

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/10/2007
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 146076		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 01/26/2007	
NAME OF PROVIDER OR SUPPLIER MANOR COURT OF CLINTON				STREET ADDRESS, CITY, STATE, ZIP CODE 1 PARK LANE WEST CLINTON, IL 61727			
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F 323	<p>Continued From page 20 restrictions to the hot water.</p> <p>The facility took the following actions to remove the immediacy on 1-23-07:</p> <p>Upon notification of excessively hot water by the survey team, the facility immediately adjusted the mixing valve to reduce the hot water to safe levels. The hot water mixing valve was also disassembled, cleaned, and re-installed. Completed by Maintenance Supervisor.</p> <p>All Nursing staff were informed that elevated water temperatures were identified and to be vigilant to ensure that all water temperatures are safe for resident use. Completed by Administrator and Director of Nursing.</p> <p>Hot water temperatures were to be taken hourly to ensure that water temperatures remained within required limits. Completed by Maintenance Supervisor and staff.</p> <p>The facility developed a procedure in conjunction with existing policy that, in the event of elevated water temperatures, Nursing staff will be immediately informed. Resident access to hot water will be restricted by staff supervision and/or turning off of water supplies until temperatures are under control. Completed by Administrator.</p>			F 323			
F9999	<p>FINAL OBSERVATIONS</p> <p>STATE LICENSURE VIOLATIONS</p> <p>300.1210a) 300.1210b)6) 300.3130c)4)5)</p>			F9999			

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F9999	<p>Continued From page 21</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>a) The facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive assessment and plan of care. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>b) General nursing care shall include at a minimum the following and shall be practiced on a 24-hour, seven day a week basis:</p> <p>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>Section 300.3130 Plumbing Systems</p> <p>c) Water Supply Systems</p> <p>4) Hot water available to residents at shower, bathing and handwashing facilities shall not exceed 110 degrees Fahrenheit.</p> <p>5) Protective measures, such as but not limited to, installation of a mixing valve, limited access to controls, and checking water temperatures daily at various points, shall be implemented to insure that the temperature of hot water available to residents at shower, bathing and handwashing facilities shall not exceed 110</p>			F9999			

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F9999	<p>Continued From page 22 degrees Fahrenheit.</p> <p>These REGULATIONS are not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure that 1 of 1 hot water distribution system for residential hot water did not provide hot water in excess of 110 degrees Fahrenheit (F.). This system failure resulted in a potential hot water burn/scald hazard for residents throughout the facility (3 of 3 occupied wings). Facility administrative staff also failed to notify essential nursing staff of the identified excessive hot water problem so as to protect vulnerable residents from potential unrestricted contact with extremely hot water.</p> <p>Findings include:</p> <p>During initial resident reviews on 1-23-07, hot water tested using calibrated digital thermometers at 5 of 10 sampled resident rooms exceeded 110 degrees Fahrenheit (F.), potentially affecting 6 of 11 sampled residents. In addition, 3 of 3 central shower rooms were also tested to be above 110 degrees F.</p> <p>The following are the temperatures recorded with time and location. Observations at these times at some locations included evidence of steam emanating from the hot water flows:</p> <table border="1"> <thead> <tr> <th>Location</th> <th>Time</th> <th>Temperature</th> </tr> </thead> <tbody> <tr> <td>Room 107 lavatory</td> <td>1:10 P.M.</td> <td>140 F.</td> </tr> <tr> <td>Room 107 lavatory</td> <td>1:20 P.M.</td> <td>141 F.</td> </tr> <tr> <td>Room 109 lavatory</td> <td>1:05 P.M.</td> <td>130 F.</td> </tr> <tr> <td>Room 109 lavatory</td> <td>1:11 P.M.</td> <td>138 F.</td> </tr> <tr> <td>Room 109 lavatory</td> <td>1:21 P.M.</td> <td>138 F.</td> </tr> </tbody> </table>			Location	Time	Temperature	Room 107 lavatory	1:10 P.M.	140 F.	Room 107 lavatory	1:20 P.M.	141 F.	Room 109 lavatory	1:05 P.M.	130 F.	Room 109 lavatory	1:11 P.M.	138 F.	Room 109 lavatory	1:21 P.M.	138 F.	F9999			
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F9999	<p>Continued From page 23</p> <p>Room 216 lavatory 12:20 P.M. 128 F. Room 211 lavatory 12:10 P.M. 128 F. Room 211 shower 12:10 P.M. 120 F. Room 309 lavatory 1:30 P.M. 122 F. and then dropped to 109 F.</p> <p>100 Wing shower room lavatory 1:20 P.M. 136 F. shower 1:20 P.M. 128 F.</p> <p>200 Wing shower room lavatory 1:25 P.M. 136 F. shower 1:25 P.M. 122 F.</p> <p>300 Wing shower room shower 1:30 P.M. 116 F.</p> <p>Following the readings obtained on the 300 wing at 1:30 P.M. on 1-23-07, E3 (Maintenance Supervisor) was located in the service corridor mechanical room. E3 was asked if he had been adjusting the water temperatures. E3 stated that he just turned down the mixing valves. He stated that it (hot water) "has been running high." E3 stated that he had a habit of checking the discharge in-line thermometer when he comes in the morning. E3 stated that on 1-22-07 at 6:45 A.M. the discharge in-line thermometer recorded 118 degrees F. He said he turned the hot water down by adjusting the mixing valves. E3 said he checked the temperature in the in-line thermometer some time after 12:00 P.M. (did not recall the exact time) and it was 120 degrees F. He stated he adjusted the mixing valves a second time.</p> <p>Interview with E1 on 1-26-07 at approximately 12:30 P.M. reflected that while the facility does not have a formal arrangement or agreement with</p>			F9999			

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F9999	<p>Continued From page 24</p> <p>a plumbing contractor to correct hot water problems, the facility relies on E3, Maintenance Supervisor, to correct such problems. E1 stated that it was the intent of the facility to secure assistance with a plumbing contractor when notified of excessive hot water on 1-23-07. E1 stated that a plumbing contractor arrived onsite during the evening of 1-25-07.</p> <p>E3 stated that the hot water distribution system is made up of 4 large commercial hot water heaters that are interconnected. The heaters supply hot water between 150 degrees F. and 164 degrees F. The water goes from the heaters, splits off to the laundry, to dietary department, to the new unoccupied resident wing's mixing valves, and then to three occupied resident wings' (single) mixing valve. The system has a discharge circulation pump and return line circulation pump.</p> <p>E3 was again interviewed on 1-23-07 at 2:40 P.M. E3 stated that he needed to clean the mixing valves. E3 said he told E1 (Administrator) on the afternoon of 1-22-07 that hot water was "fluctuating and had reached up to 120 degrees F." E3 stated that he told E1 that he would have to come in the middle of the night to clean the mixing valve. E3 said that he removed snow most of the night before 1-21-07 and early morning of 1-22-07, and that he was very tired. E3 stated that he told E1 that he could clean the mixing valve the next day.</p> <p>E1 was interviewed on 1-23-07 at 2:30 P.M. E1 stated he was made aware of hot water fluctuation by E3 on 1-22-07. He did not recall a temperature being stated.</p> <p>E3 stated on 1-23-07 at 4:00 P.M., E4</p>	F9999					

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F9999	<p>Continued From page 25</p> <p>(Maintenance Employee) takes the water temperatures at the point of use weekly and he (E3) checks the in-line discharge thermometer when he comes in the mornings (normally 5 days week). E4 stated she takes the temperatures once a week between 10:00 A.M. and 11:00 A.M., following peak bathing and dietary use. The water temperatures obtained and recorded on 1-23-07 by the survey team were not during peak use.</p> <p>E3 was interviewed on 1-24-07 at 9:30 A.M. to review the situation. E3 stated he did take the mixing valves apart, re-installed the valves, and hot water had stabilized. E3 stated he told E1 of the fluctuation between 1:00 P.M. and 2:30 P.M. on 1-22-07. E3 stated he recalled telling E1 of the water "fluctuation or variance," but he was not sure if he gave E1 a specific hot water temperature range.</p> <p>E2 (Director of Nursing) was interviewed at 9:55 A.M. on 1-24-07. E2 stated she was not made aware of the hot water problem until about 4:00 P.M. on 1-23-07. E2 was also interviewed at 2:50 P.M. on 1-25-07, and stated if she was made aware of the facility having excessive hot water, she would have notified her nursing staff and residents to use caution with the water, no bathing until the problem was corrected, and to turn off the source of the water if needed.</p> <p>The facility's weekly water temperature log for 1-18-07, 1-11-07, and 1-5-07 were reviewed. For 100 Wing, on 1-5-07, 2 of 3 locations checked, hot water was documented to have exceeded 110 degrees F and the bath recorded a temperature of 122 degrees F. On 1-11-07, hot water in 3 of 3 locations was recorded to have</p>			F9999			

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F9999	<p>Continued From page 26</p> <p>ranged from 115 to 119 degrees F. On 1-18-07, hot water at 3 of 3 locations was recorded to have ranged from 112 to 114 degrees F. Hot water at location on the 200 Wing on 1-5-07 was documented to have ranged from 111 and 118 degrees F. Hot water on 1-11-07 at 2 of 3 locations tested ranged from 116 to 119 degrees F. Hot water on the 300 wing on 1-5-07, at 2 of 3 locations tested ranged from 117 to 119 degrees F.</p> <p>According to interview with R29 on 1-24-07 at 2:45 P.M., hot water available to her "last week" was felt to be "real cold then real hot." R20 also interviewed at this time stated that hot water available to her "last month" while taking a shower was felt to be "too hot."</p> <p>Observations made on 1-23, 1-24, 1-25, and 1-26-07 reflected that there are ambulatory, cognitively impaired residents throughout the facility that have regular, unrestricted access to hot water and are at risk for getting burned..</p> <p>Review of facility policy entitled "Procedure to monitor hot water to resident bathrooms" reflects the following information (in part): "Hot water available to residents at shower, bathing, and hand washing facilities shall not exceed 110 degrees F....To prevent resident not trained to adjust hot water from scalding themselves." "If the temperature is above 110 degrees the hot water must be monitored until it can be maintained at 110 degrees for a full 72-hour period." The policy further states "Do not allow residents to bathe or use bathrooms until the water is not greater then (than) 110 degrees (monitor resident use)."</p>			F9999			