

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL017006	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/04/2023
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

MILDRED'S FAMILY CARE

**3592 MARSHALL GRAVES ROAD
YANCEYVILLE, NC 27379**

(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 and Follow-Up Survey on January 4, 2023.	C 000		
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: Based on observations, interviews, and record reviews, the facility failed to ensure hot water temperatures were maintained between 100 degrees Fahrenheit (F) to 116 degrees F for fixtures used by the residents. The findings are: Observation of the resident's bathroom on 01/04/23 at 10:58am revealed: -It took approximately four minutes for the water to reach a temperature above 100 degrees F. -The water temperature was 124 degrees F; there was steam visible. Attempted review of the facility's temperature log on 01/04/23 revealed there was no temperature log available to be reviewed. Interview with the Supervisor-in-Charge (SIC) on 01/04/23 at 11:00am revealed:	C 105	A New Water temperature thermometer as purchased as 1/8 to be kept at facility at all times. Facility management will make sure that water temperatures are checked at least once weekly and recorded for monitoring Review if needed.	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

6899

3BUZ11

If continuation sheet 1 of 4

Reviewed and acknowledged 02/06/23.

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NAME OF PROVIDER OR SUPPLIER MILDRED'S FAMILY CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 3592 MARSHALL GRAVES ROAD YANCEYVILLE, NC 27379		
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C 105	Continued From page 1 -She did not check the facility's water temperature. -She did not have a thermometer to check the water temperature. -She did not know if anyone else checked the facility's water temperature. -All the residents received assistance with their showers. -Sometimes the water got really hot and sometimes it did not. Interview with the Administrator on 01/04/23 at 11:03am revealed: -She checked the water temperature twice a week. -She did not document the water temperature checks. -She checked the water temperature last week. -She did not recall what the water temperature was when she last checked it. -She thought the thermometer was at the facility, but a named contractor, must have the thermometer. -She would contact the named contractor to have him adjust the temperature on the hot water heater. Second observation of the resident's bathroom on 01/04/23 at 2:46pm revealed the water temperature was 122.9 degrees F. Interview with a resident on 01/04/23 at 3:03pm revealed: -He thought the water temperature was "just right." -The water temperature could be adjusted by adding cold water. Interview with a second resident on 01/04/23 at 3:05pm revealed:	C 105		

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C 105	Continued From page 2 -The water got "too hot sometimes." -When the water was too hot, it would hit his back and he would pull away. -He had not been burned by the water. Interview with a third resident on 01/04/23 at 3:06pm revealed after the water, "ran a while it cooled off." Interview with a personal care aide (PCA) on 01/04/23 at 3:46pm revealed: -She assisted residents with showers. -She felt the water on her hand and adjusted the water until it felt "milky warm." -No one had complained to her the water was too hot. Second interview with the SIC on 01/04/23 at 3:48pm revealed: -She assisted residents with their showers. -She always adjusted the water to get the temperature "just right" before the residents got into the shower. -Once the resident was ready to get into the shower, she had the resident feel the water with their hand to see if they liked the temperature and if they did not, she would adjust it. -No one had complained to her the water was too hot. Observation of the Administrator on 01/04/23 at 4:04pm revealed she made a sign warning the residents of the water being hot and to use caution. Second interview with the Administrator on 01/04/23 at 4:04pm revealed: -She did not know the water temperature was above the recommended temperature of 100 degrees F-116 degrees F prior to today, 01/04/23.	C 105		

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C 105	Continued From page 3 -The named contractor was scheduled to be at the facility later today, 01/04/23. -She would initiate and maintain a water temperature log.	C 105		