STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL011374	A. BUILDING: _____ B. WING _____	R 08/25/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RICHMOND HILL ASSISTED LIVING # 3	95 RICHMOND HILL ROAD ASHEVILLE, NC 28806

(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 conducted an annual and follow up survey August 25, 2026.	D 000		
D 113	10A NCAC 13F .0311 (d) Other Requirements 10A NCAC 13F .0311 Other Requirements (d) The hot water system shall supply hot water to the kitchen, bathrooms, laundry, housekeeping closets, and soiled utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F and shall not exceed 116 degrees F. 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 5 resident bathrooms. The findings are: Observation of the common shower room #3 on 08/25/26 at 9:00am revealed the hot water temperature in the sink was 126 degrees F. Observation of the common bathroom #4 on 08/25/26 at 8:58am revealed the hot water temperature in the sink was 126 degrees F.	D 113		

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D 113	Continued From page 1 Observation of the common bathroom #1 on 08/25/26 at 8:58am revealed the hot water temperature in the sink was 120 degrees F. Interview with four residents on 08/25/26 from 9:08am - 9:10am revealed: -The hot water in the sinks was sometimes very hot. -They knew to turn on the cold water if the water felt too hot to touch. Review of the facility's Water Temperature Tracking Log on 08/25/26 revealed: -The hot water temperature readings on 08/01/26 were 112.4, 109.2, 113.8, 106.5, 111.9, 109.2, 113.8, and 111.9 degrees F in the bathrooms. -The hot water temperature readings on 08/09/26 were 111.3, 111.1, 109.4, 113.7, 110.2, 111.1, 109.4, and 110.2 degrees F in the bathrooms. -The hot water temperature readings on 08/19/26 were 111.6, 113.8, 112.1, 110.4, 110.1, 113.8, 112.1, and 110.1 degrees F in the bathrooms. Interview with the Resident Care Coordinator (RCC) on 08/25/26 at 9:15am revealed she did not know if staff were instructed to check water temperatures. Interview with the medication aide (MA) on 08/25/26 at 9:30am revealed: -The maintenance staff were responsible for the hot water temperatures in the bathrooms. -There were not any complaints from residents about the water being too hot. Telephone interview with the Maintenance Director on 08/25/26 at 11:11am revealed: -He knew the water temperatures were too hot a couple of months ago and he adjusted the water heater temperature and that brought the	D 113		

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D 113	Continued From page 2 temperatures back down to below 116 degrees F. -He checked water temperature every week in each bathroom and in the kitchen and never had a reading above 114.8 degrees F. Interview with the Administrator on 08/25/26 at 9:36am revealed: -She knew the Maintenance Director was responsible for checking the hot water temperature readings in the facility each week and kept a log. -She did not know the hot water temperature readings were above 116 degrees F.	D 113		
D 433	10A NCAC 13F .1201(a) Resident Records 10A NCAC 13F .1201Resident Records (a) The following shall be maintained on each resident in an orderly manner in the resident's record in the adult care home and made available for review by representatives of the Division of Health Service Regulation and county departments of social services: (1) FL-2 or MR-2 forms and the patient transfer form or hospital discharge summary, when applicable; (2) Resident Register; (3) receipt for the following as required in Rule .0704 of this Subchapter: (A) contract for services, accommodations and rates; (B) house rules as specified in Rule .0704(a)(2) of this Subchapter; (C) Declaration of Residents' Rights (G.S. 131D-21); (D) the home's grievance procedures; and (E) civil rights statement; (4) resident assessment and care plan; (5) contacts with the resident's physician,	D 433		

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D 433	Continued From page 3	D 433		

physician service or other licensed health professional as required in Rule .0902 of this Subchapter;
(6) orders or written treatments or procedures from a physician or other licensed health professional and their implementation;
(7) documentation of immunizations against influenza virus and pneumococcal disease according to G.S. 131D-9 or the reason the resident did not receive the immunizations based on this law; and
(8) the Adult Care Home Notice of Discharge and Adult Care Home Hearing Request Form if the resident is being or has been discharged.
When a resident leaves the facility for a medical evaluation, records necessary for that medical evaluation such as Subparagraphs (1), (4), (5), (6) and (7) above may be sent with the resident.

This Rule is not met as evidenced by:
Based on observations and interviews, the facility failed to maintain complete resident records in the adult care home that were readily available for review for 3 of 3 sampled residents (Resident #1, #2, and #3).

The findings are:

Observation of the facility on 08/25/26 at 8:15am revealed there were no complete resident records available for review.

Interview with a medication aide (MA) on 08/25/26 at 8:15am revealed:
-Resident records were kept in the main office on the facility campus.
-There was minimal information kept in the facility

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D 433	Continued From page 4 in case a resident needed to be sent out to the emergency room. -The only information kept in resident records in the facility was the FL2, medication orders, care plan and current diet. Interview with the Resident Care Coordinator (RCC) on 08/25/26 at 8:25am revealed: -Only a copy of the residents' FL2, medication orders, care plan, and current diet were kept in the facility. -The facility owner did not want resident records kept in the facility because of a history of resident record information getting lost. Interview with the Administrator on 08/25/26 at 10:40am revealed: -The facility owner did not want the entire resident record kept in the facility, -There was a history of resident paperwork disappearing. -They kept a copy of the FL2, medications orders, care plan, and current diet in the facility. -All other parts of a resident's record were kept in the main office on the facility campus.	D 433		