STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL045081	A. BUILDING: _____ B. WING _____	08/20/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOUNDVIEW FAMILY CARE HOMES - UNIT C	247 KENDRICK COURT FLAT ROCK, NC 28731

(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 and the Henderson County Department of Social Services conducted an annual survey on 08/20/26.	C 000	Water heater thermostat adjusted during state survey on 8/20/26 and hot water caution signs placed in each rest room with water temp readings over 116 degrees F.	10/04/26
C 105	10A NCAC 13G .0317 (d) Building Service Equipment 10A NCAC 13G .0317 Building Service Equipment (d) Hot water shall be supplied to the kitchen, bathrooms, and laundry. The hot water temperature shall be maintained at a minimum of 100 degrees F and shall not exceed 116 degrees F at all fixtures used by or accessible to residents. Notwithstanding the requirements of Rule .0301 of this Section, the requirements of this Paragraph shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure that the hot water temperatures were maintained at 100 degrees to 116 degrees Fahrenheit (F) in 3 of 3 resident bathrooms. The findings are: Observation of one resident bathroom on the right side of the hall on 08/20/26 at 8:38am revealed the hot water temperature in the sink was 128 degrees F. Observation of a second resident bathroom on the right side of the hall on 08/20/26 at 8:40am	C 105	Water temperatures check again by administrator prior to leaving facility after survey. New reading in restroom #1 on right side was 109, new reading in restroom #2 on right side was 110. New reading on left side restroom remained below 100. Maintenance replaced sink faucet to see if that may an issue. 1 Hour after replacing the faucet maintenance rechecked the water temperature in the rest room on the left side, new reading was 110. Unit staff will monitor water temperatures weekly for 3 months and report them to the facility administrator Cherise Gschlecht. Water heater will be adjusted immediately if there are any temperature readings above 116. If water temperatures remain consistent between 100-116 per state regulations the facility will return to checking them twice a month and continue to report to the facility administrator. Administrator-Cherise Gschlecht Cherise Gschlecht 8-24-26.	

Reviewed and acknowledged 8/24/26
RP

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C 105	Continued From page 1 revealed the hot water temperature in the sink was 128 degrees F. Observation of a third resident bathroom on the left side of the hall on 08/20/26 at 10:55am revealed the hot water temperature in the sink was 78 degrees F. Interview with three residents on 08/20/26 at 9:08am revealed: -The hot water in the sinks did not feel too hot. -They knew to turn on the cold water if the water felt too hot to touch. Review of the facility's Water Temperature Log on 08/20/26 revealed: -The hot water temperature readings on 05/01/26 were 111, 108, and 111 degrees F in the bathrooms. -The hot water temperature readings on 05/15/26 were 111.4, 114.4, and 112.6 degrees F in the bathrooms. -The hot water temperature readings on 06/01/26 were 111, 111.2, and 112.1 degrees F in the bathrooms. -The hot water temperature readings on 06/15/26 were 111, 111.2, and 112.1 degrees F in the bathrooms. -The hot water temperature readings on 07/01/26 were 111.8, 111.2, and 112.1 degrees F in the bathrooms. -The hot water temperature readings on 07/15/26 were 111, 111.2, and 112.1 degrees F in the bathrooms. -The hot water temperature readings on 08/01/26 were 111.8, 111.2, and 112.1 degrees F in the bathrooms. -The hot water temperature readings on 08/15/26 were 111.8, 111.2, and 112.1 degrees F in the bathrooms.	C 105		

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C 105	Continued From page 2 Observation of the thermostat on the hot water heater on 08/20/26 at 8:48am revealed the thermostat was set at greater than 125 degree F. Interview with the Supervisor in Charge (SIC) on 08/20/26 at 10:55am revealed: -He checked all the hot water temperatures in all the residents' bathrooms two times a month. -He knew the water temperature was too low in one bathroom but did not know the other two bathrooms had water temperatures too high. -He knew the Administrator was made aware of the water temperatures. Telephone interview with the maintenance staff on 08/20/26 at 10:53am revealed: -He was notified two weeks ago that the hot water temperature in the bathroom on the left side of the hall was too low. -He adjusted the temperature on the hot water heater to over 125 degrees F to increase the hot water in the bathrooms. -He did not check the hot water temperatures in the other bathrooms because he thought they would all be a consistent temperature. -He only came to the facility to check hot water temperatures when staff informed him there was a problem. Interview with the Administrator on 08/20/26 at 11:00am revealed: -She knew one bathroom had a hot water temperature too low. -The maintenance staff was notified of the problem, and he increased the water temperature on the hot water heater. -The SIC checked the water temperature readings two times per month and the water temperatures were not reading too hot.	C 105		

Division of Health Service Regulation

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C 105	Continued From page 3 -She thought the problem was fixed.	C 105		