STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL081005	A. BUILDING: _____ B. WING _____	06/14/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOLLY SPRINGS SENIOR CITIZENS HOME	1881 BIG ISLAND ROAD RUTHERFORDTON, NC 28139

(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 completed an annual survey on 6/13/18 and 6/14/18.	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 assure the hot water temperatures were maintained between 100 degrees Fahrenheit (F) to 116 degrees F for 4 out of 10 sampled sinks and 2 common showers. The findings are: Observations during the initial facility tour of B Hall on 06/13/18 from 8:30am to 10:00am revealed: -At 8:33am, the water temperature in room #14's sink was 114 degrees F. -At 8:56am, the water temperature in room #12's sink was 124 degrees F and steam was visible above the flow of water. -At 9:03am, the water temperature in room #17's sink was 120 degrees F. -At 9:25am, the water temperature in room #19's sink was 124 degrees F.	D 113		

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-At 9:07am, the water temperature in the B Hall Common Shower Room first shower on the right was 126 degrees F.
-At 9:09am, the water temperature in the B Hall Common Shower Room second shower on the right was 124 degrees F.
-At 9:10am, the water temperature in the B Hall Common Shower Room sink temperature was 120 degrees F.
-There were no signs posted to caution residents at any of the fixtures with high temperatures.

Interview with the Housekeeper on 06/13/18 at 9:12 revealed:
-The facility had some issues with hot water temperatures being elevated when the Health Inspector had been there.
-The temperatures had been adjusted at that time.
-"I will be glad to hang some signs to caution residents about the hot water."
-He would let the Administrator know the temperatures were elevated, so the Administrator could adjust them.

Observation of the Housekeeper on 06/13/18 at 9:17am revealed he was putting up signs warning residents of elevated water temperatures on B Hall.

Review of the building health inspection report dated 03/23/18 revealed:
-Total score of 97.
-The facility received 1 demerit for lavatory and bathing hot water between 100-116 degrees F.
-"The water at the hand sinks ranged from 120 F to 132 F at the time of the inspection."
-"The water tempering valve was adjusted."

Review of a facility invoice for a contracted

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plumber dated 03/26/18 revealed:
-"Rebuilt patient mixing valves after health inspection determined higher than normal water temperatures."
-"Problem corrected as of 03/26/18."

Interview with one resident who resided in room #19 on 06/13/18 at 9:25am revealed:
-She had not noticed the water at her sink being too hot.
-"The water is fine for me."
-The resident denied ever having been burned by the water from her sink or elsewhere in the facility.
-"We don't use the common shower on B Hall."
-"They take us to the other hall for showers an adjust the shower for us."

Interview with the Administrator on 06/13/18 at 9:35am revealed:
-"I have dialed that temperature back."
-"The water temperatures are checked weekly."
-The Administrator did not keep a log of the water temperatures.

Interview with a resident who resided in room #12 on 06/13/18 at 9:44am revealed:
-She took her showers in the B Hall Common Shower Room.
-She received shower assistance from staff.
-Staff adjusted the water temperature for her before she showered.
-She denied any burns due to facility hot water temperatures.

Interview with a resident who resided in room #17 (the only resident who resided on B Hall who was independent of staff assistance for showers) on 06/13/18 at 9:50am revealed:
-She took showers without assistance.

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-The water was "warm sometimes when I have it on cold and I have to let it run sometimes until it gets cold."
-She had experienced the cold water being initially warm when she turned it on for "several weeks I know."
-The resident denied any burns due to the facility hot water.
-"It's just warm, it's not hot."

Interview with a resident who resided in room #19 on 06/13/18 at 3:00pm revealed:
-She had not noticed the hot water temperature being elevated a the sink in her room.
-The resident denied any burns due to the facility hot water.

Interview with a resident who resided in room #16 on 06/14/18 at 9:35am revealed:
-He had no complaints about the hot water temperatures.
-He had not noticed the temperatures being too hot.
-He could adjust the water to the temperature he desired.
-"All I had to do was move the handle."
-He like the water "the way it was."

Interview with the Administrator on 06/13/18 at 9:41am revealed:
-"The plumber is on his way."
-He had gotten a temperature of 119 degrees F, but then "it shot back up."
-"It's probably trash in the cartridge in the circulating system."
-The system may be "circulating hot water instead of mixing hot and cold water."

Observation on 06/13/18 at 11:00am of the calibration of the facility thermometer and

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D 113	Continued From page 4 surveyor thermometer in ice water slurry revealed the thermometers were 32 degrees F. Observation of water temperature rechecks on 06/13/18 revealed: -In resident room #14 at 2:47pm, the sink temperature was 116 degrees F. A sign was posted warning of elevated hot water temperatures. -In resident room #17 at 2:52pm, the sink temperature was 120 degrees F. A sign was posted warning of elevated hot water temperatures. -In resident room #12 at 2:50pm, the sink temperature was 124 degrees F. A sign was posted warning of elevated hot water temperatures. -In the B Hall Common Shower Room at 2:54pm, the right shower temperature was 126 degrees F. A sign was posted warning of elevated hot water temperatures. -In the B Hall Common Shower Room at 2:56pm, the left shower temperature was 122 degrees F. A sign was posted warning of elevated hot water temperatures. -In the B Hall Common Shower Room at 2:57pm, the sing temperature was 118 degrees F. -In resident room #19 at 3:00pm, the sink temperature was 124 degrees F. A sign was posted warning of elevated hot water temperatures. Interview with the Administrator on 06/14/18 at 6:55am revealed: -"The plumber came at 4:30pm yesterday (06/13/18)." -The circulator pump had "broke." -The plumber was to return to the facility with a new circulator pump by 7:30am on 06/14/18 to resolve the issue with the hot water.	D 113		

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-The plumber "had turned the water temp down so the temp will climb shower until he can get the circulator pump changed out today."
-The Housekeeper and I "were in that area just 10 days ago and the circulator pump was fine."

Interview with the contracted plumber on 06/14/18 at 8:00am revealed:
-The circulating pump "propeller came apart."
-"When the pump goes down, the closed loop system makes the mixing valve temperatures creep up."
-"Shards from the broken propeller locks the mixing valve."
-He would be replacing the circulating pump and cleaning out the mixing valve to repair the problem.
-The work would be completed in one hour.

Interview with a Personal Care Aide on 06/14/18 at 8:10am revealed:
-There was only one resident who resided on B Hall who was able to shower without assistance.
-"Everyone else requires assistance with bathing."
-He had not noticed any recent changes in the hot water temperatures.
-When he showered residents, he would "start the water in the middle and adjust it" until it was where the residents wanted it "until it was comfortable for them."
-He did not know how often water temperatures were being checked.
-Earlier in the year, A Hall had "no hot water, just cold water."
-He had told the Administrator and the Administrator had immediately gotten a plumber out to fix the problem.
-There was only one "really confused" resident in the facility concerning handwashing safety with

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D 113	Continued From page 6 high temperatures in the rooms and the resident lived on A Hall which did not have elevated water temperatures. Observation of water temperature rechecks on 06/14/18 revealed: -In resident room #12 at 10:47am, the sink temperature was 106 degrees F. -In resident room #17 at 10:52am, the sink temperature was 102 degrees F. -In resident room #14 at 10:56am, the sink temperature was 100 degrees F.	D 113		