received via email 05/17/24

PRINTED: 05/02/2024
FORM APPROVED

Division of Health Service Regulation

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL086008 | A. BUILDING: _____ B. WING _____ | 04/24/2024 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| TWELVE OAKS | 1297 GALAX TRAIL MOUNT AIRY, NC 27030 |

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| D 000 | Initial Comments<br><br>The Adult Care Licensure Section and the Surry County Department of Social Services conducted an annual survey on April 23-24, 2024. | D 000 | Responses to the cited deficiencies do not constitute an admission by the facility of the truth of the facts alleged or conclusions set forth in the statement of deficiencies or corrective action report. The plan of correction is prepared solely as a matter of compliance with state law | |
| D 113 | 10A NCAC 13F .0311(d) Other Requirements<br><br>10A NCAC 13F .0311 Other Requirements<br>(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.<br><br>This Rule is not met as evidenced by:<br>TYPE B VIOLATION<br><br>Based on observations, interviews, and record reviews, the facility failed to ensure hot water temperatures were maintained from 100 degrees Fahrenheit (F) to 116 degrees F for 10 of 10 fixtures (9 sinks and 1 shower) in 9 residents' rooms in the assisted living (AL) unit.<br><br>The findings are:<br><br>Observation during the initial tour on 04/23/24 from 9:00am to 10:20am revealed:<br>-The facility consisted of an assisted living (AL) unit and a Special Care Unit (SCU).<br>-There were 26 rooms on the AL unit.<br><br>Observation of the hot water temperature in resident room #2 on 04/23/24 at 9:00am revealed the hot water from the bathroom sink was 126 degrees F. | D 113 | 10A NCAC 13F .0311(d) Other Requirements<br><br>10A NCAC 13F .0311 Other Requirements<br>(d) Hot Water temps have been corrected. Community installed new mixing valve on May 16th, 2024.<br><br>ED and/or Maintenance tech will check water temperatures in different areas of community no less than weekly. Documentation of weekly water checks will be maintained in ED office for review.<br><br>Any noted concerns with water temperatures that fall outside of range will be corrected. ED and/or Maintenance Tech will contact Regional Maintenance Director with any concerns | 06/08/2024 |



LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Debra Shumaker | TITLE: Regional Director of Ops | (X6) DATE: 5/17/24



reviewed and acknowledged
05/20/24

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| D 113 | Continued From page 1<br><br>Interview with resident who resided in resident room #2 on 04/23/24 at 9:05am revealed:<br>-She had not noticed the water being too hot.<br>-The bathroom sink slowly warmed up on a normal basis.<br>-She had never been burned by hot water from her bathroom sink.<br><br>Observation of the hot water temperature in resident room #12 on 04/23/24 at 9:15am revealed the hot water from the bathroom sink was 122 degrees F.<br><br>Interview with resident who resided in resident room #12 on 04/23/24 at 9:20am revealed:<br>-She noticed the water had become too hot very rapidly and she adjusted the cold water to compensate for the hotter temperatures.<br>-She had never been burned by the hot water in her bathroom.<br>-She could not recall how long the water had been too hot and she had not informed the staff about the temperature.<br><br>Observation of the hot water temperature in resident room #16 on 04/23/24 at 9:30am revealed the hot water from the bathroom sink was 118 degrees F.<br><br>Interview with resident who resided in resident room #16 on 04/23/24 at 9:35am revealed:<br>-She had never been burned by hot water from her bathroom sink.<br>-The hot water temperature was usually too cold to her preference and then would become too hot.<br>-The hot water was so hot that it produced steam, so she adjusted the temperature with the cold water. | D 113 | | |

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| D 113 | Continued From page 2<br>-She could not remember how long the water had been too hot and had informed one of the personal care aides (PCA) within the last week about her concern.<br><br>Observation of the hot water temperature in resident room #19 on 04/23/24 at 9:45am revealed the hot water from the bathroom sink was 118 degrees F.<br><br>Interview with the resident who resided in resident room #19 on 04/23/24 at 9:50am revealed:<br>-He had not noticed the water being too hot.<br>-The bathroom sink usually warmed up at a slower rate.<br>-He had not been burned by hot water from his bathroom sink.<br><br>Observation of the hot water temperature in resident room #26 on 04/23/24 at 10:00am revealed the hot water from the bathroom sink was 130 degrees F.<br><br>Interview with the resident who resided in resident room #26 on 04/23/24 at 10:05am revealed:<br>-She noticed the water had become hotter within the last couple of weeks.<br>-She adjusted the temperature with cold water when the hot water became too hot with steam.<br>-She could not recall how long the water had been too hot and she had not informed the staff about the temperature.<br><br>Telephone interview with a family member of the resident who resided in resident room #26 on 04/24/24 at 2:38pm revealed:<br>-The family member visited the facility at least once a week.<br>-The family member had not noticed any hot water temperature changes in the resident's | D 113 | | |

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| D 113 | Continued From page 3<br>bathroom sink who resided in room #26.<br>-The family member had not received any complaints from the resident about hot water temperatures.<br>-The hot water temperature warmed up slowly and stabilized when the cold and hot water settings were adjusted.<br>-The resident never expressed concerns to the family member about being burned by hot water.<br><br>Observation of the hot water temperature in resident room #36 on 04/23/24 at 9:30am revealed the hot water temperature from the bathroom sink was 120 degrees F.<br><br>Interview with a resident who resided in resident room #36 revealed:<br>-She could not remember how long the water had been too hot.<br>-The hot water was so hot that it emitted steam, so she adjusted the temperature with the cold water.<br>-She had never been burned by the hot water in her bathroom.<br>-She did not tell any staff that the hot water was too hot.<br>Observation of the hot water temperature at the sink in resident room #29 on 04/23/24 at 9:24am revealed the hot water temperature was 128 degrees F and the shower fixture was 124 degrees F.<br><br>Interview with the resident who resided in resident room #29 on 04/23/24 at 9:25am revealed:<br>-The facility had experienced issues with the hot water temperatures for a few months.<br>-The hot water was too cold for a while, and a recirculating pump was installed to help get warm water to the rooms. | D 113 | | |

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| D 113 | Continued From page 4<br>-He could not remember how long the water had been too hot.<br>-The hot water was so hot that it emitted steam, so he adjusted the temperature with the cold water.<br>-He had never been burned by the hot water in his bathroom sink fixture, because he adjusted more cold water when he used the sink and took a shower.<br>-He did not tell any staff that the hot water was too hot because the maintenance staff had left recently.<br><br>Observation of the hot water temperature at the sink in resident room #28 on 04/23/24 at 9:45am revealed the hot water temperature was 122 degrees F.<br><br>Interview with the resident who resided in resident room #28 on 04/23/24 at 9:45am revealed:<br>-The facility had experienced issues with the hot water temperatures being too hot since she had been here for 4 months at least.<br>-She adjusted the hot water temperature by adding cold water.<br>-She had never been burned by the hot water in his bathroom because she adjusted more cold water to the sink.<br>-The hot water fixture got hot because the hot water did not turn off completely and had a small amount of stream coming out all the time.<br>-She did not tell any staff that the hot water was too hot because the maintenance staff had left recently.<br><br>Observation of the hot water temperature at the sink in resident room #27 on 04/23/24 at 9:55am revealed the hot water temperature was 124 degrees F. | D 113 | | |

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| D 113 | Continued From page 5<br><br>Interview with the resident who resided in resident room #27 on 04/23/24 at 9:55am revealed:<br>-He adjusted the temperature with the cold water.<br>-He had never been burned by the hot water in his bathroom sink because he adjusted the hot water temperature by adding more cold water to the sink.<br>-He did not tell any staff that the hot water was too hot because he liked the water hot and adjusted it to his comfort.<br><br>On 04/23/24 at 9:50am, the Executive Director (ED) was informed that residents' rooms on the assisted living unit had elevated hot water temperatures above 116 degrees F at 9:50am and a request for signage alerting residents that hot water temperatures were elevated and to ask for staff assistance with adjusting hot water temperatures prior to use and the signs were to be placed at residents' sinks.<br><br>Interview with the ED on 04/23/24 at 9:59am revealed:<br>-The facility's maintenance staff member left employment on 04/12/24.<br>-The maintenance staff member was responsible to monitor hot water temperatures between 100 degrees F and 116 degrees F.<br>-There had been no staff or residents' complaints related to elevated hot water temperatures, therefore she did not know the hot waters were above 116 degrees F before today (04/23/24).<br>-She would immediately contact the Corporate Regional Maintenance Director (CRMD) to assist with correcting the elevated hot water temperatures.<br>-She would ensure that signs reflecting elevated hot water temperatures were posted in the rooms of residents on the assisted living (AL) unit where the hot water temperatures were elevated. | D 113 | | |

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| D 113 | Continued From page 6<br><br>Observation on 04/23/24 at 10:10am revealed 2 staff were going room to room to placing signs on the mirrors in front of the residents' sinks.<br><br>Calibration of the surveyors' thermometers using an ice-water slurry on 04/23/24 at 10:20am revealed the thermometers read 32 degrees F indicating no adjustment to hot water temperatures were required due to calibration.<br><br>Interview with the morning medication aide (MA) on 04/23/24 at 10:26am revealed:<br>-She routinely worked the medication carts on the assisted living units at least 4 to 5 days each week.<br>-There had been no resident complaints to her related to the hot water being too hot.<br>-No resident or staff had reported a scald or burn due hot water.<br><br>Interview with the maintenance staff from a sister facility on 04/23/24 at 11:45am revealed:<br>-He received a call earlier today (04/23/24) from the CRMD to assist with adjusting the hot water temperatures at this facility.<br>-The facility did not have a maintenance staff as of last week ( 04/12/24).<br>-He was called to the facility on 04/13/24 to restore water to the AL units after problems with the fire sprinkler system.<br>-He had not monitored the hot water temperatures on his previous visit.<br>-The facility had 2 hot water systems with one system designated for the assisted living (AL) unit.<br>-The maintenance staff from the sister facility discovered, upon arrival today and inspection of the hot water system, that the valve system used to mix hot and cold water on the AL unit of the | D 113 | | |

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| D 113 | Continued From page 7<br>facility was incorrectly set to 130 degrees F allowing for elevated hot water temperatures.<br>-He adjusted the mixing valve and was monitoring hot water temperatures throughout the AL unit.<br><br>Interview with the CRMD on 04/23/24 at 3:00pm revealed:<br>-The facility did not currently have a full-time maintenance staff due to recent staff turnover.<br>-The facility's maintenance staff position became vacant around 04/12/24.<br>-There was a new maintenance staff scheduled to begin working the first week of May 2024.<br>-The facility maintenance staff was responsible to ensure that the facility's hot water temperatures remained within the 100 degrees F to 116 degrees F range.<br>-The facility maintenance staff was supposed to monitor and record the hot temperatures taken in 5 or 6 different residents' rooms weekly.<br>-The hot water monitoring was documented within a handheld electronic devices assigned to each maintenance staff and imported into the corporate's computer tracking system.<br>-The last documented hot water temperatures were 6 hot water temperatures documented on 02/14/24 with a range from 111 degrees F to 116 degrees F, but there was no documentation available for the residents' room number where hot water temperatures were checked.<br>-The facility experienced an interruption to the water supply on 04/13/24 and that could have affected hot water temperatures.<br>-An older building like this one required some fine tuning of the hot/cold water mixing valve with changes from winter to spring/summer due to water pipes exposure to outside ambient temperatures.<br>-He had not been made aware of elevated hot water temperatures until the facility's ED called | D 113 | | |

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| D 113 | Continued From page 8<br>today (04/23/24).<br>-The hot/cold water mixing valve was adjusted to ensure hot water temperatures were no hotter than 116 degrees F.<br><br>Observation of the hot water temperature recheck in resident rooms #2, #12, #16, #19, #26, #27, #28, #29, and #36 on 04/23/24 between 2:55pm and 4:10pm revealed the hot water temperature from the 9 bathroom sink fixtures and 1 shower fixture ranged from 104 degrees F to 112 degrees F .<br><br>Interview with a PCA on 04/23/24 at 4:00pm revealed:<br>-She worked in the AL unit at least 2 to 3 times each week and provided bathing assistance to the residents.<br>-She had not noticed any issues with hot water within the last couple of weeks.<br>-Some rooms took a long time to get hot and some rooms would become hot instantly.<br>-No resident or staff had reported burns due to hot water.<br>-Maintenance was responsible for checking and regulating hot water temperatures.<br><br>Interview with another PCA on 04/23/24 at 4:10pm revealed:<br>-She worked in the AL unit at least 4 to 5 days each week and provided bathing assistance to the residents.<br>-The facility had experienced issues with the hot water temperatures for a few months and recently experienced a sprinkler issue.<br>-The hot water temperatures fluctuated from room to room.<br>-No residents had complained recently about hot water temperatures and had not experienced any burns. | D 113 | | |

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| D 113 | Continued From page 9<br>-Maintenance was responsible for checking and regulating hot water temperatures.<br><br>Second interview with the ED on 04/23/24 at 4:12pm revealed:<br>-She was informed by the the maintenance staff from a sister facility and CRMD that hot water temperatures were within the 100-116 degrees F range as required.<br>-Signs alerting residents of elevated hot water temperatures were to be removed since the hot water temperature rechecks identified the sampled residents' rooms to have hot water temperatures that were within 100-116 degrees F.<br>-Hot water temperatures would be monitored routinely for compliance.<br><br>The facility failed to ensure hot water temperatures at 10 fixtures used by residents were maintained between 100-116 degrees F. A hot water temperature of 128 degrees F could result in a first degree burn in 30 seconds and a second degree burn in one minute. This failure was detrimental to the health, safety and welfare of the residents and constitutes a Type B Violation.<br><br>The facility a plan of protection in accordance with G.S. 131D-34 on 04/23/24 for this violation.<br><br>CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED JUNE 08, 2024. | D 113 | | |