

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL045093	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/15/2015
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NAME OF PROVIDER OR SUPPLIER CARILLON ASSISTED LIVING OF HENDERSONVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 3851 HOWARD GAP ROAD HENDERSONVILLE, NC 28792
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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 Henderson County Department of Social Services conducted an annual survey on April 14-15, 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: TYPE A2 VIOLATION</p> <p>Based on observations, record reviews and interviews, the facility failed to assure hot water temperatures for 7 of 15 sampled fixtures in the assisted living residents' bathroom areas and 5 of 7 sampled fixtures in the Special Care Unit (SCU) were maintained between 100 degrees Fahrenheit (F) and 116 degrees F.</p> <p>The findings are:</p> <p>Review of the current facility license revealed the facility is licensed for 96 beds with 24 of those beds licensed as Special Care Unit (SCU) beds.</p> <p>Review of the facility's current Resident Room Roster revealed the current census was 22 in the assisted living unit and 20 in the special care unit.</p>	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>A. Observations made on C Hall (the SCU) during the facility tour on 4/14/15 between 8:50am and 9:40am revealed:</p> <ul style="list-style-type: none"> -At 8:50am, in room C4, the hot water temperature was measured in the bathroom sink faucet at 133 degrees F. -At 9:05am, in room C6, the hot water temperature was measured in the bathroom sink faucet at 139 degrees F. -At 9:25am, in room C7, the hot water temperature was measured in the bathroom sink faucet at 127 degrees F. and measured in the shower faucet at 126 degrees F. -At 9:32am, in room C6, the hot water temperature was measured in the shower faucet at 122 degrees F. and the hot water temperature was measured in the bathroom sink faucet at 126 degrees F. -At 9:40am, in C hallway in the common restroom, the hot water temperature was measured in the sink at 125 degrees F. <p>Observation on 4/14/15 at 10:50am revealed the facility's probe thermometer and four surveyors' thermometers (3 mercury thermometers and 1 probe thermometer) were put in ice water and all thermometers measured 32 degrees F.</p> <p>Residents who resided in the SCU were determined not to be interviewable based on record review and observations.</p> <p>Interview with a staff person working in the SCU on 4/14/15 at 11:55am revealed there were currently at least 3 of the 20 residents who were independent in toileting and at least 3 of the 20 residents required limited assistance with toileting.</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>Confidential interview with a staff person revealed: -The water in the C hallway common restroom was "too hot" recently and made the top of her "hands red." -She informed the medication aide about the hot water temperature.</p> <p>Interview with the SCU Coordinator, 3 personal care aides, and one medication aide working in the SCU revealed: -They had not noticed the water was too hot, and they always adjusted the water temperature when assisting residents with showers. -All the residents in the SCU were assisted with showers.</p> <p>Interview with the Facility Maintenance Director on 4/14/15 at 9:10am revealed: -For the past three months, he checked the water temperatures once a week and had never had a water temperature out of range. -He turns on 6 faucets at one time in the SCU, lets it run, then he checks the temperatures because that is the written instructions on the water temperature logs.</p> <p>Interview with the Regional Maintenance Director 1 on 4/14/15 at 9:46am revealed: -The SCU unit has one mixing valve. -He could fix the problem by "opening" cold water through the system. -He was not aware of any high water temperature problems at this facility.</p> <p>Review of the SCU facility "Water Temperature Preventive Maintenance Log" for January, February, and March, 2015 revealed: -73 documented temperatures which ranged from 102-115.9 degrees F.</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>-These documented temperatures included resident rooms and a common restrooms accessible to residents.</p> <p>Additional checks of water temperatures in the SCU on 4/14/15 between 4:08pm and 4:27pm revealed the following:</p> <p>-Room C4, sink hot water temperature was 116 degrees F.</p> <p>-Room C6, sink hot water temperature was 113 degrees F.</p> <p>-Room C7, shower hot water temperature was 109 degrees F. and the sink hot water temperature was 112 degrees F.</p> <p>-Room C9, sink hot water temperature was 112 degrees F.</p> <p>-C hallway common restroom, the sink hot water temperature was 112 degrees.</p> <p>Tour of the facility on 5/15/15 revealed hot water temperatures of:</p> <p>-Room C6, sink hot water temperature was 108 degrees F at 7:31am.</p> <p>-Room C12, sink hot water temperature was 106 degrees F at 7:34am.</p> <p>Refer to review of facility Water Temperature Preventive Maintenance Log instructions.</p> <p>Refer to interview with Regional Maintenance Director 1 on 4/15/15 at 9:50am.</p> <p>Refer to interview with Regional Maintenance Director 2 on 4/15/15 at 10:06am.</p> <p>Refer to interview with the Senior Regional Director of Facility Maintenance on 4/15/15 at 7:25am.</p> <p>Refer to interview with the Senior Regional</p>	D 113		

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D 113	<p>Continued From page 4</p> <p>Director of Facility Maintenance on 4/15/15 at 11:00am.</p> <p>Refer to interview with the Regional Director of Operations on 4/15/15 at 11:30am.</p> <p>Refer to interview with the Administrator on 4/14/15 at 9:15am.</p> <p>B. Observations on 4/14/15 from 8:45am to 11:15am in the assisted living rooms during the initial facility tour on A, B, and C hall revealed: -At 9:24am, room A10 (unoccupied resident room) sink temperature was 120 degrees F. -At 9:26am, room A4 (unoccupied resident room) sink temperature was 122 degrees F. -At 9:37am, the B hall spa sink temperature was 124 degrees F. --Resident Room D13 had a sink temperature reading of 133 degrees F. at the sink and a shower temperature of 126 degrees F. at 9:22am. -Resident Room D3 which is empty had a sink temperature of 138 degrees F. at 9:44 am -Resident Room D14 had a sink temperature reading of 118 degrees F. at 10:01am.</p> <p>Interview with the Resident Care Coordinator (RCC) on 4/14/15 at 9:40am revealed the common bathtub/shower unit in the B hall spa was not used by residents because the resident rooms were equipped with their own private showers.</p> <p>Random interviews with four residents on A hall during the initial tour on 4/14/15 revealed: -No complaints concerning water temperatures. -4 of 4 residents interviewed required some level of assistance from staff for bathing.</p>	D 113		

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D 113	<p>Continued From page 5</p> <p>Random interviews with four residents on B hall during the initial tour on 4/14/15 revealed: -4 of 4 residents interviewed required some level of assistance from staff for bathing. -2 of 4 residents interviewed stated they had to run the water in their sinks or showers for awhile before the water began to get hot. -"Takes forever for [the water] to get hot in the mornings. I have to turn it on as soon as I go in the bathroom in the mornings and let it run. I haven't noticed it being too hot. Someone has to bathe me or be with me when I shower now."</p> <p>Interview with resident in room D13 revealed "It's not so hot that it can't be adjusted."</p> <p>Interview with resident in Room D14 revealed "They did have trouble with the water. It's hot but I know how to adjust it. Gets scalding hot or too cold."</p> <p>Confidential interview with one staff revealed: -She "usually" washed her hands at the B hall spa sink. -"It can be hot." -She had noticed a change in the water being hotter at the B hall sink "several weeks ago."</p> <p>Confidential interview with a second staff revealed: -The hot water had been "uncomfortable" lately. -Staff had noticed the water had been a "little hotter than normal." -Staff had not heard any residents complain about the water being too hot.</p> <p>Confidential interview with a third staff revealed: -"When I give showers, I don't put the water all the way to hot cause its a little much for them." -"I always test the water before putting it on the</p>	D 113		

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D 113	<p>Continued From page 6</p> <p>resident."</p> <p>Review of the AL facility "Water Temperature Preventive Maintenance Log" for January, February, and March, 2015 revealed: -294 documented temperatures (116 each month) which ranged from 100-116.1 degrees F. -These documented temperatures included resident rooms and common restrooms accessible to residents.</p> <p>Interview with the Maintenance Director on 4/14/15 at 10:40am revealed "It takes awhile down here [on B hall for the water] to get warm because these [resident] rooms are all empty."</p> <p>Observation on 4/14/15 at 10:50am revealed the facility's probe thermometer and four surveyors' thermometers (3 mercury thermometers and 1 probe thermometer) were put in ice water and all thermometers measured 32 degrees F.</p> <p>Additional checks of water temperatures in the AL Unit on 4/14/15 between 2:05pm and 2:13pm revealed the following: -Room D14, sink hot water temperature was 108 degrees F. -Room D3, sink hot water temperature was 102 degrees F. -Room D13, sink hot water temperature was 106 degrees F. -Room D10, sink hot water temperature was 103 degrees F.</p> <p>Tour of the facility on April 15, 2015 revealed water temperatures of: -Room A1 sink hot water temperature was 114 degrees F at 7:41am. -Room A11 sink hot water temperature was 114 degrees F at 7:42am.</p>	D 113		

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D 113	<p>Continued From page 7</p> <p>-Room B6 sink hot water temperature was 108 degrees F at 7:45am.</p> <p>-Room B16 sink hot water temperature was 117 degrees F at 7:49am.</p> <p>-Room D3, sink hot water temperature was 118 degrees F at 7:38am.</p> <p>Refer to review of facility Water Temperature Preventive Maintenance Log instructions.</p> <p>Refer to interview with Regional Maintenance Director 1 on 4/15/15 at 9:50am.</p> <p>Refer to interview with Regional Maintenance Director 2 on 4/15/15 at 10:06am.</p> <p>Refer to interview with the Senior Regional Director of Facility Maintenance on 4/15/15 at 7:25am.</p> <p>Refer to interview with the Senior Regional Director of Facility Maintenance on 4/15/15 at 11:00am.</p> <p>Refer to interview with the Regional Director of Operations on 4/15/15 at 11:30am.</p> <p>Refer to interview with the Administrator on 4/14/15 at 9:15am .</p> <p>_____</p> <p>Review of the facility Water Temperature Preventive Maintenance Log instructions revealed "Open up 6 sinks and showers on each valve then take the temperature at both the sink and shower and enter temperature on log sheet."</p> <p>Interview with the Regional Maintenance Director 1 on 4/15/15 at 9:50am revealed: -The pump circulates continuously.</p>	D 113		

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D 113	<p>Continued From page 8</p> <ul style="list-style-type: none"> -The water temperature "gets a spike" for about 30 seconds when the water is first turned on and then "goes right down." -Staff have been instructed to "let it run." -They turn 6 faucets to pull from the sink to the ceiling where it circulates. -They have circulating pumps because the facility has 4 hot water heaters. -The pumps are on the front of each hall. -"You don't get a true picture if you turn on 6 valves at one time." -"I always run one valve at a time to get an accurate picture." -He stated the water in the pipe connecting the faucet to the circulation system "may be hot." -He stated he, nor the facility maintenance director, nor anyone added any cold water to the circulating system after surveyors informed him of the high temperatures because when they checked the faucets on 4/14/15 and 4/15/15, they did not measure any temperatures above 116 degrees F. <p>Interview with the Regional Maintenance Director 2 on 4/15/15 at 10:06am revealed:</p> <ul style="list-style-type: none"> -He did not know why the facility staff measured temperatures within range after we brought the hot water temperatures to their attention and the surveyors measured water temperatures over 116 degrees F. -He said they had not touched anything. -If there had not been much water use in the SCC unit that morning, it could have affected the how hot the water temperatures measured. -There may be a "glitch" in the system. -They clean the mixing valves one time a year. -"We do not" open the 6 valves when we test water temperatures and he did not know why those instructions were on the temperature log sheets. 	D 113		

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D 113	<p>Continued From page 9</p> <p>Interview with the Senior Regional Director of Facility Maintenance on 4/15/15 at 7:25am revealed:</p> <ul style="list-style-type: none"> -He did not know why "that" statement was on the facility temperature log sheet requiring 6 valves be opened before testing the water temperatures. -They do not train staff to open 6 valves and that statement would be removed "today." <p>Interview with the Senior Regional Director of Facility Maintenance on 4/15/15 at 11:00am revealed:</p> <ul style="list-style-type: none"> -It was not policy to open 6 sinks at a time to check water temperatures in a building with a water circulating pump. -This facility had a water circulating pump system. -The high hot water temperatures measured on 4/14/15 were due to "hot pockets" of hot water that were present in the line when the mixing valves first "start up." -The hot water "congregates" in the valve and its temperature may be hotter and has to have water flow through it before the temperature can regulate. -The hot water temperature would decrease once the water was on for a brief time (could not estimate how long the hot pockets would last in the line). -Mechanically, he was unable to find anything wrong with the hot water system and had been unable to recreate the problem. -No adjustments had been made by him or his staff to any of the equipment after they were notified of the high temperatures on 4/14/15. -They had left the water overnight and then had checked the temperatures early on 4/15/15 and had gotten temperatures within the 100 to 116 degree F range. -The mixing valves in place in the facility were coil 	D 113		

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D 113	<p>Continued From page 10</p> <p>valves and so the issue would not be related to a stuck mixing valves.</p> <ul style="list-style-type: none"> -There was one mixing valve per hallway attached to a hot water circulating system. -"We have plans and protections in place to ensure resident safety." -The Maintenance Director checks hot water temperatures weekly and records the results on a monthly log. -"If the [Maintenance Director's name] finds high temps, I am notified immediately." -When any of the Maintenance Directors were having an issue with high water temps either himself or one of the Regional Maintenance Director's would immediately go out to the facility and work to fix the problem. -The logs have been consistently within the 100 degree F to 116 degree F range for the last 90 days. -A Regional Maintenance Director (there are four) also comes into the facility periodically and performs random water temperature checks and compares these values to the temperatures documented on the water temperature logs to see if the temperatures are within the same range. <p>Interview with the Regional Director of Operations on 4/15/15 at 11:30am revealed:</p> <ul style="list-style-type: none"> -Facility records reveal all water temperatures 90 days prior to survey readings and every hour for 5-6 hours subsequent to survey readings were all within required range. -No adjustment of any valve was necessary to obtain normal water temperatures. -No report, finding, or communication from any resident reveal high water temperatures. -There had been no injury to residents or staff due to high hot water temperatures. -The high hot water temperatures had not been 	D 113		

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D 113	<p>Continued From page 11</p> <p>able to be recreated after the high temperatures were observed on 4/14/15.</p> <p>Interview with the Administrator on 4/14/15 at 9:15am revealed: -She had worked there as Administrator for 7 weeks. -She was not aware of any water temperature problems.</p> <p>_____</p> <p>A plan of protection was provided by the facility on 4/14/15 and included the following: -After surveyors findings, staff were notified. -Caution signs were immediately posted. -Regional maintenance will check hot water temperatures on each hall every hour for the next 48 hours. -The facility will continue to check hot water temperatures weekly as is practice and protocol.</p> <p>CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED MAY 15, 2015.</p>	D 113		
D912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.</p> <p>This Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to assure all residents received care and services which were adequate,</p>	D912		

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D912	<p>Continued From page 12</p> <p>appropriate, and in compliance with relevant federal and state laws and rules and regulations related to hot water temperatures.</p> <p>The findings are:</p> <p>Based on observations, record reviews and interviews, the facility failed to assure hot water temperatures for 7 of 15 sampled fixtures in the assisted living residents' bathroom areas and 5 of 7 sampled fixtures in the Special Care Unit (SCU) were maintained between 100 degrees Fahrenheit (F) and 116 degrees F. [Refer to Tag 0113 10A NCAC 13F .0311(d) Other Requirements (Type A2 Violation).]</p>	D912		