 105	10A NCAC 13G .0317(d) Building Service Equipment 10A NCAC 13G .0317 Building Service Equipment (d) The hot water tank shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, and laundry. 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 is not met as evidenced by: TYPE B VIOLATION Based on observations, interviews and record review, the facility failed to assure hot water temperatures at the sinks in both common bathrooms used by 4 of 6 residents were maintained between 100 degrees Fahrenheit (F) and 116 degrees F. The findings are: Review of the current facility license revealed the facility was licensed for 6 beds. Review of the facility's current resident room roster revealed the current census was 6 residents. Review of the facility's water temperature log from 10/16/17 through 10/27/17 revealed	C 105		

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C 105	Continued From page 1 temperatures ranging from 71 degrees F to 104 degrees F. Observation on 10/30/17 at 10:51am in the bathroom in room #2 revealed the hot water temperature at the bathroom sink fixture was 124 degrees F. Observation on 10/30/17 at 10:53am in the bathroom in room #1 hallway revealed the hot water temperature at the bathroom sink fixture was 124 degrees F. Observation on 10/30/17 at 10:57am in room #3 revealed the hot water temperature at the bathroom sink fixture was 126 degrees F. Observation on 10/30/17 at 11:18am in the bathroom in room #4 revealed the hot water temperature at the bathroom sink fixture was 128 degrees F. Random interviews with 6 of 6 residents between 10:00am and 1:00pm on 10/30/17 revealed 2 residents had no concerns about the water temperatures and 4 residents were unable to share information due to advanced dementia Interview on 10/30/17 at 11:24pm with the day shift Supervisor In Charge(SIC) revealed: -The night shift SIC had mentioned to her on 10/27/17 that the water temperatures were low. -She was not aware of water temperatures being high. -She was not aware if the SIC for nights had told the Facilities Manager or Maintenance. Interview on 10/30/17 at 11:25am with the Facilities Manager revealed: -The staff kept a log of the water temperatures.	C 105		

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C 105	Continued From page 2 -The procedure was for the night shift SIC to take the water temperatures on night shift and that SIC was responsible for letting the facilities manager or maintenance know of any issues. -No one had told her there was any issues with the water temperatures. Telephone interview on 10/30/17 at 11:27am with the Maintenance Director revealed: -The last time he had checked the hot water temperatures was when the health department came out a couple of months ago. -He was not aware of any problems with the hot water temperatures. -He would have someone come check the water temperatures immediately. -"Those temperatures are too high." Interview on 10/30/17 at 11:42am with the Maintenance Assistant revealed: -He had been employed with the facility for 2 months. -The facility had 3 seperate water heaters. -He had checked the water temperature in room #4 and it was 126 degrees F at 11:37am. Observation on 10/31/17 at 1:20pm in the bathroom in room #1 hallway revealed the hot water temperature at the bathroom sink fixture was 110 degrees F. Observation on 10/31/17 at 1:22pm at in the bathroom in room #2 revealed the hot water temperature at the bathroom sink fixture was 106 degrees F. Observation on 10/31/17 at 1:25pm in room #3 revealed the hot water temperature at the bathroom sink fixture was 110 degrees F.	C 105		

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C 105	Continued From page 3 Observation on 10/31/17 at 1:28pm in the bathroom in room #4 revealed the hot water temperature at the bathroom sink fixture was 108 degrees F. Review of the water temperature checks in the facility log from 10/30/17 through 10/31/17 revealed the temperatures ranged from 90 degrees F to 130 degrees F. Based on observations, record reviews and interviews, the facility failed to assure hot water temperatures at the sinks in 4 of 6 individual resident bathrooms were maintained. A water temperature of 131 degrees F may result in a first degree burn in 17 seconds and a second degree burn in 30 secomds. The facility's failure to monitor water temperatures was detrimental to the safety, health and welfare of these residents occur and constitutes a Type B Violation. The facility provided a Plan of Protection on 10/30/17 which included: -Notified Maintenance Personnel of water temperature issues. -Turned the thermostat down on the water heater. -Maintenance Personnel would run the water to assist in lowering water temperature and adjusting the water temperatures. -Check the water temperatures hourly for the next 24 hours. -Check water temperatures every day thereafter. CORRECTION DATE FOR THIS TYPE B VIOLATION SHALL NOT EXCEED November 29, 2017.	C 105		
C 912	G.S. 131D-21(2) Declaration of Residents' Rights	C 912		

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C 912	Continued From page 4 G.S. 131D-21 Declaration of Resident's 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 upon observation, staff interview and record review, the facility failed to ensure that each resident receive care and services which are in compliance with relevant state rules and regulations. The findings are: Based on observations, interviews and record review, the facility failed to assure hot water temperatures at the sinks in both common bathrooms used by 4 of 6 residents were maintained between 100 degrees Fahrenheit (F) and 116 degrees F.[Refer to Tag 105, 10A NCAC 13G .0317 Building Service Equipment(Type B Violation)].	C 912		