STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL053030	A. BUILDING: _____ B. WING _____	01/31/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SANFORD MANOR	1115 CARTHAGE STREET SANFORD, NC 27330

(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 a complaint investigation on 01/30/25 and 01/31/25 with an exit conference via telephone on 01/31/25.	D 000		
D 105	10A NCAC 13F .0311(a) Other Requirements 10A NCAC 13F .0311 Other Requirements (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition. This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure the plumbing equipment was maintained in a safe and operating condition related to wastewater backup at the floor drain underneath the dishwasher and the adjacent floor drain that caused water backup on the kitchen floor and caused the dishwasher to be inoperable. The findings are: Review of the Environmental Health Services (EHS) Food Establishment Inspection Report revealed: -An inspection of the facility was conducted on 01/27/25 from 12:15pm to 2:00pm. -1 point was deducted for plumbing installed; proper backflow devices. -1 point was deducted for sewage and wastewater properly disposed. -It was noted that the plumbing leading from the floor drain under the dishwasher was observed to cause water to back up on the floor.	D 105		

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D 105	Continued From page 1 -It was noted that sewage back up was observed at the floor drain underneath the dishwasher and the floor drain adjacent to the floor drain; and that this was an imminent health hazard noted during inspection. -An "IS" was issued immediately after inspection and the statement "Repair immediately to reopen" was documented. (IS means immediate suspension.) Telephone interview with the Environmental Health Program Specialist for EHS on 01/31/25 at 8:10am, 1:37pm and 3:50pm revealed: -Her visit to the facility on Monday, 01/27/25, was for a routine inspection. -When she entered the kitchen on Monday 01/27/25 she saw pooled water covering the floor of the dish washing area only. -The sewage was gray, dirty water; she did not know what was in the water. -There was no raw sewage smell but a smell similar to mold or mildew; she did not really know how to describe the smell. -Due to the backup of the drain, the facility could not use the dishwasher to properly wash dishes. -The facility kitchen was shut down. -She told the dietary staff that they needed to use plasticware because they could not operate the dishwasher to properly clean dishes. -On a previous inspection, there appeared to be very slow drainage in the same area of the kitchen (dishwashing area), but the facility was able to get it working while she was there, so she thought it was just a clog. -Food was last cooked in the facility kitchen at lunchtime on Monday 01/27/25. -Points for the sanitation inspection were valued based on the severity of each item. -A facility kitchen could be shut down, if there was an imminent health hazard, without the score	D 105		

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D 105	Continued From page 2	D 105		

being below 85%.
-There was an immediate health hazard to the residents because food was being served out of the kitchen with sewage back up.
-Imminent health hazards were things that could cause adverse health reactions if not addressed immediately.

Telephone interview with a Public Works City Coordinator on 01/31/25 at 8:20am revealed:
-Their department was contacted Monday 01/27/25 after 4:30pm by the facility's contracted pumping service asking if they could go out to check to see if the grease trap needed to be pumped.
-The facility's contracted pumping service did not arrive until 9:00pm Tuesday night (01/28/25) to pump the grease trap; and discovered that 90% of the grease trap floor was gone.
-A clog was cleared from the grease interceptor to the kitchen that night.
-Their department sent out a notice stating that the interceptor had to be replaced.
- A licensed plumber had to get the permit to replace the interceptor.
-The facility's contracted pumping service was going with a licensed plumber today (01/31/25) to get the permit.
-The licensed plumber was out of town and could not get back in time to get the permit yesterday (01/30/25).
-The facility's contracted pumping service pumped the grease trap on 12/19/24.
-She was told by another pumping service that his company pumped the facility's grease trap on 11/07/24 and took the Administrator out and showed her the tank and the holes in the floor of it.

Telephone interview with a Public Works Fog

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D 105	Continued From page 3 Technician on 01/31/25 at 8:30am revealed: -The facility's contracted pumping service called on Monday, 01/27/25, stating the Administrator called saying she had been shut down earlier that day by the Environmental Health Program Specialist due to waste back up in the kitchen. -She and a coworker went to the facility on 01/27/25. -The left grease trap outside the back door of the kitchen had wastewater seeping out of the ground around it. -The wastewater was from the kitchen and included water, grease and food. -Outside the back door of the kitchen to the left was a concrete basin where mop water was thrown, and the wastewater had come up through that area evidenced by it being wet around the drain area. -The facility staff had been trying to plunge the floor drain using a plunger that she saw sitting in the dishwashing area. -A female kitchen staff person told her they had found some rags but did not say where the rags were found. -A coworker observed wastewater on top of the ground in the right corner outside the right of the front door. -It was evident that the wastewater had been seeping out into the ground for some time, but she could not say if it had been seeping out since the 11/07/24 pumping and notification of holes in the tank. -As long as the residents were inside and there was no wastewater backing up into the bathroom there was no risk to the residents. Interview with the Dietary Manager (DM) on 01/30/25 at 1:16pm revealed: -The grease trap started backing up about a week and a half ago.	D 105		

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D 105	Continued From page 4	D 105		

-The pumping company would fix it, and it would happen again.

Interview with the Dietary Aide (DA) on 01/30/25 at 3:14pm revealed:
-He had been employed at the facility since September 2024.
-Within the first month he noticed water would be on the floor by the dishwashing station.
-He could tap his foot in the water and hear it.
-The water covered the dishwashing area but not the whole kitchen.
-He reported the water to the DM and the DM reported to the Administrator.
-He was unsure what occurred after the DM reported the water on the floor to the Administrator.
-There water was on the floor approximately every two weeks and he reported it each time.
-The Maintenance Director (MD) snaked the inside drain. (Snaking the drain is the process of using a drain snake to clear a clog from a pipe.)
-He did not work every day, so he was not sure how often the MD snaked the drain.
-A professional company had been called and came out numerous times.
-A professional company came prior to the current incident but what was done had not been working.
-What was done by the MD and professional company worked for about two weeks and then the drain was back to slow draining; it would take about an hour to drain.
-He had never been told anything needed to be replaced to fix the problem.

Interview with the Activity Director (AD) who was the contact person in the absence of the ED on 01/30/25 at 1:58pm revealed:
-She first saw that the water was not going down

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in the kitchen this week.
-She was unsure when the drainage issue started because she did not work in the kitchen.
-Dietary staff noticed drainage issues prior to the Environmental Health Services visit.
-A plumber came out prior to the Environmental Health Services visit, but she was unsure when.

Interview with the Administrator on 01/30/25 at 1:05pm, 2:32pm and 3:15pm revealed:
-She had been the Administrator since 05/06/24.
-They had been instructed by the County EHS on 01/27/25 not to cook or wash anything in the kitchen due to erosion.
-There was a backup (clog) underneath the dishwashing area due to the grease trap needing to be pumped.
-The grease trap was pumped on Tuesday (01/28/25) by the facility's contracted pumping service.
-The backup in the grease trap was found by EHS on Monday, 01/27/25.
-The kitchen had not been operable since 12:00pm on Monday, 01/27/25.
-The interceptors (tank) for the grease trap had to be replaced.
-The grease trap back up had never been this significant.
-About 3 weeks ago the DM told the MD that water was backing up (the water was slow to drain).
-The MD snaked the drain and there were rags in the drain.
-She first noticed it was not draining at all when the county came out.
-The facility's contracted pump service pumped the grease traps monthly.
-The Owner wanted the pumping service done monthly.
-The facility's contracted pumping company had

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D 105	Continued From page 6	D 105		

them scheduled for quarterly visits, so they were not on their schedule until 12/19/24.
-She called another pumping service on 11/07/24 to pump the grease trap because it was time for the service.
-The grease trap and plumbing worked together but the issue was really within the grease trap.
-A licensed plumber had to fix the issue and the facility's contracted pumping company had a licensed plumber.
-She noticed that the slow drain would occur when it was close to time for the grease pump to be drained.
-On Friday 01/24/25, the DM asked if the MD could get some chemicals.
-The DM did not tell her what the chemicals were for, so she spoke with the MD, and he told her there was food in the drain that he snaked out.
-She did not hear anything over the weekend about any drainage issues.
-There had only been episodic slow draining where water would be standing right over the drain in the kitchen; the water would take 20 to 30 minutes to drain.
-The facility's contracted pumping service had to get the permit to complete the work.
-Once the permit was obtained the facility's contracted pumping service would discuss finances and a quote with the Regional Maintenance Director (RMD).
-The facility's owner approved the repairs on Monday, 01/27/25.
-Payment for the repairs was not an issue.
-The MD that spoke with the other pumping service that they used on 11/07/24 was the MD when she became the ED in May 2024; he was no longer the MD as of June 2024.

Telephone interview with the Secretary for the facility's contracted pumping service on 01/30/25

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D 105	Continued From page 7 at 2:41pm revealed: -They were in the process of getting the permit to complete the work at the facility. -A licensed plumber had to get the permit, and their company worked with a plumber. -The pumping company owner would pick up the permit tomorrow morning, 01/31/25. -The owner of the pumping company and the plumber would do the work together. -Before they proceeded with the work, a quote had to be given to the facility. -They were pumping quarterly for the facility, but the county says they now had to do it monthly. -They last pumped the grease trap on 12/19/24 and then again this week when the issue arose. -The pumping company owner would have to provide further information. Telephone interview with the owner of the facility's contracted pumping service on 01/30/25 at 4:21pm revealed: -He and his plumber had to go through the plumbing department to get the permit tomorrow morning, 01/31/25. -He did not know how long it would take to get the permit. -Once he got the permit, he would give the facility's RMD a quote. -The facility's RMD advised he wanted a quote before the work began. -His company never told the facility that they needed to replace the tank. -The facility had not been told that the tank needed to be replaced prior to now that he was aware of. -His company was pumping every three months because the monthly pumping was stopped. -The facility had an issue paying him, so they now had to pay up front before any work was done.	D 105		

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D 105	Continued From page 8 Telephone interview with the owner of the facility's contracted pumping service on 01/31/25 at 9:36am revealed: -The permit to replace the tank had been obtained and he received approval to proceed with replacing the tank from the facility. -The pumping of the grease trap was being done monthly but the facility stopped paying so he stopped pumping. -The facility's grease trap would go 2 to 3 months without being pumped by his company after that. -The frequency of pumps for the grease trap depended on what the city recommended. -He sent a report to the city after each pump and the city made the determination on how often the grease trap needed to be pumped. Telephone interview with the facility's RMD on 01/30/25 at 4:01pm revealed: -He was mainly over the South Carolina region but did service North Carolina. -He was aware of the current situation at the facility. -The contracted pumping service would get the permit tomorrow, 01/31/25, to move forward with the repairs. -He could not give a timeline of when the work would be completed. -He removed a clog in the grease trap 1 year ago and there had been no major problems since then. -There had been on and off problems with grease in the lines. -He was not aware of the need to replace the tank (interceptor) prior to this week. -The bottom of the tank was eroded or missing. -This week was the first time he was told that the tank needed to be replaced. -Grease traps should be pumped quarterly. -He did most of the approving for finances and	D 105		

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forwarded it to the owner.
-The work to replace the tank had been approved.

Telephone interview with a 2nd pumping service on 01/31/25 at 8:50am, 1:50pm and 3:04pm revealed:
-He first pumped the grease trap for the facility in December of 2023 and spoke with the facility's MD at that time.
-He pumped the grease trap for the facility on 04/04/24 and spoke with the same MD.
-He could not say if the tank was deteriorated enough at that time to be a problem in December 2023 or April 2024.
-He informed the MD on 04/04/24 that there were no lids underneath the risers and the risers were incorrectly positioned on the grease trap.
-The facility was bad about paying and it took them 6 months to pay him.
-He was contacted in November 2024 by the new ED to check the grease trap.
-He expressed concerns about being paid and was assured that he would be paid in a timely manner.
-He pumped the grease trap for the facility on 11/07/24 and showed the new ED and 3 other ladies the deterioration of the tank and informed her that the two risers were installed incorrectly, and lids were missing. (Risers are the covers over the lid that brings the trap to the top of the ground, so they don't have to dig the ground up to pump each time.)
-The ED asked him to install inner lids and position the risers correctly at that time.
-The deterioration was where the concrete started to become discolored but there were no holes in the tank at that time.
-He was unsure if he documented the deterioration of the grease trap tank.

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D 105	Continued From page 10	D 105		

-It was hard to say whether a tank needed to be replaced so he did not tell the ED that it needed to be replaced.
-He did not do an inspection of the tank because he was only there for a routine pumping.
-He only spoke with who was onsite for all visits to the facility.
-If recommended a new tank he would have provided an estimate.

Telephone interview with the facility's Owner on 01/30/25 at 4:38pm revealed:
-He was a general contractor.
-He received the report from the facility's contracted pumping service yesterday, 01/29/25.
-He had a contract with the pumping service to pump the grease trap quarterly.
-Most buildings were on a quarterly pumping schedule, but he was unsure who changed the schedule to quarterly pumping for this building.
-Grease had the tendency to become frozen in the lines of the grease traps in the winter months so he changed the frequency of the pumping service to monthly.
-His credit card was on file with the pumping service so they could do whatever they needed to do and be paid immediately.
-The contracted pumping service would get the permit tomorrow, 01/31/25, to complete the work.
-The facility's contracted pumping service was the preferred vendor, so they were approved to do the work once the permit was obtained.
-He had never been told that the tank needed to be replaced prior to this week.
-The facility plumber was the in-house MD.

Attempted interview with the MD on 01/31/25 at 11:42am was unsuccessful.

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D 283	Continued From page 11	D 283		
D 283	10A NCAC 13F .0904(a)(2) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (2) Facilities with a licensed capacity of 13 or more residents shall ensure food services comply with Rules Governing the Sanitation of Hospitals, Nursing Homes, Adult Care Homes and Other Institutions set forth in 15A NCAC 18A .1300 which are hereby incorporated by reference, including subsequent amendments, assuring storage, preparation, and serving of food and beverage under sanitary conditions. This Rule is not met as evidenced by: TYPE B VIOLATION Based on interviews and record reviews, the facility failed to ensure sanitation and safety guidelines were followed to avoid contamination related to sewage/wastewater backup at the floor drain underneath the dishwasher and the adjacent floor drain that caused water backup on the kitchen floor. The findings are: Review of the Environmental Health Services (EHS) Food Establishment Inspection Report revealed:	D 283		

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D 283	Continued From page 12 -An inspection of the facility was conducted on 01/27/25 from 12:15pm to 2:00pm. -The facility score was 86.5. -The number of risk factor/intervention violations were 5. -The number of repeat risk factor/intervention violations was 1. -Total deductions were 13.5. -2 points were deducted for hands clean and properly washed. -3 points were deducted for food separated and protected. -1.5 points were deducted for food-contact surfaces cleaned and sanitized. -1.5 points were deducted for proper hot holding temperatures. -There were toxic substances improperly labeled and stored but no points were deducted. -0.5 points were deducted for personal cleanliness. -0.5 points were deducted for equipment, food and non-food contact surfaces approved, cleanable, properly designed, constructed and used. -0.5 points were deducted for non-food contact surfaces clean. -1 point was deducted for plumbing installed; proper backflow devices. -1 point was deducted for sewage and wastewater properly disposed. -Garbage and refuse were not properly disposed of but no points were deducted. -1 point was deducted for physical facilities installed, maintained and cleaned. -1 point was deducted for meets ventilation and lighting requirements; designated areas used. -It was noted that the plumbing leading from the floor drain under the dishwasher was observed to cause water to back up on the floor. -An "IS" was issued immediately after inspection	D 283		

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and the statement "Repair immediately to reopen" was documented. (IS means immediate suspension.)
-It was noted that sewage back up was observed at the floor drain underneath the dish machine and the floor drain adjacent to the floor drain; and that this was an "imminent health hazard" noted during inspection.

Telephone interview with the Environmental Health Program Specialist for EHS on 01/31/25 at 8:10am, 1:37pm and 3:50pm revealed:
-Her visit to the facility on Monday, 01/27/25, was for a routine inspection.
-When she entered the kitchen on Monday 01/27/25 she saw pooled water covering the floor of the dish washing area only.
-The sewage was gray, dirty water; she did not know what was in the water.
-There was no raw sewage smell but a smell similar to mold or mildew; she did not really know how to describe the smell.
-The facility kitchen was shut down.
-Food was last cooked in the facility kitchen at lunchtime on Monday 01/27/25.
-She went back to the facility on Tuesday, 01/28/25, to make sure the facility was getting their food from the sister facility.
-Her main concern was food being prepared in the kitchen where sewage was backing up which could cause residents to get sick.
-The sewage could have been tracked into the dining room and into the residents' rooms.
-Residents could have gotten sick from the spread of germs and bacteria being tracked throughout the facility.
-Due to the backup of the drain, the facility could not use the dishwasher to properly wash dishes.
-She told the dietary staff that they needed to use plasticware because they could not operate the

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	HAL053030	A. BUILDING: _____ B. WING _____	01/31/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SANFORD MANOR	1115 CARTHAGE STREET SANFORD, NC 27330

(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
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dishwasher to properly clean dishes.
-There was managerial oversight because the manager did not take the initiative to make sure everything was safe.
-Points for the sanitation inspection were valued based on the severity of each item.
-A facility kitchen could be shut down, if there was an imminent health hazard, without the score being below 85%.
-There was an immediate health hazard to the residents because food was being served out of the kitchen with sewage back up.
-Imminent health hazards were things that could cause adverse health reactions if not addressed immediately.
-On a previous inspection, there appeared to be very slow drainage in the same area of the kitchen (dishwashing area), but the facility was able to get it working while she was there, so she thought it was just a clog.

Telephone interview with a Public Works City Coordinator on 01/31/25 at 8:20am revealed:
-Their department was contacted Monday 01/27/25 after 4:30pm by the facility's contracted pumping service asking if they could go out to check to see if the grease trap needed to be pumped.
-The facility's contracted pumping service did not arrive until 9:00pm Tuesday night 01/28/25 to pump the grease trap; and discovered that 90% of the grease trap floor was gone.
-A clog was cleared from the grease interceptor to the kitchen that night.
-Their department sent out a notice stating that the interceptor had to be replaced.
- A licensed plumber had to get the permit to replace the interceptor.
-The facility's contracted pumping service was going with a licensed plumber today (01/31/25) to

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get the permit.
-The licensed plumber was out of town and could not get back in time to get the permit yesterday (01/31/25).
-The facility's contracted pumping service pumped the grease trap on 12/19/24.
-She was told by another pumping service that his company pumped the facility's grease trap on 11/07/24 and took the Administrator out and showed her the tank and the holes in the floor of it.

Telephone interview with a Public Works Fog Technician on 01/31/25 at 8:30am revealed:
-The facility's contracted pumping service called on Monday 01/27/25 stating the ED called saying she had been shut down earlier that day by the Environmental Health Program Specialist due to waste back up in the kitchen.
-She and a coworker went to the facility on 01/27/25.
-The left grease trap outside the back door of the kitchen had wastewater seeping out of the ground around it.
-The wastewater was from the kitchen and included water, grease and food.
-Outside the back door of the kitchen to the left was a concrete basin where mop water was thrown, and the wastewater had come up through that area evidenced by it being wet around the drain area.
-The facility staff had been trying to plunge the floor drain using a plunger that she saw sitting in the dishwashing area.
-A kitchen staff person told her they had found some rags but did not say where the rags were found.
-A coworker observed wastewater on top of the ground in the right corner outside the right of the front door.

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-It was evident that the wastewater had been seeping out into the ground for some time, but she could not say if it had been seeping out since the 11/07/24 pumping and notification of holes in the tank.

Interview with the Dietary Manager (DM) on 01/30/25 at 1:16pm revealed:
-She prepared meals for the facility in the kitchen of the sister facility.
-She packed up the meals in hot boxes which kept the food warm during transit, then placed the food on the steam tables.
-The steam tables were already hot when the transfer of the food occurred.
-Truck delivery of food for both buildings occurred on Fridays.
-She used food from the kitchen of both buildings.
-The grease trap started backing up about a week and a half ago.
-The pumping company would fix it, and it would happen again.

Interview with the Administrator on 1/30/25 at 1:05pm, 2:32pm and 3:15pm revealed:
-She had been the Administrator since 05/06/24.
-They had been instructed by the County EHS on 01/27/25 not to cook or wash anything in the kitchen due to erosion.
-There was a backup (clog) underneath the dishwashing area due to the grease trap needing to be pumped.
-The grease trap was pumped on Tuesday (01/28/25) by the facility's contracted pumping service.
-They dietary staff cooked in the kitchen of the sister community and held the food in their own kitchen.
-They were instructed to serve meals using plastic and paper products until the issue with the

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grease trap had been fixed.
-The backup in the grease trap was found by EHS on Monday, 01/27/25.
-The kitchen had not been operable since 12:00pm on Monday, 01/27/25.
-Breakfast and lunch were prepared in the kitchen on Monday, 01/27/25.
-The interceptors (tank) for the grease trap had to be replaced.
-The grease trap back up had never been this significant.
-About 3 weeks ago the DM told MD that water was backing up (the water was slow to drain).
-The MD snaked the drain and there were rags in the drain. (Snaking the drain is the process of using a drain snake to clear a clog from a pipe.)
-She first noticed it was not draining at all when the county came out.
-The facility's contracted pump service pumped the grease traps monthly.
-The Owner wanted the pumping service done monthly.
-She noticed that the slow drain would occur when it was close to time for the grease pump to be drained.
-On Friday 01/24/25, the DM asked if the MD could get some chemicals.
-The DM did not tell her what the chemicals were for, so she spoke with the MD, and he told her there was food in the drain that he snaked out.
-She did not hear anything over the weekend about any drainage issues.
-There had only been episodic slow draining where water would be standing right over the drain in the kitchen; the water would take 20 to 30 minutes to drain.

Attempted interview with the MD on 01/31/25 at 11:42am was unsuccessful.

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D 283	Continued From page 18 [Refer to Tag 105, 10A NCAC 13F .0311 Other Requirements.] _____ The facility failed to ensure the kitchen was free from contamination to include wastewater that was backing up into the floor drain underneath the dishwasher and the adjacent floor drain, which caused standing water in the dish washing area noted by the Environmental Health Program Specialist during lunch meal service on 01/27/25. The Environmental Health Program Specialist shut down the facility's kitchen due to the imminent health hazard. This failure was detrimental to the health, safety, and welfare of the residents and constitutes a Type B Violation. _____ The facility provided a plan of protection in accordance with G.S. 131D-34 on 01/31/25 for this violation. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED MARCH 17, 2025.	D 283		