

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 180011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/08/2024
NAME OF PROVIDER OR SUPPLIER LYRA FAMILY CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 503 QUAKER DELL LANE CARY, NC 27519		
(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 10/08/24.	C 000	A plumbing company was contacted, provided a solution and are waiting on parts ordered. A water temp regulator to ensure water temps stay in range of 100-116 are scheduled to be installed 11/12/24. SIC and supervisor continue to monitor water temps weekly for all fixtures in facility. Water temp gauges for each fixture plan to be installed at a later date. Residents continue to be supervised during all and any times they use water fixtures in facility.	11/15/2024
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 that hot water temperatures were maintained at 100° to 116° degrees Fahrenheit (F) for 3 fixtures in two resident bathrooms (3 sinks). The findings are: Observation of the resident bathroom located in the hallway on 10/08/24 at 9:23am revealed the hot water temperature at the shower was 93°F. Observation of the private resident bathroom located in the 3rd bedroom on 10/08/24 at 9:16am revealed: -There were double sinks. -The hot water temperature at the 1st sink was 117.3°F. -The hot water temperature at the 2nd sink was 119.1°F. Review of the Water Temperature log for August	C 105		

Division of Health Service Regulation

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

TITLE

(X6) DATE

I. Martynyuk

Administrator

11/06/2024

STATE FORM

6899

D5NO11

If continuation sheet 1 of 3

Reviewed and Acknowledged KC 11/15/24

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C 105	Continued From page 1 2024, September 2024 and October 2024 on 10/08/24 showed no water temperatures below 100°F or above 116°F for the hallway bathroom or the 2 sinks in the 3rd residents' room. Interview with the Supervisor in Charge (SIC) on 10/08/24 at 9:20am revealed: -The hot water heater temperature was as low as they could adjust it. -The water temperatures had been an ongoing issue that had been discussed with the Department of Social Services and the Department of Health Service Regulation Construction section. -A professional had not been contacted to evaluate the hot water heater. -Water temperature checks were done weekly. -Water temperature should not have been higher than 116°F. -The concern with water temperatures higher than 116°F was burning and blistering of residents. -Residents did not use the sink or shower alone; they were never left unattended with water. Interview with the Administrator on 10/08/24 at 9:25am revealed: -The hot water heater was in the attic and there was no insulation; so, when it got hot outside the water got hotter and when the temperature dropped the water got colder. -A home inspector told her, today, that it was hard to regulate a gas water heater and suggested that she purchase an electric water heater. -She could not purchase an electric hot water heater until after she purchased the home. -She had not spoken to a professional regarding the hot water heater, prior to today, since 2021. -Residents were never left unattended with water and were always supervised by staff.	C 105		

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C 105	Continued From page 2 -Staff turned water handle on the sink to the middle between hot and cold water. -The residents were verbal and could tell staff if the temperature needed to be adjusted. -No residents had been burned. -She would turn the temperature on the hot water heater down. -The concern with the water temperature being above 116°F was the risk of burns to residents and staff. Observation of interactions between a resident and the medication aide (MA) on 10/8/24 at 10:30am revealed the resident complained of the water being cold. Interview with the MA on 10/08/24 at 10:30am revealed she checked the water temperature with a thermometer and the temperature was 85°F. Observation of a re-check of water temperatures, with the SIC present, in the resident bathroom located in the hallway on 10/08/24 at 5:27pm revealed the water temperature was 84.2°F. Observation of a re-check of water temperatures, with the SIC present, in the private resident bathroom located in the 3rd bedroom on 10/08/24 at 5:30pm revealed: -The hot water temperature at the 1st sink was 82.8°F. -The hot water temperature at the 2nd sink was 84.0°F. Second interview with the Administrator on 10/08/24 at 5:50pm revealed she would contact a professional to evaluate the hot water heater.	C 105		