

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL026042	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/09/2015
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NAME OF PROVIDER OR SUPPLIER HOPE REST HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 2967 DUNN ROAD FAYETTEVILLE, NC 28301
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(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 Cumberland County Department of Social Services conducted an annual survey on February 09, 2015.	D 000		
D 113	<p>10A NCAC 13F .0311(d) Other Requirements</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure the hot water temperature for 12 of 12 fixtures in the resident's bathrooms were maintained between 100 degrees Fahrenheit (F) and 116 degrees F with hot water temperatures ranging from 50 degrees F to 70 degrees F.</p> <p>The findings are:</p> <p>On 2/06/15, from 10:50am - 11:30am, hot water temperature checks of resident's bathrooms (South Hall) revealed the following:</p> <ul style="list-style-type: none"> - The hot water temperature (Room #1) at the sink and bathtub was 57 degrees F. - The hot water temperature (Room #3) at the sink and bathtub was 40 degrees F. - The hot water temperature (Room #4) at the 	D 113		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 113	<p>Continued From page 1</p> <p>sink and bathtub was 50 degrees F.</p> <ul style="list-style-type: none"> - The hot water temperature (Room #5) at the sink and bathtub was 70 degrees F. - The hot water temperature (Room #6) at the sink and bathtub was 60 degrees F. <p>Interview with the facility's Supervisor-in -Charge (SIC) on 2/06/15 at 12:05pm revealed the following:</p> <ul style="list-style-type: none"> - The facility's hot water thermometer was broken and hot water temperatures have not been checked for several months. - The facility has no hot water logs from previous hot water checks. - The hot water temperatures were checked every 2 weeks but not recorded. - The hot water temperature checks were done by the SIC. - The lowest water temperatures was 85 degrees f. - The SIC stated " I thought 85 degrees was hot enough " . <p>Interviews with 3 facility residents revealed the following:</p> <ul style="list-style-type: none"> - The 1st resident stated " I just wash up in the sink, the water doesn ' t get all that hot " . - The 2nd resident stated " Go into my bathroom and run the water and find out [cool water temperature] for yourself. The water gets hot enough to bathe every now and then and I bathe whenever I can. - The 3rd resident stated the hot water supply was depleted when 1 or 2 residents take showers at the same time and there was never enough hot water for all the residents to bath. <p>Interview with the facility's Regional Manager on 02/06/15 at 4:00pm revealed the following:</p> <ul style="list-style-type: none"> - A new water heater was installed less than a 	D 113		

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D 113	<p>Continued From page 2</p> <p>year ago.</p> <ul style="list-style-type: none"> - The facility has not reported any problems with the hot water temperatures. - She had contacted a local plumber, who will come to the facility today and repair hot water heater. - The SIC will check hot water temperatures at bathroom fixtures during weekend. <p>Recheck of hot water temperatures at the sinks of resident's room #'s 1 through 6 on 02/09/15 at 2:00pm revealed the following:</p> <ul style="list-style-type: none"> - Hot water temperatures between 50 degrees F. and 60 degrees F. - The SIC used a thermometer (designed to check body temperature) and checked hot water temperatures in room #'s 4, 5 and 6. The hot water temperatures obtained from the sink fixtures were all less than 60 degrees F. <p>Review of documented hot water temperatures on 2/8/15 and 2/9/15 revealed the following;</p> <ul style="list-style-type: none"> - On 2/08/15 hot water temperatures ranged from 94 degrees F. to 106 degrees F (8 fixtures). - On 2/09/15, hot water temperatures ranged from 96 degrees F. to 104 degrees F (10 fixtures) <p>Interview with 3 residents on 2/09/15 revealed the water was hot this morning when they bathe at their sinks.</p> <p>Interview with the facility's Regional Manager on 2/09/15 at 3:30pm revealed the following:</p> <ul style="list-style-type: none"> - She had contacted the plumber and he will return today to recheck the hot water heater. - The facility will purchase a thermometer today to check hot water temperatures. - All hot water temperatures will be recorded in a log maintained at the facility. 	D 113		

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D 306	Continued From page 3	D 306		
D 306	<p>10A NCAC 13F .0904(d)(3)(H) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (H) Water and Other Beverages: Water shall be served to each resident at each meal, in addition to other beverages.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to serve water with each meal.</p> <p>The findings are:</p> <p>Observation of the lunch meal in the facility ' s dining room on 2/6/15 at 12:15pm revealed no water was served to any of residents.</p> <p>Interview with 5 residents on 2/6/15 at 12:30 p.m. revealed the staff do not serve water during meals, but they get water served if they ask for water.</p> <p>Interview with the cook on 2/6/15 at 12:45pm revealed water was never served at mealtime unless the residents requested water.</p> <p>Interview with a the facility ' s Regional Manager on 2/6/15 at 12:55pm revealed water was not served to the residents at each meal but was available if they requested water.</p> <p>Observation of the lunch meal on 2/9/15 at 12:15pm revealed all residents were served water</p>	D 306		