STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL031016	A. BUILDING: _____ B. WING _____	07/18/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WALLACE GARDENS	1052 NE RAILROAD STREET WALLACE, NC 28466

(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 conducted an annual survey from 07/17/23 to 07/18/23.	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, record reviews, and interviews, the facility failed to ensure the hot water temperatures were maintained at a minimal of 100 degrees Fahrenheit (°F) to a maximum of 116°F for 9 of 9 fixtures at the sinks, showers, and tub in two common bathrooms and sinks in residents' shared bathrooms. The findings are: Observation of water temperatures on 07/17/23 at 8:55am in the common bathroom with a bathtub revealed: -The hot water temperature of the sink was 127.5°F. -The hot water temperature of the tub was 125.6°F. -The hot water temperature of the shower was 121.4°F. Observation of water temperatures on 07/17/23 at 9:00am in the common bathroom across the hall	D 113		

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D 113	Continued From page 1 from the resident's room 28 revealed: -The hot water temperature of the sink was 122.0°F. -The hot water temperature of the shower was 121.6°F. Observation of water temperature on 07/17/23 at 9:05am of the sink in bathroom between Resident Rooms 28-29 was 127.2°F. Interview with the resident residing in room 28 on 07/17/23 at 9:05am revealed he had no problems with the water being too hot or too cold; he was able to adjust it as needed. Observation of water temperature on 07/17/23 at 9:10am of the sink in bathroom between Resident Rooms 16-17 was 131.5°F. Observation of the hot water temperature in resident room 2 on 07/17/23 at 9:15am revealed the hot water temperature at the bathroom sink was 126°F Interview with the resident who resided in room 2 on 07/17/23 at 9:15am revealed: -The water got too hot in his bathroom sink. -The water was hot in the bathroom sink since he was admitted into the facility on 08/29/22. -He had not reported hot water to staff. Observation of the hot water temperature in resident room 21 on 07/17/23 at 9:30am revealed the hot water temperature at the bathroom sink was 121.7°F. Interview with the resident who resided in room 16 on 07/17/23 at 3:00pm revealed: -The water in the sink got very hot. -The water in the sink was hot enough to scald.	D 113		

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D 113	Continued From page 2 -She had never been scalded by the water, but was worried someone else could be. Recheck of the hot water temperature with Administrator and facility thermometer at the bathroom sink in room 2 on 07/17/23 at 9:45am revealed a temperature of 126°F. Recheck of the hot water temperature with Administrator and facility thermometer at the bathroom sink in room 21 on 07/17/23 at 9:50am revealed a temperature of 124°F. Recheck of the hot water temperature with Administrator and plumber after the water heater was adjusted at the bathroom sink in room 2 on 07/17/23 at 2:00pm revealed a temperature of 102°F. Recheck of the hot water temperature with Administrator and plumber after the water heater was adjusted at the bathroom sink in room 21 on 07/17/23 at 2:05pm revealed a temperature of 102°F. Review of the monthly water temperature logs dated 05/2023 to 07/2023 ranged from 111°F - 113°F. Interview the Administrator on 07/17/23 at 9:15am revealed: -She checked the water temperatures since the facility did not have a Maintenance Director at that time. -She randomly chose the bathrooms between residents' rooms to check for the water temperature logs. -She was not aware of the temperatures were over 116°F. -The residents had complained that the water	D 113		

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D 113	Continued From page 3 was not hot enough (she did not say which residents). Recheck of water temperature on 07/18/23 at 8:04am of the sink in bathroom between Resident Rooms 1-2 was 101.0°F. Interview with the resident residing in room 2 on 07/18/23 at 8:05am revealed: -He had some problems with the water being too hot prior to yesterday (07/17/23), but he would adjust it to his liking. -Last night (07/17/23) he had tried to fix a cup of noodles, but the water was too cold now. -He barely was able to get a decent shower last night because the water was almost all cold. -Normally, he had to add cold water to make it comfortable but last night he only used the hot water, and it was barely warm enough to shower. Recheck of water temperatures on 07/18/23 at 8:15am in the common bathroom with a bathtub revealed: -The hot water temperature of the sink was 101.6°F. -The hot water temperature of the tub was 99.6°F. -The hot water temperature of the shower was 101.6°F. Recheck of water temperatures on 07/18/23 at 8:20am in the common bathroom across the hall from the resident's room 28 revealed: -The hot water temperature of the sink was 104.0°F. -The hot water temperature of the shower was 102.2°F. Interview with the plumber on 07/17/23 at 1:13pm revealed:	D 113		

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D 113	Continued From page 4 -He adjusted the thermostat to 100 degrees F and opened the mixing valve. -The mixing valve would circulate the water and allow the water temperature to decrease.	D 113		