

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL084010	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/16/2023
NAME OF PROVIDER OR SUPPLIER SPRING ARBOR OF ALBEMARLE		STREET ADDRESS, CITY, STATE, ZIP CODE 315 PARK RIDGE ROAD ALBEMARLE, NC 28001		
(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 and follow up survey from 11/15/23 to 11/16/23.	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, interviews, and record reviews, the facility failed to ensure the water temperatures were maintained at a minimum of 100 degrees Fahrenheit (°F) to a maximum of 116°F for 7 of 18 water fixtures at the sinks in the residents' bathrooms located on the 100 hall of the Assisted Living (AL) facility. The findings are: Observation of water temperatures of the sink in the bathroom of resident room 106 on 11/15/23 at 9:40am revealed the hot water temperature was 121.5°F. Observation of water temperatures of the sink in the bathroom of resident room 105 on 11/15/23 at 9:45am revealed the hot water temperature was 121.7°F. Interview with the Executive Director on 11/15/23	D 113		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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D 113	Continued From page 1 at 10:00am revealed: -The water heater that supplied water to the 100 hall also supplied water to the kitchen. -The facility had purchased a new water heater back in August 2023. -The maintenance director had been working on finding the appropriate setting for the water heater to provide the residents' rooms with hot water within the 100°F - 116°F range while maintaining the needed range for the kitchen since the new water heater had been installed. -The facility maintenance director was currently on vacation, but she would get the regional maintenance director in to adjust the water heater. -The regional maintenance director was located 1.5 - 2 hours away from the facility. -She would post signs in the residents' rooms to use caution since the water was outside the 100°F - 116°F range. Review of the monthly water temperature logs dated 01/2023 to 11/2023 provided by the ED on 11/16/23 at 8:30am revealed the following temperatures: -Room 104 ranged from 109°F - 116.2°F. -Room 105 ranged from 112.6°F - 115.9°F. -Room 106 ranged from 113.9°F - 116.9°F. -Room 107 ranged from 109.4°F - 115.4°F. -Room 108 ranged from 98.3°F - 115.2°F. -Room 111 ranged from 112.6°F - 118.9°F. -Room 114 ranged from 114.3°F - 115.9°F. Observation of the 100 hall on 11/15/23 at 11:45am revealed the regional maintenance director working in residents' bathrooms in rooms 104 and 105. Interview with the regional maintenance director on 11/15/23 at 11:45am revealed:	D 113		

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D 113	Continued From page 2 -He had adjusted the water heater temperature as far down as it could be turned. -He had "bled off" the water heater (removed the water from the water heater) tank since the water in it had been too hot. -He rechecked the temperatures and the hot water temperature was 113.6°F. -He would recheck them again after lunch. Second interview with the regional maintenance director on 11/15/23 at 2:30pm revealed: -The water temperatures were still fluctuating above 116°F. -He was still working on getting them between the 100°F - 116°F range. Recheck of the water temperature of the sink in the bathroom of resident room 105 on 11/15/23 at 3:55pm revealed: -The hot water temperature was 116.4°F. -The sign was in place over the sink to use caution since the water was very hot. Observation of water temperatures of the sink in the bathroom of resident room 105 on 11/16/23 at 7:20am revealed: -The hot water temperature was 120.5°F. -The sign was in place over the sink to use caution since the water was very hot. Second interview with the Executive Director on 11/16/23 at 7:21am revealed: -She would call the Maintenance Director in since the regional maintenance director was unable to get the water temperatures to stay within the 100°F - 116°F range. -She may have to call in a plumber as well. -She was not sure if the facility would have to install a new mixing valve on the water heater or what else could be done but the plumber would	D 113		

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D 113	Continued From page 3 know how to fix it. Interview with a personal care aide (PCA) on 11/16/23 at 7:11am revealed: -There were no complaints of the water being too hot or too cold when assisting the residents with their showers or personal care. -It took some time to get the water to warm up in some of the rooms. -She had not noticed the water being too hot or too cold. Interview the Maintenance Director on 11/16/23 at 8:55am revealed: -He checked the water temperature and completed the logs monthly. -He adjusted the water heater settings since it was installed back in August trying to find the correct setting for the kitchen and the 100 hall bathrooms since they used the same water heater. -He knew the correct temperature range was 100°F - 116°F. -He had not had anyone (residents or staff) report problems with the water being too hot or too cold. -The water temperature logs were kept in his office. -If the water temperatures were not within the 100°F and 116°F range, he would report it to the ED and then fix it. -He had talked with the ED this morning and decided to call in a plumber since he had not been able to get the water temperatures within the 100°F and 116°F range. -The plumber had been working on the water temperatures but had not been able to get the water temperatures within the 100°F and 116°F range. -The plumber had said the facility would need to have mixing valves installed in the effected	D 113		

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D 113	Continued From page 4 bathrooms to allow the residents' water temperatures to be regulated within the 100°F and 116°F range but not affect the kitchens water temperatures. Observation of water temperatures of the residents' bathroom sinks on the 100 hall on 11/16/23 between 9:05am - 9:30am revealed the following temperatures: -Room 104 was 120.6°F. -Room 105 was 120.5°F. -Room 106 was 121.3°F. -Room 107 was 119.3°F. -Room 108 was 120.6°F. -Room 111 was 117.4°F. -Room 114 was 118.4°F. -All of the bathrooms had signs warning to use caution as the water was very hot. Interview with the plumber on 11/16/23 at 9:31am revealed: -He had tried to adjust the water temperature to bring the high-water temperatures down to the required temperature range of 100°F and 116°F without success. -He was going to install a mixing valve in each bathroom with high-water temperatures which would control the amount of hot water to be mixed with the correct amount of cold water to get the required range of 100°F and 116°F. -He would get the needed supplies and return and install the mixing valves in each effected room on the 100 hall. Second interview with the plumber on 11/16/23 at 10:26am revealed he had just returned from gathering the needed supplies to install the mixing valves.	D 113		