STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL090034	A. BUILDING: _____ B. WING _____	R 05/23/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MONROE MANOR ASSISTED LIVING BUILDING I	1101 BAUCOM ROAD MONROE, NC 28110

(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 and Union County Department of Social Services conducted an annual and follow-up survey on May 23, 2024.	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 water temperatures were maintained between 100 to 116 degrees Fahrenheit (F) in residents' bathrooms as evidenced by 2 of 2 fixtures with water temperatures ranging from 122.5 to 125.2 degrees Fahrenheit (F). The findings are: Observation of the facility on 05/23/24 revealed there were 2 common bathrooms for residents' use in the facility. Observation of water temperatures on the left hall resident bathroom on 05/23/24 at 8:59am revealed: -The water temperature in the bathroom sink was 125.2 degrees Fahrenheit (F). -There was visible steam coming from the sink while the water was running.	D 113		

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D 113	Continued From page 1 Observation of water temperatures on the right hall resident bathroom on 05/23/24 at 8:59am revealed: -The water temperature in the bathroom sink was 122.5 degrees F. -There was visible steam coming from the sink while the water was running. Interview with a resident on 05/23/24 at 9:21am revealed: -She was independent with bathing. -The water in the facility was hot. -She felt that the water was too hot sometimes, but she had not been burned or injured. -She could turn on the cold faucet if she needed to adjust the water temperature. Interview with a resident on 05/23/24 at 12:21pm revealed: -He was independent with bathing. -He noticed the water seemed hot occasionally. -He had not been burned or injured by hot water in the facility. -He could adjust the cold water if he felt the temperature was too hot. Interview with a personal care aide (PCA) on 05/23/24 at 9:23am revealed: -She had noticed the water in the facility being hot. -She used the cold and hot water faucets to adjust the water temperatures in the bathrooms. -She always checked the water temperature on the back of her hand before assisting a resident into the shower. -She had not reported any issues with the water temperature to anyone at the facility. -She would report any concerns about water temperatures to the Administrator.	D 113		

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D 113	Continued From page 2 Interview with the Administrator on 05/23/24 at 9:29am revealed: -The water temperature range should be 100-116 degrees F. -She was responsible for checking water temperatures. -She last checked the water temperatures on 05/22/24. -She checked the water temperatures twice monthly and recorded them on a water temperature log. -She had not had any water temperature readings over 116 degrees F. -She would attempt to adjust the water heater temperature. Review of the facility's water temperature logs for March 2024 revealed: -On 03/04/24, 3 fixtures were checked, and water temperatures ranged from 103-113 degrees F. -On 03/18/24, 3 fixtures were checked, and water temperatures ranged from 104-114 degrees F. Review of the facility's water temperature logs for April 2024 revealed: -On 04/01/24, 3 fixtures were checked, and water temperatures ranged from 105-114 degrees F. -On 04/15/24, 3 fixtures were checked, and water temperatures ranged from 104-112 degrees F. Review of the facility's water temperature logs for May 2024 revealed: -On 05/06/24, 3 fixtures were checked, and water temperatures ranged from 108-110 degrees F. -On 05/22/24, 3 fixtures were checked, and water temperatures ranged from 104-114 degrees F. Second observation of water temperatures in the residents' bathrooms on 05/23/24 from 12:23pm	D 113		

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D 113	Continued From page 3 to 12:27pm revealed: -The water temperature in the left hall bathroom sink was 124.3 degrees F. -There was visible steam coming from the left hall bathroom sink while the water was running -The water temperature in the right hall bathroom sink was 124.2 degrees F. -There was visible steam coming from the right hall bathroom sink while the water was running. Third observation of the water temperature in the right hall residents' bathroom on 05/23/24 at 12:40pm revealed: -The water temperature in the bathroom sink was 122.2 degrees F. -The Administrator's thermometer read 122.0 degrees F. Second interview with the Administrator on 05/23/24 at 12:40pm revealed: -She always used the same thermometer when she checked water temperatures. -She had not calibrated the thermometer. -She used the same thermometer the day before, 05/22/24, when she checked water temperatures. -She adjusted the temperature on the water heater today, 05/23/24. -The staff assisted most of the residents in the facility while they were in the bathroom. -Residents could be burned if the water temperature was too hot in the facility.	D 113		