

Division of Health Service Regulation

PRINTED: 08/22/2016  
FORM APPROVED

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  fc1092155	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED  08/10/2016
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NAME OF PROVIDER OR SUPPLIER <b>ABOVE AND BEYOND EXPECTATION</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3905 IVERSON STREET RALEIGH, NC 27604</b>
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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
C 000	Initial Comments  The Adult Care Licensure Section conducted an annual survey on August 10, 2016.	C 000	See Attached	
C 105	10A NCAC 13G .0317(d) Building Service Equipment  10A NCAC 13G .0317 Building Service Equipment (d) The hot water tank shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, and laundry. 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 is not met as evidenced by: <b>TYPE B VIOLATION</b>  Based on observations and interviews, the facility failed to maintain hot water temperatures between a minimum of 100-116 degrees Fahrenheit (F) for 3 of 3 fixtures in the back residents' bathroom.  The findings are:  Observation on 8/10/16 at 8:35 am of the front residents' bathroom revealed the sink hot water temperature was 100 degrees F.  Observation on 8/10/16 at 8:40 am of the back residents' bathroom revealed: - The sink cabinet had double sinks, a left and a right. - An 8-1/2 " paper sign was posted beside the mirror and above the right sink documenting to check the water, it may be hot. - The left sink hot water temperature was 126	C 105		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  
*Lawlyn Westler* TITLE: Administrator  
STATE FORM 4332 EDXJ11 DATE: 9/13/16  
If continuation sheet 1 of 8

*Reviewed & Accepted  
we  
9/13/16*

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C 105	<p>Continued From page 1</p> <p>degrees F. - The right sink hot water temperature was 126 degrees F. - The shower hot water temperature was 126 degrees F.</p> <p>The new thermometer, used to measure water temperatures, was calibrated on 8/10/16 using a wet ice procedure in an insulated cup, stirring small pieces of ice with water to make a thick slurry, inserting the thermometer into the center of the slurry at least 2 inches; the thermometer temperature reading stabilized at 32 degrees Fahrenheit.</p> <p>Interview on 8/10/16 at 8:50 am with Resident #1 revealed: - The resident shared the back bedroom with Resident #2. - The bedroom had a private bathroom. - There was a problem with the hot water heater about 3 weeks ago (did not remember the date), and since then, the water at the sinks and shower had been too hot. - He had to mix cold water with the hot water in order to use the water. - "If someone did not know how to mix the hot and cold water, they could get scalded." - He had not seen or heard of anyone coming to fix the hot water heater or anyone checking on the water temperatures in the bathroom. - The resident had not been burned since he mixed the hot and cold water together when washing his hands or taking a shower. - He had not spoken with the Administrator about the hot water, he thought they were supposed to monitor it.</p> <p>Interview on 8/10/16 at 8:58 am with Resident #2 revealed:</p>	C 105		

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C 105	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- The water in the bathroom had been too hot, but could not remember how long.</li> <li>- He mixed the cold water with the hot and did not get burned.</li> <li>- He and his roommate were the only residents who used the bathroom since it was part of the back bedroom.</li> <li>- He stood outside of the shower to adjust the hot water with the cold before getting in the shower so the water would not be too hot to use.</li> <li>- The resident had not seen staff checking the water temperatures or anyone working on the hot water heater.</li> </ul> <p>Interview on 8/10/16 at 9:15 am with the Supervisor-In-Charge (SIC) revealed:</p> <ul style="list-style-type: none"> <li>- She was not aware the back bathroom's hot water was too hot, over 116 degrees (F.).</li> <li>- A sign, saying the water was too hot and should not be used, would be placed above the sinks and the facility Administrator would be notified the water was too hot.</li> </ul> <p>Interview on 8/10/16 at 9:25 am with 3 residents seated in the living room, revealed:</p> <ul style="list-style-type: none"> <li>- They used the front bathroom and did not use the private one in the back unless the front one could not be used.</li> <li>- The residents were not aware until now the back bathroom had water too hot to use.</li> <li>- They were not aware of anyone fixing the hot water heater.</li> </ul> <p>Interview on 8/10/16 at 9:35 am with the SIC revealed:</p> <ul style="list-style-type: none"> <li>- At 7:00 am today, she checked the water in the back bathroom before those residents took their showers.</li> <li>- She checked the water at the sinks, using her hand; the water was warm, but not too hot.</li> </ul>	C 105		

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C 105	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- She did not have a thermometer to check water temperatures.</li> </ul> <p>Observation on 8/10/16 at 9:45 am of the back bathroom water faucets with the SIC present revealed:</p> <ul style="list-style-type: none"> <li>- The left sink had a hot water temperature of 130 degrees F.</li> <li>- The right sink had a hot water temperature of 130 degrees F.</li> <li>- The shower had a hot water temperature of 130 degrees F.</li> </ul> <p>Interview on 8/10/16 at 9:55 am with the SIC revealed:</p> <ul style="list-style-type: none"> <li>- The facility did not have maintenance staff.</li> <li>-The Administrator had been called to ask for a plumber to come and check the water temperature.</li> <li>- A sign would be posted above the sinks for residents to not use the hot water.</li> <li>- All residents would be notified to not use the hot water in that bathroom.</li> <li>- She assisted 2 residents with taking a shower, but they used the front bathroom.</li> <li>-Today was the first day she was aware of a hot water problem in the back bathroom.</li> <li>- No residents had reported the water in the back bathroom being too hot to use.</li> <li>-The SIC had worked at the facility for the past 7 months, and was not aware of any hot water heater problems or of anyone coming to check on the only facility water heater.</li> </ul> <p>Interview on 8/10/16 with the Administrator 12:45 pm revealed:</p> <ul style="list-style-type: none"> <li>- She was not aware the water in the back bathroom was too hot.</li> <li>- The range was supposed to be between 100-116 degrees (F.)</li> </ul>	C 105		

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C 105	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- A plumber had not been called to check the hot water heater today.</li> <li>- She was currently working on lowering the hot water temperature at the water heater.</li> </ul> <p>Recheck at 4:10 pm of the back bathroom hot water revealed:</p> <ul style="list-style-type: none"> <li>- The left sink hot water temperature was 92 degrees F.</li> <li>- The right sink hot water temperature was 90 degrees F.</li> <li>- The shower hot water temperature was 92 degrees F.</li> </ul> <p>Interview on 8/10/16 at 4:20 pm with the Administrator revealed:</p> <ul style="list-style-type: none"> <li>- The residents in the back bedroom had not previously notified her the water was too hot.</li> <li>- No staff had told her the water was too hot until today.</li> <li>- The SIC said the water was currently "excessively hot".</li> <li>- This past weekend (August 6-7, 2016), all residents reported the water was not hot enough.</li> <li>- A plumber was called and determined the hot water heater pilot light was not lighted.</li> <li>- The plumber lighted the pilot light and set the water heater on "high".</li> <li>- Before the plumber left, the hot water temperature was 103 degrees (F.).</li> <li>- When she was notified of the increased temperature today, she checked the water heater at approximately 12:15 pm and saw the temperature setting was still set on "high".</li> <li>- She changed the setting to "low" and started washing clothes to use the hot water.</li> <li>- Since Saturday (August 6, 2016) at 2:30 pm the water heater had been set on "high".</li> <li>- After the plumber left, the hot water heater was not checked again until today (August 10, 2016).</li> </ul>	C 105		

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C 105	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>- Water temperatures were checked quarterly, every 3-4 months.</li> <li>- The Administrator had a log to record the quarterly water checks.</li> <li>- The last time water temperatures were checked were last Friday (August 5, 2016) by the SIC; the hot water in the back bathroom was 119 degrees (F.).</li> <li>- Now the hot water temperature was below the range (110-116 F.), because doing laundry lowered it.</li> <li>- The Administrator had a digital thermometer and checked the hot water today in the back bathroom at 12:45 pm (103 degrees F.), 1:30 pm (98 degrees F.) and 1:45 pm (95 degrees F.).</li> <li>- The Administrator would continue to check the hot water temperatures until they were between 100-116 degrees F.</li> <li>- She may need to call a plumber.</li> </ul> <p>Review of the facility Water Temperature Log revealed:</p> <ul style="list-style-type: none"> <li>- There were 5 entries for "bathroom" (did not indicate front or back bathroom).</li> <li>- There was an entry on 1/04/16, temperature of 115 degrees F.</li> <li>- There was an entry on 1/11/16, temperature of 115 degrees F.</li> <li>- There was an entry on 1/18/16, temperature of 115 degrees F.</li> <li>- There was an entry on 3/25/16, temperature of 85 degrees F.</li> <li>- There was an entry on 4/05/16, temperature of 109 degrees F.</li> </ul> <p>The facility Administrator submitted the following Plan of Protection for all residents effective 8/10/2016.</p> <ul style="list-style-type: none"> <li>- Effective immediately, the "Administrator</li> </ul>	C 105		

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C 105	Continued From page 6  checked the water heater and adjusted the thermometer. - Administrator will post signs advising residents and guests to be careful because water temperature may be HOT! - Administrator will continue to monitor the temperature until it reaches the range of 100 to 116 degrees. - Staff will continue to monitor daily for 1 month and bi-weekly after 1st month. - Administrator will monitor the water temperature logs weekly behind staff to ensure that the temperature is being checked daily over next month then bi-weekly for 3 consecutive months on going. - Administrator will have water heater inspected bi-annually to ensure equipment is working properly. - Administrator will meet with clients to discuss importance of reporting any changes in water temperature or pressure."  THE CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED SEPTEMBER 24, 2016.	C 105			
C 912	G.S. 131D-21(2) Declaration of Residents' Rights  G.S. 131D-21 Declaration of Resident's 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.  This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain hot water temperatures between a minimum of 100-116 degrees .	C 912			

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C 912	Continued From page 7  Fahrenheit (F) for 3 of 3 fixtures in the back residents' bathroom..[Refer to Tag D 0105, 10A NCAC 13G .0317(d). (Type B Violation)].	C 912		

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**10A 13G.0317(d) Building Service Equipment**  
**G.S. 131D-21(2) Declarations of Residents' Rights**

Administrator adjusted water heater thermometer to state regulations range. The administrator or designee will monitor water temperatures daily for a month, then weekly for 3 months, monthly thereafter. Administrator will have water heater inspected bi-annually to ensure equipment in proper working order.

Completion Date: September 24, 2016