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	HAL036031	A. BUILDING: _____ B. WING _____	R 04/21/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WELLINGTON HOUSE	850 MAJESTIC COURT GASTONIA, NC 28054

(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 the Gaston County Department of Social Services conducted a follow-up survey and a complaint investigation on 04/20/26 and 04/21/26.	D 000	Responses to the cited deficiences do not constitute an admission or agreement by the facility of the truth of the facts in the statement of deficiencies corrective action report; the plan of correction is prepared solely as a matter of compliance with state.	
D 113	10A NCAC 13F .0311 (d) Other Requirements 10A NCAC 13F .0311 Other Requirements (d) The hot water system shall supply hot water to the kitchen, bathrooms, laundry, housekeeping closets, and soiled utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F and shall not exceed 116 degrees F. Notwithstanding the requirements of Rule .0301 of this Section, the requirements of this Paragraph shall apply to new and existing facilities. This Rule is not met as evidenced by: FOLLOW-UP TO TYPE B VIOLATION Based on observations, record reviews and interviews, the facility failed to ensure hot water temperatures at 4 of 8 fixtures assessable to residents (sinks in rooms 71, 72, 73, and 74) on the Special Care Unit (SCU) were maintained between 100 degrees Fahrenheit (F) and 116 degrees F. The findings are: Review of the American Burn Association Scald Injury Prevention dated 04/25/17 revealed: -Older adults have thinner skin so hot liquids	D 113	Relocate residents from the affected rooms temporarily. Contact a license plumber to assess and correct the issue with the hot water heater. Plumber recommended hot water heater replacement and scheduled in installation for 4/21/2026 Adjust water heater to maintain temperatures between 100-116 degrees Fahrenheit Implement daily water temperatures for 7 days by ED Educate staff on proper procedures on how to check hot water temps instructed by the ED Maintain detailed water logs of temperature checks and adjustments by the ED or maintence Encourage staff to report any temperature deviations to the ED Conduct weekly audits to ensure water temps remain within safe range by the ED or maintenance with issues being reported to the ED	4/29/2026

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Shumika Bolling TITLE: Executive Director (X6) DATE: 5-18-2026

AS Reviewed and Acknowledged 05/20/26

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D 113	Continued From page 1 cause deeper burns with even brief exposures. -Their ability to feel heat may be decreased due to certain medical conditions or medications so they may not realize water was too hot until the injury had occurred. -The elderly have poor microcirculation (the flow of blood through the body's smallest vessels-arterioles, capillaries, and venules-responsible for delivering oxygen and nutrients to tissues while removing waste); heat was removed from the burned site rather slowly compared to younger adults. -Changes in a person's intellect, perception, memory, judgement or awareness may hinder the person's ability to recognize a dangerous situation or respond appropriately to remove themselves from danger. -A hot water temperature of 120 degrees F for 5 minutes was the time for a third degree burn to occur. -A hot water temperature of 124 degrees F for 2 minutes was the time for a second degree burn to occur. -A hot water temperature of 124 degrees F for 3 minutes was the time for a third degree burn to occur. -A hot water temperature of 140 degrees F for 5 seconds was the time for a third degree burn to occur. Review of the facilities census dated 04/20/26 revealed there were 30 residents in the SCU. Review of the local Environmental Health Report dated 12/17/25 revealed the inspectors observed hot water temperatures in room 71 at 121 degrees F and room 74 at 123 degrees F at resident accessible handwashing sinks in the SCU.	D 113		

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D 113	Continued From page 2 Observations during the initial tour of the SCU on 04/20/26 between 9:30am and 10:18am revealed: -At 9:30am, the hot water temperature at the bathroom sink in resident room 72 was 124.7 degrees F using a digital thermometer. -At 9:40am, the hot water temperature at the bathroom sink in resident room 71 was 130.6 degrees F using a digital thermometer. -At 9:45am, the hot water temperature at the bathroom sink in resident room 74 was 130 degrees F using a digital thermometer. -At 10:18am, the hot water temperature at the bathroom sink in room 73 was 129.4 degrees F using a digital thermometer. Observation of the facility's gas water heater on 04/20/26 at 10:03am revealed: -There were instructions posted on the gas water heater on how to adjust the water temperatures. -Above the knob had a sign reading; "scalding risk increases with hotter water". -The knob to adjust the water temperatures ranged in order from low, hot, A, B, C and very hot. -There was a danger label was on the water heater indicating "water temperature over 125 degrees F can cause severe burns instant or death from scalds - children, disabled, or elderly are at highest risk of being scalded, see instruction manual before setting temperature at water heater". -There was a diagram with lighting instructions off position, pilot position and on position. -There was an instructional label which indicated the time to produce serious burns on adult skin, 160 degrees F about a ½ second, 150 degrees F about 1 ½ seconds, 140 degrees F less than 5 seconds, 130 degrees F about 30 seconds, 120 degrees more than 5 minutes. -Under the chart for serious burns was a warning;	D 113		

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D 113	Continued From page 3 "the time to produce serious burns on the skin of infants, children and the elderly can be even shorter". Observation of the dial on the hot water heater on 04/20/26 at 10:03am revealed the dial was placed in between low and hot. On 04/20/26 at 11:25am the Maintenance Director and the surveyor calibrated both of their thermometers using a wet ice calibrations procedure. Observation of water temperatures in the facility on 04/20/26 between 11:29am to 11:40am revealed: -In room 71, at the bathroom sink, the Maintenance Director got a reading of 140.9 degrees F using a digital meat thermometer, and the surveyor got a reading of 134 degrees F using a glass mercury bulb thermometer. -In room 72, at the bathroom sink, the Maintenance Director got a reading of 140 degrees F using a digital meat thermometer, and the surveyor got a reading of 132 degrees F using a glass mercury bulb thermometer. -In room 73, at the bathroom sink, the Maintenance Director got a reading of 143.1 degrees F using a digital meat thermometer, and the surveyor got a reading of 135 degrees F using a glass mercury bulb thermometer. -In room 74, at the bathroom sink, the Maintenance Director got a reading of 139.6 degrees F using a digital meat thermometer, and the surveyor got a reading of 132 degrees F using a glass mercury bulb thermometer. Interview with a resident residing in room 71 on 04/20/26 at 3:07pm revealed he had no concerns about the water temperature and could not recall	D 113		

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D 113	Continued From page 4 having any issues with his water being too hot. Interview with a second resident residing in room 72 on 04/20/26 at 3:08pm revealed he had no concerns about the water temperature and could not recall having any issues with this water being too hot. Interview with a third resident residing in room 74 on 04/20/26 at 3:11pm revealed: -He noticed the water got extremely hot. -He had not reported the water being too hot because he would always turn the cold water on with the hot water and he did not recall getting burned by the water. Interview with a fourth resident residing in room 72 on 04/20/26 at 9:35am revealed: -He had not had any issues with the water temperatures. -He used cold water to wash his face every morning. -He did not use hot water. Observation of a resident in room 73 on 04/20/26 at 4:10pm revealed: -No residents resided in room 73 and surveyors were working in the room when a resident opened the closed door to the room and walked inside the room. -She went to the bathroom and attempted to open the door multiple times. -A staff person was in the bathroom at that time with the door locked. -The resident appeared confused stating she needed to get into that bathroom. -She was difficult to redirect, and staff intervened and assisted getting her out of the room. A review of the facility's water temperature logs	D 113		

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D 113	Continued From page 5 dated 02/27/26 through 04/21/26 revealed: -The facility's water temperatures were checked daily in a sample from 02/26/26 through 03/24/26 ranging from 90 degrees F to 116 degrees F in rooms 71 through 74. -The facility's water temperatures were checked weekly from 03/27/26 though 04/21/26 ranging from 104 degrees F to 112 degrees F in rooms 71 through 74. Interview with the Maintenance Director on 04/20/26 at 10:00am 11:40am and at 4:41pm revealed: -He had worked at the facility for a couple of weeks. -He knew a safe water temperature reading should be between 100 degrees F to 116 degrees F. -He checked water temperatures on 04/17/26 and all temperatures were within normal range. -He was not sure why the temperatures were above the normal range yesterday (04/20/26). -When he checked room 74 yesterday (04/20/26) he got a reading of 130 degrees F using a digital meat thermometer. -He had been checking twice weekly. -He just got a new meat digital thermometer on 04/16/26, so he had missed checking temperatures on 04/09/26. -He checked temperatures with a "digital laser" on 04/06/26 and it had stopped working so he was without a thermometer for a little over a week. Interview with the Director from the facility's corporate special operations on 04/20/26 at 3:52pm revealed: -One of his technicians came out about a month ago and adjusted the hot water heater but he was not aware of anything else that was done or had	D 113		

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D 113	Continued From page 6 not been notified of any other issues since then. -He expected staff to check the temperatures weekly and report any issues to him. -If there were issues, staff should check water temperatures daily until they know for sure the issue had been resolved. -He felt the maintenance director should be checking daily until a new system could be installed. Interview with the technician from the facility's corporate special operations on 04/20/26 at 12:09pm revealed: -He had come out to the facility about a month ago when he learned there were problems with the water temperatures. -He turned the dial on the hot water heater to low. -When he arrived today, the hot water dial was in between low and hot. -He thought someone moved it since his last visit to the facility and that was why the water was not within normal range. -He shut off the water to rooms 71, 72, 73, and 74 and was draining all the water in the lines and was waiting for it to heat back up. -He had never checked the water temperatures in the facility. -He was not aware of any issues with the water temperature until 04/20/26 since his last visit about a month ago. Interview with the Project Manager from a local plumbing company on 04/20/26 at 3:15pm revealed: -He had never been out to the facility before. -He thought the water heater was over 9 years old. -He recommended getting a new hot water heater because he thought the gas control valve was not functioning properly.	D 113		

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D 113	Continued From page 7 -He believed the gas control valve was malfunctioning because when the dial was set to hot, the water temperature should only be 120 degrees F and since there were readings above that, he felt the valve was not working properly. Interview with a personal care aide (PCA) on 04/20/26 at 4:43pm revealed: -She had been employed only two weeks. -She was not aware of any issues with the water temperatures. -She had not observed the water temperatures being too hot in the residents' rooms. -She always checked the water temperature before giving baths. -If she noticed water temperatures being too high, she would report it to maintenance staff or the Administrator. Interview with a medication aide (MA) on 04/20/26 at 4:52pm revealed: -She was not aware of any issues with the water temperatures. -She did not observe the water temperatures being too hot in the residents' rooms. -When giving baths she always would check the water temperatures by using her hand or forearm. -If the water felt too warm, she would adjust the temperature to a cooler temperature. -If she thought the water temperature was too hot, she would let the maintenance staff know. Interview with the Special Care Coordinator (SCC) on 04/20/26 at 4:50pm revealed: -The staff were instructed to check water temperatures daily for so many days after the facility's last survey, and then weekly. -The Maintenance Director checked the water temperatures. -She was not aware of any water temperature	D 113		

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D 113	Continued From page 8 Issues since the last survey. -She had not heard any complaints from residents about the water temperature. -No one that she knew of would have changed the dial on the water heater. Interview with the Maintenance Director on 04/21/26 at 9:47am revealed: -During his training, he was told to check water temperatures weekly. -He was told not to touch the water heater, and if something needed to be done to it, the facility's corporate special operations department would send a technician out to make those adjustments. -He was not allowed to do anything with the water lines and had never been instructed on how to do that. -He had worked at prior facilities performing maintenance work for around 5 years. Interview with the Administrator on 04/21/26 at 10:17am revealed: -She was aware of the steps that were to be taken to monitor the water temperatures. -She started working at the facility as the Administrator on 03/2/26. -The former Maintenance Director was let go. -The current Maintenance Director had been there for around 2-3 weeks. -She started doing daily water checks in rooms 71, 72, 73, and 74 on 03/08/26 and continued doing daily checks for 3 and a half weeks and then started weekly checks. -The Maintenance Director was also checking water temperatures. -She expected him to report any issues to her. -She would also check behind him. -On 03/24/26, the water temperatures were too cold on the 70's hallway, and a technician from the corporate special operations department	D 113		

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D 113	Continued From page 9 came out and adjusted the gauge. -No one else in the facility had been instructed to change the gauge. -The Maintenance Director was instructed to check water temperatures weekly and record on the paper logs and record into the computer system. -The Maintenance Director was qualified to adjust the hot water heater, but he had never adjusted it to her knowledge. -She expected the Maintenance Director to notify her of any water temperature readings that were too hot or too cold. -She would call corporate if they had water temperature readings out of the normal range. -She knew that acceptable water temperature readings were between 100 degrees F to 116 degrees F. -She did not know why the readings were not within the normal range until 04/20/26. The facility failed to ensure hot water temperatures were maintained between 100 and 116 degrees F at the 4 out of 8 sinks resulting in hot water temperatures between 132 and 140.9 degrees F in the Special Care Unit. Hot water temperatures at 120 degrees F could result in second degree burn in 2 minutes and a third degree burn in 5 minutes. Hot water temperatures above 124 degrees F could result in second degree burn within 2 minutes and a third degree burn within 3 minutes. Hot water temperatures above 140 degrees F could result in second degree burn within 5 seconds and a third degree burn within 10 seconds. This failure placed the residents at risk for burns, which was detrimental to the health, safety and welfare of the residents and constitutes an Unabated Type B Violation.	D 113		

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D 113	Continued From page 10 The facility provided a plan of protection in accordance with G.S. 131D-34 on 04/20/26 for this violation.	D 113		