STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL040009	A. BUILDING: _____ B. WING _____	R 02/08/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOZO FAMILY CARE HOME	2757 MEWBORN CHURCH ROAD SNOW HILL, NC 28580

(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 and Follow Up Survey on 02/08/24.	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: Based on observations, interviews, and record reviews the facility failed to ensure that hot water temperatures were maintained at 100° to 116° degrees Fahrenheit (F) for 5 fixtures in two private bathrooms (2 sinks, 2 showers, and spa/tub) of 93° degrees F to 97° degrees F. The findings are: Observation of the 2nd private resident bathroom on 02/08/24 at 9:23am revealed the hot water temperature at the shower was 93°F. Observation of the 1st private resident private bathroom 02/08/24 at 9:39am revealed: -The hot water temperature at the 1st sink was 97.0°F. -The hot water temperature at the 2nd sink was 97.0°F. -The hot water temperature at the shower was 97.0°F. -The hot water temperature at the spa/tub was	C 105		

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C 105	Continued From page 1 97.0°F. Interview with a resident on 02/08/24 at 9:27am revealed: -The hot was okay because he did not have to add cold water to make the hot water at the temperature that he liked. -He had not complained to staff about the hot water temperature. Interview with a second resident on 02/08/24 at 9:31am revealed: -The water would get hot if you let if the water was run in the faucet for a long time. -She had not complained to staff about having to run the faucets for a long time for the water to get hot. Interview with the Supervisor in Charge (SIC) on 02/08/24 at 9:44am revealed: -She did not complete routine hot water temperatures checks. -Residents had not complained about the hot water temperature being cool or having to run the faucets for a long time to get hot water. Interview with the Administrator on 02/08/24 at 10:54am revealed: -The hot water temperature were not checked on a regular basis. -There were no hot water temperature logs maintained. -She had not received any complaints from the residents about the hot water temperature. Observation of water thermometers being calibrated on 02/08/24 at 2:15pm to 2:31pm revealed: -There was no ice available to place in the cup of water.	C 105		

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C 105	Continued From page 2 -There was a cold bottle of water removed from the refrigerator and poured into the cup to use for calibration. -The Administrator thermometer temperature was 42°F. -The Surveyor's thermometer temperature was 42°F. Observations of re-check of water temperatures with the Administrator in the 1st private resident bathroom on 02/08/24 revealed: -At 2:32pm the hot water temperature at the 1st sink was 97°F for the Administrator and 90° for the Surveyor. -At 2:33pm the hot water temperature at the 2nd sink was 100°F for the Administrator and 97° for the Surveyor. -At 2:34pm the hot water temperature at the shower was 100°F for the Administrator and 100° for the Surveyor. -At 2:35pm the hot water temperature at the spa/tub was 100°F for the Administrator and 100° for the Surveyor. Observations of re-check of water temperatures with the Administrator in the 2nd private resident bathroom on 02/08/24 at 2:40pm revealed the hot water temperature at the shower was 85°F for the Administrator and 83° for the Surveyor. Second interview with the Administrator on 02/08/24 at 2:44pm revealed the plumber would need to return with a different tool in order to adjust the hot water heater.	C 105		