

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

PRINTED: 08/06/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055906	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 06/03/2021
NAME OF PROVIDER OR SUPPLIER RINALDI CONVALESCENT HOSPITAL			STREET ADDRESS, CITY, STATE, ZIP CODE 16553 RINALDI ST GRANADA HILLS, CA 91344		
(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) COMPLETION DATE	
F 000	<p>INITIAL COMMENTS</p> <p>The following reflects the findings of the California Department of Public Health during an investigation of a complaint.</p> <p>Complaint Number: CA00736158</p> <p>Representing the California Department of Public Health:</p> <p>Surveyor 43229, Health Facilities Evaluator I Surveyor 39550, Health Facilities Evaluator Nurse Surveyor 07598, Health Facilities Evaluator I</p> <p>The inspection was limited to the specific complaint and does not represent the findings of a full inspection of the facility.</p> <p>Four deficiencies were written as a result of Complaint Number CA00736158.</p> <p>Highest Severity and Scope: K</p> <p>On 5/15/2021 at 12:53 p.m., an Immediate Jeopardy was called (IJ-a situation in which the provider's non-compliance with one or more requirements of participation has caused or is likely to cause serious injury, harm, impairment or death of a resident) and the facility. The Administrator (ADM), Director of Nursing (DON), and Environmental Services Supervisor (EVSS), were notified of the findings regarding high water temperatures in resident restroom sinks, low water temperatures in resident restroom sinks and shower rooms, malfunctioning valves, and malfunctioning faucet fixture.</p> <p>The regulatory requirements not met were:</p>	F 000			

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

TITLE

(X6) DATE

06/24/2021

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 000	<p>Continued From page 1</p> <p>F908 - Failure to ensure essential equipment is in a safe operating condition</p> <p>F689 - Failure to ensure residents are free from accident hazards</p> <p>On 5/19/2021 at 9:11 a.m., the ADM provided an acceptable plan of action (POA) that included the following summarized actions:</p> <ol style="list-style-type: none"> 1. Immediately identify affected resident restroom sinks and shower rooms to be out of range (outside 105-120°F). 2. Posting of signs in resident restrooms and monitoring of signs twice daily during water temperature checks. 3. Plumber made site assessment, installed local mixing valves at each faucet exceeding 120°F, replace Shower Room 1 mixing valve, and replace main mixing valve in Boiler Room. 4. Replaced faucet in Room 105/107 restroom sink. 5. Skin assessments performed for all residents to ensure no residents were affected by high water temperatures. 6. Resident's primary contacts informed of hot water issues by sharing contents of letter, titled, "Memo: Hot Water". 7. Residents were informed of hot water issues in the facility. 8. In-services performed to all staff regarding resident safety during hot water issue. 9. In-services performed to all staff regarding immediate reporting of maintenance issues. Maintenance request binder kept in Nursing Station 1 and 2. 10. Complete Environmental Services (EVS) staff competencies related to facility water temperature maintenance and monitoring. On-going training schedule with EVS staff. 	F 000			

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F 000	Continued From page 2 11. Developed an inspection and maintenance plan of essential plumbing equipment (boilers/water heaters and faucet fixtures) and thermostatic or pressure valves on hot water fixtures for EVS staff. New log was established to include annual service, monthly mechanical inspections, and weekly visual inspections. 12. New water temperature log was established to include twice daily readings and verification of temperatures by ADM or designee. Negative findings to be recorded in the "comments" section. 13. Quality Assurance and Performance Improvement (QAPI) committee performed Root Cause Analysis (RCA) and developed Performance Improvement Plan (PIP). ADM to present any negative findings to QAPI Committee monthly, including quarterly QAPI meetings. On 5/20/2021 at 5:24 p.m., while onsite and after verifying satisfactory implementation of the facility's immediate corrective actions within the POA, the Immediate Jeopardy was lifted in the presence of the ADM, DON, EVSS and facility's Regional Consultant.	F 000			
F 689 SS=K	Free of Accident Hazards/Supervision/Devices CFR(s): 483.25(d)(1)(2) §483.25(d) Accidents. The facility must ensure that - §483.25(d)(1) The resident environment remains as free of accident hazards as is possible; and §483.25(d)(2) Each resident receives adequate supervision and assistance devices to prevent accidents. This REQUIREMENT is not met as evidenced by:	F 689			

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F 689	<p>Continued From page 3</p> <p>Based on observation, interview, and record review, the facility failed to provide safe environment for the residents, staff, and visitors, as indicated in the facility's policies and procedures by failing to:</p> <ol style="list-style-type: none"> 1. Provide safe water temperatures of less than 121 degrees Fahrenheit (°F [F-unit of measure]) in 12 of 12 resident restroom hand sinks (Rooms 220 to 237) in Station 2 and six of ten resident restroom hand sinks (Rooms 105/107, 109/111, 110/112, 114, 117, 118/119) in Station 1. 2. Maintain required range water temperatures (105°F-120°F) in 18 of 22 resident restroom hand sinks and three of four shower rooms (Shower Room 1, Shower Room 2, and Shower Room 4). 3. Check water temperatures in rooms and showers used by residents and maintain record of water temperature logs for 5/10/2021 and 5/11/2021. 4. Maintain boiler (a device providing a hot-water supply) room mixing valve (valve that blends hot water with cold water to ensure constant and safe temperatures) in safe operating conditions in one of two boiler rooms. 5. Ensure two of four shower room valves (fittings designed to control water flow and temperature in the shower) were in good working condition. 6. Ensure hot faucet fixture in one of 22 resident restroom hand sinks (Room 105/107) was in good working condition. 7. Ensure regulating thermostatic (controls temperature of a room by changing the flow of hot water to the radiator) or pressure valves (safety valve used to control or limit the pressure in a system) were inspected monthly and records retained in the facility. 	F 689			

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F 689	<p>Continued From page 4</p> <p>These deficient practices had the potential for residents, staff, and visitors to sustain burns, scalding (injury from hot liquid or steam), and uncomfortable water temperatures.</p> <p>On 5/15/2021 at 12:53 p.m., an Immediate Jeopardy was called (IJ-a situation in which the provider's non-compliance with one or more requirements of participation has caused or is likely to cause serious injury, harm, impairment or death of a resident) and the facility. The Administrator (ADM), Director of Nursing (DON), and Environmental Services Supervisor (EVSS), were notified of the findings regarding high water temperatures in resident restroom sinks, low water temperatures in resident restroom sinks and shower rooms, malfunctioning valves, and malfunctioning faucet fixture.</p> <p>On 5/19/2021 at 9:11 a.m., the ADM provided an acceptable plan of action (POA) that included the following summarized actions:</p> <ol style="list-style-type: none"> 1. Immediately identify affected resident restroom sinks and shower rooms to be out of range (outside 105-120°F). 2. Posting of signs in resident restrooms and monitoring of signs twice daily during water temperature checks. 3. Plumber made site assessment, installed local mixing valves at each faucet exceeding 120°F, replace Shower Room 1 mixing valve, and replace main mixing valve in Boiler Room. 4. Replaced faucet in Room 105/107 restroom sink. 5. Skin assessments performed for all residents to ensure no residents were affected by high water temperatures. 6. Resident's primary contacts informed of hot 	F 689			

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F 689	<p>Continued From page 5</p> <p>water issues by sharing contents of letter, titled, "Memo: Hot Water".</p> <p>7. Residents were informed of hot water issues in the facility.</p> <p>8. In-services performed to all staff regarding resident safety during hot water issue.</p> <p>9. In-services performed to all staff regarding immediate reporting of maintenance issues. Maintenance request binder kept in Nursing Station 1 and 2.</p> <p>10. Complete Environmental Services (EVS) staff competencies related to facility water temperature maintenance and monitoring. On-going training schedule with EVS staff.</p> <p>11. Developed an inspection and maintenance plan of essential plumbing equipment (boilers/water heaters and faucet fixtures) and thermostatic or pressure valves on hot water fixtures for EVS staff. New log was established to include annual service, monthly mechanical inspections, and weekly visual inspections.</p> <p>12. New water temperature log was established to include twice daily readings and verification of temperatures by ADM or designee. Negative findings to be recorded in the "comments" section.</p> <p>13. Quality Assurance and Performance Improvement (QAPI) committee performed Root Cause Analysis (RCA) and developed Performance Improvement Plan (PIP). ADM to present any negative findings to QAPI Committee monthly, including quarterly QAPI meetings.</p> <p>On 5/20/2021 at 5:24 p.m., while onsite and after verifying satisfactory implementation of the facility's immediate corrective actions within the POA, the Immediate Jeopardy was lifted in the presence of the ADM, DON, EVSS and facility's Regional Consultant.</p>	F 689			

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F 689	<p>Continued From page 6</p> <p>Findings:</p> <p>1. During a facility tour with the EVSS on 5/12/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 3:26 p.m., in Room 233, shared restroom with Room 231, a water temperature reading of 125°F was observed after having the water ran for less than one minute. The EVSS confirmed the finding.</p> <p>b. At 3:27 p.m., in Room 226, a water temperature reading of 124.5°F was observed after having the water ran for two minutes. The EVSS confirmed the finding.</p> <p>c. At 3:37 p.m., in Room 221, a water temperature reading of 135°F was observed after having the water ran for one minute. The EVSS confirmed the finding.</p> <p>During a concurrent observation and interview on 5/12/2021, at 3:57 p.m., with the EVSS, a temperature gauge for a water heater storage tank was observed registering at 142°F in the boiler room. The EVSS stated that the water heater storage tank serves water to the resident's rooms and showers. EVSS stated that he does not know which boiler and tanks serves which parts of the facility. When asked where the temperature dial control or thermostat was located for the boilers, the EVSS answered, the equipment was old and that he does not know if the boiler had one.</p> <p>During an interview on 5/12/2021, at 4:39 p.m., with the ADM, the ADM stated that 135°F water</p>			F 689			

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F 689	<p>Continued From page 7</p> <p>temperature in resident restroom hand sink was too hot and that it can burn someone. The ADM added, he must figure out which water heaters were allocated to which rooms and showers, to have the plumber visit the facility, and make adjustments as there was a big discrepancy in the temperature.</p> <p>During an interview on 5/14/2021, at 10:17 a.m., with Certified Nursing Assistant 5 (CNA 5), CNA 5 stated that for many years the facility had issues with water temperature and that he had seen plumbers in the facility. CNA 5 also stated, in some rooms, when hot water was left running for few minutes, the water would continue to get hot.</p> <p>During an interview on 5/14/2021, at 10:56 a.m., with the EVSS, the EVSS stated that the required minimum water temperature for resident rooms and showers was 105°F and the maximum water temperature was 120°F. The EVSS explained that water checks were conducted to ensure proper temperatures for residents as to prevent accidental burning and uncomfortable bath temperatures.</p> <p>Upon further investigation and during a facility tour with the EVSS on 5/14/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 12:36 p.m., in Room 237, shared restroom with Room 235, a water temperature reading of 127°F was observed after having the water ran for two minutes. The EVSS confirmed finding.</p> <p>b. At 12:38 p.m., in Room 236, shared restroom with Room 234, a water temperature reading of</p>	F 689			

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F 689	Continued From page 8 131.2°F was observed after having the water ran for three minutes. The EVSS confirmed finding. c. At 12:42 p.m., in Room 233, shared restroom with Room 231, a water temperature reading of 134.6°F was observed after having the water ran for less than one minute. The EVSS confirmed finding. d. At 12:44 p.m., in Room 232, shared restroom with Room 230, a water temperature reading of 127.9°F was observed after having the water ran for five minutes. The EVSS confirmed finding. e. At 12:50 p.m., in Room 229, a water temperature reading of 135°F was observed after having the water ran for one minute. The EVSS confirmed finding. f. At 12:52 p.m., in Room 228, shared restroom with Room 227, a water temperature reading of 131.7°F was observed after having the water ran for five minutes. The EVSS confirmed finding. g. At 12:57 p.m., in Room 226, a water temperature reading of 134.2°F was observed after having the water ran for four minutes. The EVSS confirmed finding. h. At 1:01 p.m., in Room 225, shared restroom with Room 224, a water temperature reading of 135°F was observed after having the water ran for two minutes. The EVSS confirmed finding. i. At 1:10 p.m., in Room 222, a water temperature reading of 139.5°F was observed after having the water ran for one minute. The EVSS confirmed finding. j. At 1:11 p.m., in Room 221, a water temperature reading of 136.4°F was observed after having the water ran for two minutes. The EVSS confirmed finding. k. At 1:14 p.m., in Room 220, a water temperature reading of 138.7°F was observed after having the water ran for one minute. The EVSS confirmed finding.	F 689			

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F 689	<p>Continued From page 9</p> <p>During an interview on 5/14/2021, at 3:15 p.m., with the ADM, when asked what can happen to residents or staff when water temperature was more than 120°F, the ADM answered, "Depending on the temperature, it could burn" and "At the minimum it could be discomfort".</p> <p>During the daily monitoring with the EVSS on 5/15/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 10:01 a.m., in Room 229, a water temperature reading of 127.6°F was observed after having the water ran for three minutes. The EVSS confirmed finding.</p> <p>b. At 10:06 a.m., in Room 222, a water temperature reading of 142.9°F was observed after having the water ran for one minute. EVSS confirmed finding.</p> <p>c. At 10:08 a.m., in Room 221, a water temperature reading of 142°F was observed after having the water ran for one minute. The EVSS confirmed finding.</p> <p>d. At 10:13 a.m., in Room 220, a water temperature reading of 142.2°F was observed after having the water ran for less than one minute. During a concurrent interview, the EVSS stated, that the water reached a high temperature level quickly.</p> <p>e. At 1:49 p.m., in Room 223, a water temperature reading of 129.6°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>f. At 2:34 p.m., in Room 227, shared restroom with Room 228, a water temperature reading of 128.8°F was observed after having the water ran</p>	F 689			

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F 689	<p>Continued From page 10 for four minutes. The EVSS confirmed finding.</p> <p>During a concurrent observation and interview on 5/15/2021, at 10:16 a.m., with the EVSS, temperature gauges for two water heater tanks serving resident rooms and showers were observed registering (measuring) at 140°F and 130°F in the boiler room. The EVSS stated that he does not know another way to lower the water temperature other than adjusting the mixing valve. The EVSS added, he's not a professional plumber.</p> <p>During a concurrent observation and interview on 5/16/2021, at 3:15 p.m., with the EVSS, a temperature control dial for one of the water heater tanks was observed in the boiler room. The EVSS took off the dial cover and revealed registered temperature of 145°F. When asked if it was possible for the dial to be adjusted to a lower temperature setting, the EVSS stated, he was not comfortable doing that as he was worried he might cause something to go wrong with the system.</p> <p>A review of the "Maintenance Test Log Daily/Weekly Water Temperature Log" indicated hot water temperatures ranging from 125°F to 139°F for</p> <p>ten of 22 resident restroom hand sinks (in Rooms 220 to 228, 231 to 237) on 5/16/2021 morning check.</p> <p>During the daily monitoring with the EVSS on 5/17/2021, the EVSS measured water</p>	F 689			

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F 689	<p>Continued From page 11</p> <p>temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 3:25 p.m., in Room 234, shared restroom with Room 236, a water temperature reading of 124.5°F was observed after having the water ran for four minutes. The EVSS confirmed finding.</p> <p>b. At 3:30 p.m., in Room 231, shared restroom with Room 233, a water temperature reading of 128.5°F was observed after having the water ran for two minutes. The EVSS confirmed finding.</p> <p>c. At 3:35 p.m., in Room 230, shared restroom with Room 232, a water temperature reading of 123.3°F was observed after having the water ran for four minutes. The EVSS confirmed finding.</p> <p>During the daily monitoring with the EVSS on 5/19/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 10:54 a.m., in Room 118, shared restroom with Room 119, a water temperature reading of 127.6°F was observed after having the water ran for two minutes. The EVSS confirmed findings.</p> <p>b. At 10:58 a.m., in Room 117, a water temperature reading of 124.5°F was observed after having the water ran for three minutes. The EVSS confirmed findings.</p> <p>c. At 11:37 a.m., in Room 114, a water temperature reading of 122°F was observed after having the water ran for eight minutes. The EVSS confirmed findings.</p> <p>d. At 1:45 p.m., in Room 105, shared restroom with Room 107, hot water faucet handle was not functioning. A water temperature reading of 65.5°F was observed after running the cold water.</p>	F 689			

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F 689	<p>Continued From page 12</p> <p>In a concurrent interview, the EVSS stated, the faucet fixture was loose, and the hot water cannot be turned on as the handle was "stuck".</p> <p>During an interview on 5/20/2021, at 12:12 p.m., with the ADM, the ADM stated, six resident restroom hand sinks were out of range on 5/19/2021 (Rooms 105/107, 109/111, 110/112, 114, 117 and 118/119) with high water temperatures ranging from 121°F to 124°F.</p> <p>A review of the facility's Maintenance procedures with an effective date of 4/2018, indicated for daily water temperature checks in rooms used by residents (e.g. bathrooms, showers, etc.) including:</p> <ul style="list-style-type: none"> a. Periodic check of different rooms to ensure "hot water used by residents is heating to 105-115°F (or applicable requirement)." b. Set thermostats on boilers or hot water heaters to obtain the required temperature. c. Check pilot lights daily or whenever the water temperature drops. d. Re-light the boiler according to posted instructions. <p>A review of the Centers for Disease Control (CDC) document titled, "Nonfatal Scald-Related Burns Among Adults Aged ≥65 Years --- United States, 2001-2006" dated 9/18/2009, the document indicated that an estimated 51,700 initial visits to emergency departments (EDs) by persons aged 65 years or older for nonfatal scald burns occurred during 2001 to 2006, for an average of 8,620 visits per year. The highest estimated annual numbers of ED visits were for scald burns to the arm/hand and leg/foot, and the highest number of ED visits were for scald burns caused</p>	F 689			

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F 689	<p>Continued From page 13 by hot food, hot water, or steam.</p> <p>A review of the American Burn Association (ABA) document titled, "Scald Statistics and Data Resources", dated 8/13/2018, indicated the following:</p> <p>a. While the proportionate rate of scald burn injuries in older adults is comparable to all others greater than 16 years old, the risk of complications (a marker of morbidity [dealing with a disease]) and mortality increases. Scald burns to adults 60 years and older frequently result in loss of independence.</p> <p>b. It only takes 3 seconds of exposure to 140°F water to cause a burn serious enough to require surgery</p> <p>A review of the American Burn Association (ABA) document titled, "Scald Injury Prevention Educator's Guide" (undated), indicated the following:</p> <p>a. Although scald burns can happen to anyone, young children, older adults, and people with disabilities are the most likely to incur such injuries.</p> <p>b. Older adults have thinner skin so hot liquids cause deeper burns with even brief exposure. Their ability to feel heat may be decreased due to certain medical conditions or medications so they may not realize water is too hot until injury has occurred. Because they have poor microcirculation (circulation of blood in the smallest blood vessels), heat is removed from burned tissue rather slowly compared to younger adults.</p> <p>c. Individuals who may have physical, mental, or emotional challenges or require some type of assistance from caregivers are at high risk for all types of burn injuries including scalds. Sensory</p>	F 689			

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F 689	<p>Continued From page 14</p> <p>impairments can result in decreased sensation, especially to the hands and feet, so the person may not realize if something is "too hot." Changes in a person's intellect, perception, memory, judgment, or awareness may hinder the person's ability to recognize a dangerous situation or respond appropriately to remove themselves from danger.</p> <p>d. Scald injuries result in considerable pain, prolonged treatment, possible lifelong scarring, and even death.</p> <p>e. Time and Temperature Relationship to Severe Burns:</p> <p>i. Water temperature of 155°F takes one second for a third degree burn to occur.</p> <p>ii. Water temperature of 148°F takes two seconds for a third degree burn to occur.</p> <p>iii. Water temperature of 140°F takes five seconds for a third degree burn to occur.</p> <p>iv. Water temperature of 133°F takes 15 seconds for a third degree burn to occur.</p> <p>v. Water temperature of 127°F takes one minute for a third degree burn to occur.</p> <p>vi. Water temperature of 124°F takes three minutes for a third degree burn to occur.</p> <p>vii. Water temperature of 120°F takes five minutes for a third degree burn to occur.</p> <p>A review of the Centers for Disease Control (CDC) document titled , "Burns" (undated), indicated the following types of burns:</p> <p>a. First-degree burns involve the top layer of skin. Sunburn is a first-degree burn. These may present as red and painful to touch, and the skin will show mild swelling.</p> <p>b. Second-degree burns involve the first two layers of skin. These may present as deep reddening of the skin, pain, blisters, glossy appearance from leaking fluid, and possible loss</p>	F 689			

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F 689	<p>Continued From page 15</p> <p>of some skin.</p> <p>c. Third-degree burns penetrate the entire thickness of the skin and permanently destroy tissue. These present as loss of skin layers, often painless (pain may be caused by patches of first- and second-degree burns surrounding third-degree burns), and dry, leathery skin. Skin may appear charred or have patches that appear white, brown, or black.</p> <p>2. During an interview on 5/12/2021, at 3 p.m., with Resident 1, Resident 1 stated, she takes showers in Shower Room 4 and "Sometimes the water is cold". When asked if she had told facility staff about the water being too cold, Resident 1 answered, "Everybody knows".</p> <p>During an interview on 5/12/2021, at 3:05 p.m., with Resident 2, Resident 2 stated, "The water from the faucet has trouble getting hot sometimes and that the Certified Nursing Assistant (CNA) knows about it".</p> <p>During an interview on 5/12/2021, at 3:11 p.m., with Resident 3 and Resident 4, Resident 4 stated, the water is cold in the morning when the CNAs wash her down using the water from the restroom hand sink. Resident 3 added, the staff knows about the water issue and explained, "They tell the person to fix it, but they don't do anything."</p> <p>During an interview on 5/12/2021, at 3:17 p.m., with the EVSS, EVSS stated, water temperature in resident rooms and in the showers should be 110°F to 112°F on average.</p> <p>During a concurrent observation and interview on 5/12/2021, At 3:39 p.m., in Room 118, shared</p>	F 689			

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F 689	<p>Continued From page 16</p> <p>restroom with Room 119, the EVSS measured water temperature by turning on the hot water faucet fixture in the resident restroom hand sink and placing a probe thermometer through the running water. A water temperature reading of 93.4°F was observed after having the water ran for five minutes. The EVSS confirmed the finding.</p> <p>During a facility tour with the EVSS on 5/12/2021, the EVSS measured water temperatures in shower rooms by turning the shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 3:30 p.m., in Shower Room 2, a water temperature reading of 102.5°F was observed after having the water ran for six minutes. In a concurrent interview, the EVSS stated, the water temperature fluctuates and confirmed the finding of low water temperature.</p> <p>b. At 3:50 p.m., in Shower Room 1, a water temperature reading of 88°F to 93°F was observed after having the water ran for four minutes. In a concurrent interview, the EVSS stated, that the water temperature fluctuates and that confirmed the finding of low water temperature.</p> <p>During an interview on 5/12/2021, at 4:05 p.m., with Certified Nursing Assistant 1 (CNA 1), CNA 1 stated, some of the residents were complaining of water being too cold when it comes to bed bath. CNA 1 also stated that, they must wait five to ten minutes after turning on the hot water in the showers before the water gets warm no matter the time of the day.</p> <p>During an interview on 5/12/2021, at 4:19 p.m., with Certified Nursing Assistant 2 (CNA 2), CNA 2</p>	F 689			

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F 689	<p>Continued From page 17</p> <p>stated, resident restroom hand sink in Rooms 117 and 119 takes time to get warm and that the week prior, Rooms 101 to 105 resident restroom hand sinks were also taking a while to get warm.</p> <p>During an interview on 5/12/2021, at 4:26 p.m., with Certified Nursing Assistant 3 (CNA 3), CNA 3 stated, residents had complained of water being too cold and that they must wait ten minutes for the water to get warm.</p> <p>During an interview on 5/14/2021, at 9:56 a.m., with Certified Nursing Assistant 4 (CNA 4), CNA 4 stated, when giving resident showers in Shower Room 2, the water gets cold. CNA 4 added that the issue could be from the remodeling of the showers. CNA 4 added that the facility had fixed Shower Room 4 which was previously not working.</p> <p>During an interview on 5/14/2021, at 10:17 a.m., with Certified Nursing Assistant 5 (CNA 5), CNA 5 stated, the water temperature fluctuates in Shower Room 2, it gets a little warm and then cold, and that he had reported the issue to the charge nurse and the maintenance.</p> <p>During an interview on 5/14/2021, at 10:56 a.m., with the EVSS, the EVSS stated that the required minimum water temperature for resident rooms and showers was 105°F and the maximum water temperature was 120°F. The EVSS explained that water temperature checks were conducted to ensure proper temperatures for residents as to prevent accidental burning and uncomfortable bath temperatures.</p> <p>During a concurrent interview and record review on 5/14/2021, at 10:56 a.m., with the EVSS,</p>	F 689			

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F 689	<p>Continued From page 18</p> <p>"Maintenance Test Log Daily/Weekly Water Temperature Log" was reviewed. The Maintenance Test Log indicated 98°F to 99°F water temperatures for Shower Room 1 from 4/11/2021 to 5/9/2021. The EVSS stated, water temperatures stayed the same in Shower Room 1, and that it had always been around 99°F. EVSS stated that when temperatures were not in required range, he would adjust the water flow from the mixing valve, but it did not work and had previously informed the ADM.</p> <p>During an interview on 5/14/2021, at 11:35 a.m., with Certified Nursing Assistant 6 (CNA 6), CNA 6 stated, restroom sink in Room 118 does not get warm water. She stated that resident in Room 118 prefers bed bath and that she would get warm water from the neighboring room.</p> <p>Upon further investigation and during a facility tour with the EVSS on 5/14/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 1:16 p.m., in Room 118, shared restroom with Room 119, a water temperature reading of 74.7°F was observed after having the water ran for two minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>b. At 1:45 p.m., in Room 105, shared restroom with Room 107, the knob for the hot water faucet fixture was not functioning. A water temperature reading of 65.5°F was observed after running the cold water. In a concurrent interview, the EVSS stated, the faucet fixture was loose, and the hot water cannot be turned on as the knob was "stuck".</p>	F 689			

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F 689	<p>Continued From page 19</p> <p>During the daily monitoring with the EVSS on 5/14/2021, the EVSS measured water temperatures in shower rooms by turning the shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 1:04 p.m., in Shower Room 2, a water temperature reading of 104°F and a quick drop to 101°F was observed after having the water ran for five minutes. The EVSS confirmed finding of low water temperature.</p> <p>b. At 1:23 p.m., in Shower Room 1, a water temperature reading of 95.4°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>During the daily monitoring with the EVSS on 5/15/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 2:07 p.m., in Room 232, shared restroom with Room 230, a water temperature reading of 97.5°F was observed after having the water ran for four minutes. Observed a posted "Temporary Out of Service" sign, the EVSS confirmed finding.</p> <p>b. At 2:44 p.m., in Room 112, shared restroom with Room 110, a water temperature reading of 87.4°F was observed after having the water ran for four minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>During the daily monitoring with the EVSS on 5/15/2021, the EVSS measured water temperatures in shower rooms by turning the</p>	F 689			

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F 689	<p>Continued From page 20</p> <p>shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 1:46 p.m., in Shower Room 2, a water temperature reading of 84.4°F was observed after having the water ran for two minutes. In a concurrent interview, the EVSS stated that the water temperature was stable at 84°F.</p> <p>b. At 2:22 p.m., in Shower Room 4, a water temperature reading of 89 to 90°F was observed after having the water ran for three minutes. During a concurrent interview, the EVSS stated that the water temperature was not consistent and the valve in the boiler room was causing the problem.</p> <p>c. At 2:57 p.m., in Shower Room 1, a water temperature reading of 79°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>During an interview on 5/18/2021, at 11:06 a.m., with Plumber 2, he stated that they were changing the valves in Shower Room 1 and that low water temperatures to the shower room and neighboring restroom hand sinks were due to hot and cold water mixing in the pipes.</p> <p>During a concurrent interview and record review on 5/18/2021, at 12:13 p.m., with the ADM, "Maintenance Test Log Daily/Weekly Water Temperature Log" was reviewed. The Maintenance Test Log indicated 98°F to 102°F water temperatures for Shower Room 1 from 6/23/2020 to 5/14/2021. The ADM stated, the EVSS oversee the water temperature log which he monitors every month. ADM stated that he was not checking if written temperatures were within range.</p>	F 689			

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F 689	<p>Continued From page 21</p> <p>During an interview on 5/18/2021, at 3:44 p.m., with CNA 7, CNA 7 stated, the hot faucet fixture in resident restroom hand sink in Room 105/107 was not working about one week before the out of order sign was posted.</p> <p>During an interview on 5/19/2021, at 8:52 a.m., with the DON, the DON stated, the EVSS had previously mentioned water being too cold in the showers during stand-up meetings attended by facility's Department heads including the ADM.</p> <p>During an observation on 5/19/2021, at 9:29 a.m., in Shower Room 2, the EVSS turned on the shower handle to the hottest setting and placed a probe thermometer through the running water. A water temperature reading of 97°F was observed after having the water ran for five minutes. During a concurrent interview, the EVSS stated that the water temperature was stable at 97°F.</p> <p>During an interview on 5/19/2021, at 9:52 a.m., with the ADM, the ADM stated, the plumbers were working on changing the valves in Shower Room 2.</p> <p>During an observation on 5/19/2021, at 10:36 a.m., in Room 230, shared restroom with Room 232, the EVSS turned on the hot water faucet fixture in the resident restroom hand sink and placed a probe thermometer through the running water. A water temperature reading of 93.6°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>A review of 2019 California Plumbing Code, Domestic Hot-Water Distribution Systems for Health Facilities and Clinic s, indicated that</p>			F 689			

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F 689	<p>Continued From page 22</p> <p>temperature control valves shall be provided to automatically regulate the temperature of hot water delivered to plumbing fixtures used by patients to a range of 105°F (41 degree Celsius [C-unit of measure]) minimum to 120°F (49°C) maximum. High temperature alarm set at 125°F (52°C) shall be provided.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas."</p> <p>3. During an interview on 5/14/2021, at 10:56 a.m., with the EVSS, the EVSS stated that while he was on vacation, Maintenance 1 (M1) was overseeing water temperature checks in the facility. EVSS stated that M1 called off work on 5/10/2021 and 5/11/2021 and water temperature checks were not conducted during those days.</p> <p>A review of the "Maintenance Test Log Daily/Weekly Water Temperature Log" revealed no water temperature measurements were noted for resident restroom hand sinks, shower rooms, laundry, and kitchen for 5/10/2021 and 5/11/2021.</p> <p>During a review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy</p>	F 689			

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F 689	<p>Continued From page 23</p> <p>indicated, the Maintenance Director is responsible for maintaining records/reports of building inspection, work order requests, and maintenance schedules. The document also indicated that records shall be maintained in the Maintenance Director's office.</p> <p>4. During an interview on 5/14/2021, at 12:33 p.m., with the EVSS, the EVSS stated that the plumber was in the facility the day before. The plumber attempted to adjust water temperature from the mixing valve in the boiler room but was unsuccessful. He stated that the mixing valve does not work, and that the plumber had ordered replacement parts.</p> <p>During an interview on 5/14/2021, at 3:15 p.m., with the ADM, the ADM stated, the plumber was in the facility on 5/13/2021 and had explained to him that the hot and cold water were not mixing properly and that the valves will be replaced. The ADM stated that when the facility had issues with water temperature, the EVSS fixed the temperature by adjusting the water heater temperature or by calling a plumber.</p> <p>During an interview on 5/17/2021, at 2:55 p.m., with the EVSS, the EVSS stated, the plumbers had installed regulating valves in resident restroom hand sinks affected by hot water temperatures. EVSS stated that however, the plumbers did not have the replacement valve for the boiler and was scheduled to return the following day.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment</p>	F 689			

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F 689	<p>Continued From page 24</p> <p>in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas."</p> <p>The Maintenance procedures also indicated monthly check of regulating thermostatic or pressure valves on hot water fixtures in rooms used by residents including:</p> <ol style="list-style-type: none"> Repair if valve is defective. Take extreme caution to ensure that hot water pressure and temperature remain constant. <p>A review of facility's Maintenance Invoice dated 5/13/2021, indicated that the company had ordered mixing valve with a scheduled return for Monday, 5/17/2021, for repair.</p> <p>A review of 2019 California Plumbing Code, Domestic Hot -Water Distribution Systems for Health Facilities and Clinics, indicated that temperature control valves shall be provided to automatically regulate the temperature of hot water delivered to plumbing fixtures used by patients to a range of 105°F minimum to 120°F maximum. High temperature alarm set at 125°F shall be provided and audible/visual device for the high temperature alarm shall annunciate at a continuously occupied location.</p> <p>5. During observations in Shower Room 1 with the EVSS, the following was observed:</p> <ol style="list-style-type: none"> On 5/12/2021, at 3:50 p.m., a water 	F 689			

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F 689	<p>Continued From page 25</p> <p>temperature reading of 88°F to 93°F was observed after having the water ran for four minutes. In a concurrent interview, the EVSS stated that the water temperature fluctuates and confirmed the low water temperature.</p> <p>b. On 5/14/2021, at 1:23 p.m., a water temperature reading of 95.4°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated that the water temperature was not increasing.</p> <p>c. On 5/15/2021, at 2:57 p.m., a water temperature reading of 79°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated that the water temperature was not increasing.</p> <p>During observations in Shower Room 2 with the EVSS, the following was observed:</p> <p>a. On 5/12/2021, at 3:30 p.m., a water temperature reading of 102.5°F was observed after having the water ran for six minutes. In a concurrent interview, the EVSS stated, the water temperature fluctuates and that "It's taking long, they're never like that."</p> <p>b. On 5/14/2021, at 1:04 p.m., a water temperature reading of 104°F and a quick drop to 101°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>c. On 5/15/2021, at 1:46 p.m., a water temperature reading of 84.4°F was observed after having the water ran for two minutes. In a concurrent interview, the EVSS stated that the water temperature was stable at 84°F.</p> <p>During a concurrent interview and record review on 5/14/2021, at 10:56 a.m., with the EVSS, "Maintenance Test Log Daily/Weekly Water Temperature Log" was reviewed. The Maintenance Test Log indicated 98°F to 99°F</p>	F 689			

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F 689	<p>Continued From page 26</p> <p>water temperatures for Shower Room 1 from 4/11/2021 to 5/9/2021. The EVSS stated, water temperatures stayed the same in Shower Room 1, it had always been around 99°F. EVSS stated that when temperatures were not in required range, he would adjust the water flow from the mixing valve, but the valve was not working, and had previously informed the ADM.</p> <p>During an interview on 5/18/2021, at 11:06 a.m., with Plumber 2, he stated that they were changing the valves in Shower Room 1 and that low water temperatures to the shower room and neighboring restroom hand sinks were due to hot and cold water mixing in the pipes .</p> <p>During an interview on 5/19/2021, at 9:52 a.m., with the ADM, the ADM stated, the plumbers were working on changing the valves in Shower Room 2.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas."</p> <p>A review of the 2019 International Plumbing code indicated that individual shower and tub-shower combination valves shall be balanced-pressure,</p>	F 689			

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F 689	<p>Continued From page 27</p> <p>thermostatic or combination balanced-pressure/thermostatic valves and shall be installed at the point of use. Shower and tub-shower combination valves shall be equipped with a means to limit the maximum setting of the valve to 120°F (49°C), which shall be field adjusted in accordance with the manufacturer's instructions.</p> <p>6. During a concurrent observation and interview with the EVSS on 5/14/2021, at 1:45 p.m., in Room 105, shared restroom with Room 107, the EVSS attempted to turn the hot water faucet handle in the resident restroom hand sink. The EVSS stated, the faucet fixture was loose, and the hot faucet handle was "stuck".</p> <p>During an interview on 5/18/2021, at 1:30 p.m., with Resident 6, Resident 6 stated, the restroom hand sink in Room 105 started having problems about a week or so ago.</p> <p>During an interview on 5/18/2021, at 3:44 p.m., with Certified Nurse Assistant 7 (CNA 7), CNA 7 stated, the hot faucet fixture in resident restroom sink in Room 105/107 had not been working for about one week.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the</p>	F 689			

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F 689	Continued From page 28 building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas." 7. During an interview on 5/18/2021, at 12:13 p.m., with the ADM, the ADM stated that there were no records of maintenance schedule or inspection records for boiler room equipment, and that there were also no records of monthly checks of thermostatic or pressure valves per facility's policies and procedures. The ADM further stated that these inspections were not being conducted, and that he will create a plan after consulting with the plumber During a review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, the Maintenance Director is responsible for maintaining records/reports of building inspection, work order requests, and maintenance schedules. The document also indicated that records shall be maintained in the Maintenance Director's office. A review of the facility's Maintenance procedures with an effective date of 4/2018, indicated monthly check of regulating thermostatic or pressure valves on hot water fixtures in rooms used by residents including: a. Repair if valve is defective. b. Take extreme caution to ensure that hot water pressure and temperature remain constant.	F 689			
F 812 SS=F	Food Procurement,Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2)	F 812			

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F 812	<p>Continued From page 29</p> <p>§483.60(i) Food safety requirements. The facility must -</p> <p>§483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility.</p> <p>§483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by: Based on observation, interview, and record review, the facility failed to ensure safe food handling, food sanitation and employee practices in the Food and Nutrition Service Department when:</p> <ol style="list-style-type: none"> 1. One of seven dietary staff (Dietary Aide 1) failed to thaw frozen foods by one of four approved methods (fully submerging the item in cold running water). 2. One of six dietary staff (Dietary Service Supervisor) failed to designate an employee storage area to store personal belongings. 3. One of seven dietary staff (Dietary Aide 1) failed to maintain time/temperature control for safety food below 41 degrees Fahrenheit (°F [F-unit of measure]) or above 135°F. 4. One of seven dietary staff (Dietary Aide 2) 	F 812			

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F 812	<p>Continued From page 30</p> <p>failed to prepare ready-to-eat foods (cut cantaloupe) separate from raw chicken.</p> <p>5. One of seven dietary staff (DSS) failed to monitor cleanliness of washed and sanitized dishes and silverwares.</p> <p>6. One of seven dietary staff (Dietary Aide 4) failed to store sanitizing solution (chemical solution used to destroy microorganisms) away from food preparation area.</p> <p>7. One of seven dietary staff (Dietary Service Supervisor) failed to ensure walls, floors, and ceiling were maintained clean and in good condition.</p> <p>8. One of seven dietary staff (Dietary Service Supervisor) failed to monitor labeling of "use by" date on foods stored in walk-in refrigeration unit.</p> <p>9. One of seven dietary staff (Dietary Service Supervisor) failed to ensure food storage and food services areas were maintained clean.</p> <p>10. One of seven dietary staff (Dietary Service Supervisor) failed to ensure food containers were labeled with the common name of the food.</p> <p>11. One of seven dietary staff (Dietary Aide 5) failed to minimize jewelry wore while preparing open beverages.</p> <p>These deficient practices had the potential to result in foodborne illness (illness caused by the ingestion of contaminated food or beverages) and had the potential of spreading infection for 81 out of 81 residents living in the facility.</p> <p>Findings:</p> <p>1. During a concurrent observation and interview on 5/12/2021, at 11:25 a.m., with Dietary Aide 1 (DA 1), observed bags of frozen raw chicken thawing under running water inside the kitchen's food preparation sink. The bags of frozen raw</p>	F 812			

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F 812	<p>Continued From page 31</p> <p>chicken were in a low tub and were not fully submerged. DA 1 stated that she was thawing frozen chicken and explained the facility's process for thawing, which was to thaw frozen raw meats one day before inside the walk in cooler or under running water to be used the same day.</p> <p>During an interview on 5/12/2021, at 11:43 a.m., with the Dietary Services Supervisor (DSS), the DSS stated, the facility's process for thawing includes boiling, microwaving, or thawing under running water. DSS added, frozen foods thawing under running water were stored in a container, but the depth of the water was irrelevant.</p> <p>A review of the facility's policy titled "Food Preparation and Service", revised on 10/2017 indicated that "food nutrition services employees shall prepare and serve food in a manner that complies with safe food handling practices." The document also indicated procedures for thawing frozen foods which include:</p> <ol style="list-style-type: none"> Thawing in the refrigerator in a drip-proof container; Submerging the item in cold running water (70°F); Thawing in a microwave oven and then cooking and serving immediately; or Thawing as a part of a continuous cooking process. <p>2. During a concurrent observation and interview on 5/12/2021, at 11:37 a.m., with DA 1, observed cooked meat in a pan and cooked cauliflower in a metal container stored on top of the kitchen stove. DA 1 stated that fried meat on the pan were for the staff and cooked cauliflower were for the residents.</p>	F 812			

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F 812	<p>Continued From page 32</p> <p>During an interview on 5/12/2021, at 11:42 a.m., the DSS stated that employee foods were not supposed to be stored on the stove with resident food.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:52 p.m., with the DSS, observed bags of bread inside a rice cooker next to the stove in the kitchen. The DSS stated that both bags of bread and rice cooker were his. DSS explained that he tries to separate employee personal items, but employees do not have a designated area to store them.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:56 p.m., with the DSS, observed an employee bag and a hat hanging on a shelf next to canned foods. The DSS stated, employee belongings should not be stored next to resident foods. The DSS removed the hat and the bag.</p> <p>During an interview on 5/12/2021, at 11:11 a.m., the DSS stated that the facility does not have a policy on storage of employee personal items and that the general practice was to leave them in the cars.</p> <p>A review of the 2017 U.S. Food and Drug Administration Food Code indicated that lockers or other suitable facilities shall be provided for the orderly storage of employees' clothing and other possessions. It further indicated that "Street clothing and personal belongings can contaminate food, food equipment, and food-contact surfaces."</p> <p>3. During a concurrent observation and interview on 5/12/2021, at 11:39 a.m., with DA 1, observed</p>			F 812			

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F 812	<p>Continued From page 33</p> <p>strips of cooked bacon wrapped in foil stored on a shelf above the stove in the kitchen. There were no labels or time markings on the foil or on the shelf. DA 1 confirmed the observation and measured the temperature of cooked bacon by inserting a probe thermometer and revealed a temperature of 85°F. DA 1 stated that she was the cook for the kitchen and that the strips of bacon were cooked semi-soft and had been stored on the shelf for two hours. DA 1 explained, left over bacon were kept in case residents ask for more and were usually kept for four hours. DA 1 stated, she would dispose of it.</p> <p>During an interview on 5/12/2021, at 1:49 p.m., the DSS stated that the cooked bacon was not supposed to be kept and was supposed to be discarded.</p> <p>A review of the facility's policy titled "Food Temperatures policy", updated on 3/2017, indicated that "all hot food items must be cooked to appropriate internal temperatures, held and served at a temperature of at least 140°F. Hot foods items may not fall below 140°F after cooking, unless it is an item which is to be rapidly cooled to 41°F and reheated to at least 165°F prior to serving. The document also indicated, food preparation and service areas will avoid holding foods in the temperature danger zone (41°F to 140°F).</p> <p>During a review of the facility's policy titled "Food Preparation and Service", revised on 10/2017, the policy indicated that the "danger zone" is a temperature range that promotes rapid growth of pathogenic microorganisms (bacteria that can cause illness) that cause food borne illness.</p>	F 812			

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F 812	<p>Continued From page 34</p> <p>4. During a concurrent observation and interview on 5/12/2021, at 11:50 a.m., with Dietary Aide 2 (DA 2), partially peeled cantaloupe was observed on a cutting board on a food preparation sink drain board. Frozen bags of raw chicken were thawing in the food preparation sink. DA 2 stated, she was preparing the cantaloupe and that cut cantaloupe should not be prepared near thawing raw meats.</p> <p>During an interview on 5/14/2021, at 11:11 a.m., the DSS stated that the facility's process when preparing fruits were to cut and prepare no longer than 30 minutes and to date and label after preparation. The DSS also stated that the cut fruits should not be prepared next to thawing meat due to potential for cross contamination. The DSS explained that he will ensure separate preparation of raw foods from ready-to-eat foods.</p> <p>During a review of the facility's policy titled "Food Preparation and Service", revised on 10/2017, the policy indicated that "food nutrition services employees shall prepare and serve food in a manner that complies with safe food handling practices." The document also indicated that "potentially hazardous foods (PHF), including raw meats which might contaminate other foods or the food preparation area, will be prepared in specified areas using appropriate measures to prevent cross contamination."</p> <p>5. During a concurrent observation and interview, on 5/12/2021, at 12:10 p.m., with the DSS, observed three spoons with food residue stored on trays in a cart inside the kitchen. The DSS stated, for the first spoon, it was "dirty", for the second spoon, food particles were from the dish machine, and for the third spoon, food particles</p>	F 812			

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F 812	<p>Continued From page 35 had dried up.</p> <p>During a concurrent observation and interview, on 5/12/2021, at 2:08 p.m., with Dietary Aide 3 (DA 3), observed blue bowls stored on shelves on the back wall at the end of the kitchen's dish washing area. DA 3 stated that the bowls were stored as clean. DA 3 inspected the bowls and revealed slime and/or food residue inside and/or outside of at least ten bowls. The DSS was informed, he inspected the bowls and returned them to the dish washing board to be washed.</p> <p>During an interview on 5/14/2021, at 11:11 a.m., the DSS stated that the facility's process on cleaning and sanitizing were to wash the utensils and dishes and sanitize through the dish machine. It was the dishwasher's responsibility to inspect the utensils and dishes and air dry. The DSS explained that the dishwasher must have glimpsed at the utensils and bowls and did not conduct a proper thorough check. The DSS also stated that he will ensure proper cleanliness and will monitor daily.</p> <p>A review of the facility's policy titled "Sanitization", revised on 10/2008, indicated that "all utensils, counters, shelves and equipment shall be kept clean, maintained in good repair and shall be free from breaks, corruptions, open seams, cracks and chipped areas that may affect their use or proper cleaning" and that "all equipment, food contact surfaces and utensils shall be washed to remove or completely loosen soils by using manual or mechanical means necessary and sanitized using hot water and/or chemical sanitizing solutions."</p> <p>A review of the facility's policy titled "Preventing Foodborne Illness - Food Handling", revised on</p>	F 812			

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F 812	<p>Continued From page 36</p> <p>7/2014, indicated that food will be stored, prepared, handled, and served so that the risk for foodborne illness is minimized. The document also indicated that the facility recognizes contaminated equipment as one of critical factors implicated in foodborne illness.</p> <p>6. During an observation of the kitchen on 5/12/2021, at 1:13 p.m., with DA 1, observed Dietary Aide 4 (DA 4) moving the sanitizing bucket solution on a preparation sink drain board next to thawing raw chicken.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:15 p.m., DA 1 removed the sanitizing bucket from the food preparation sink drain board and stated, it was not supposed to be stored there.</p> <p>A review of the 2017 U.S. Food and Drug Administration Food Code indicated that poisonous or toxic materials (substances that are not intended for ingestion including cleaners and sanitizers) shall be stored so they cannot contaminate food, equipment, utensils, and linens by spacing or partitioning. The document also indicated, storage of poisonous and toxic materials directly above or adjacent to food could result in contamination of food from spillage.</p> <p>7. During an observation of the kitchen on 5/12/2021, at 11:53 a.m., observed deteriorated wall under the food preparation sink, missing base cove tiles and small holes under the two-compartment dish washing sink.</p> <p>During an interview on 5/14/2021, at 10:29 a.m., the DSS confirmed deteriorated wall under the food preparation sink, missing base cove tiles</p>	F 812			

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F 812	<p>Continued From page 37</p> <p>and small hole under the two-compartment dish washing sink. The DSS also stated that he had not noticed the deteriorated wall under the food preparation sink before.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:20 p.m., with DA 1, observed floor corners with debris accumulation, ceiling with dust accumulation and wooden wall with mold like formation inside the kitchen's walk-in refrigeration unit. DA 1 stated that the floor and ceiling needed cleaning and the wall may need to be changed.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:55 p.m., with the DSS, observed grease and debris accumulation on the floor platform under food preparation tables next to the stove in the kitchen. The DSS confirmed findings and stated that the cooks were responsible for cleaning the area.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:55 p.m., with the DSS, observed dusty wall inside a storage room in the kitchen. The DSS stated that the room was used to store disposable cups and utensils and confirmed dust accumulation on the wall.</p> <p>During a concurrent observation and interview on 5/12/2021, at 2:02 p.m., with the DSS, observed deteriorated wall and debris accumulation on the wall under and around the dish washing machine in the kitchen. The DSS stated, kitchen staff were assigned to clean the dish washing area and was not aware of the issue.</p> <p>During an interview on 5/12/2021, at 2:35 p.m., DA 3 stated that part of his job duties was to wash dishes, clean the floors and clean the walls.</p>	F 812			

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F 812	<p>Continued From page 38</p> <p>DA 3 explained that walls around the dish machine were hard to reach. DA 3 also stated that he had clean the floors inside the walk-in reirrigation unit but had also seen floor corners with encrusted debris.</p> <p>During an interview on 5/12/2021, at 2:42 p.m., DA 1 stated that part of her job duties was to cook for residents and clean the cooking area. DA 1 also stated that she does not know when the platform next to the oven was last cleaned.</p> <p>During an interview on 5/14/2021, at 10:56 a.m., with the Environmental Services Supervisor (EVSS), the EVSS stated that inspection of the kitchen structure to ensure floor, walls, and ceiling were in good condition was the responsibility of the DSS and that the DSS will let him know if there was something to be repaired.</p> <p>During an interview on 5/14/2021, at 11:11 a.m., the DSS stated that he conducts daily rounds in the kitchen starting from the beginning of his shift until the end. The DSS explained that ensuring condition of kitchen structure (including floors, walls, and ceiling) was the responsibility of the Maintenance.</p> <p>A review of the facility's policy titled "Sanitization", revised on 10/2008, the policy indicated that the food service area shall be maintained in a clean and sanitary manner. The document also indicated that "All kitchens, kitchen areas and dining areas shall be kept clean, free from litter and rubbish and protected from rodents, roaches, flies and other insects."</p> <p>A review of the facility's policy titled "Food Receiving and Storage", revised on 7/2014, the</p>	F 812			

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F 812	<p>Continued From page 39</p> <p>policy indicated that "food services, or other designated staff, will maintain clean food storage areas at all times." The document also indicated that dishware and napkins will be stored in a designated "dry storage" unit that are kept clean.</p> <p>8. During a concurrent observation and interview on 5/12/2021, at 1:20 p.m., with DA 1, observed packages of apple juice stored on a tray inside the walk-in refrigeration unit. The tray did not have a "used by" date label and the box of opened apple juice did not have a "received by", "used by" or "opened date" label. The box of apple juice indicated, "Keep Frozen" and "Best when used within 14 days of thawing initiation." DA 1 stated that the usual practice was to write an "opened date" on the box to indicate the 14 days "use by" date. DA 1 explained, the last food delivery was received on 5/6/2021 and that the apple juice was thawed "maybe a week" ago. DA 1 confirmed no date was written on the tray or the box of thawed apple juice.</p> <p>During a review of the facility's policy titled "Food Receiving and Storage", revised on 7/2014, indicated that foods shall be received and stored in a manner that complies with safe food handling practices. The document also indicated that all foods stored in the refrigerator or freezer will be covered, labeled, and dated with "use by" date.</p> <p>During a review of the facility's policy titled "Refrigerators and Freezers", revised on 12/2014, the policy indicated that all foods shall be appropriately dated to ensure proper rotation by expiration dates. "Received" dates (dates of delivery will be marked on cases an on individual items removed from cases for storage.</p>	F 812			

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F 812	<p>Continued From page 40</p> <p>9. During a concurrent observation and interview on 5/12/2021, at 1:20 p.m., with DA 1, observed mold like formation on plastic shelves, cracked plastic shelf, and rust formation on metal shelves inside the kitchen's walk-in refrigeration unit. DA 1 confirmed the findings and stated, the shelves needed cleaning.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:29 p.m., with the DSS, observed a wooden board attached to a cement platform under a food preparation table in the kitchen. Observed gaps between the wooden board and cement platform with additional two blocks of wood used to level the food preparation table. The DSS confirmed findings and stated that the both wooden board and blocks were attached to the platform even before he had started working in the facility.</p> <p>During a concurrent observation and interview on 5/12/2021, at 1:45 p.m., with the DSS, observed debris accumulation under the steam table in the kitchen's preparation area. Observed debris on top of food containers. The DSS stated that the area will be cleaned.</p> <p>During an interview on 5/12/2021, at 2:19 p.m., with the DSS, the DSS stated that DA 1 informed him of the issues in the walk-in refrigeration unit and that he had purchased new shelves to replace rusty shelves.</p> <p>A review of the facility's policy titled "Sanitization", revised on 10/2008, indicated that the food service area shall be maintained in a clean and sanitary manner. The document also indicated, "All utensils, counters, shelves and equipment shall be kept clean, maintained in good repair and shall be free from breaks, corrosions, open</p>	F 812			

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F 812	<p>Continued From page 41</p> <p>seams, cracks and chipped areas that may affect their use or proper cleaning."</p> <p>10. During a concurrent observation and interview on 5/12/2021, at 1:29 p.m., with the DSS, observed a bag of white powder dated 5/5/2021 without indicating name stored on a shelf in the kitchen. The DSS stated, the bag was storing thickener and the bag should have a name label.</p> <p>A review of the 2017 U.S. Food and Drug Administration (FDA) Food Code indicated that except for containers holding food that can be readily and unmistakably recognized such as dry pasta, working containers holding food or food ingredients that are removed from their original packages shall be identified with the common name of the food.</p> <p>11. During a concurrent observation and concurrent interview on 5/18/2021, at 11:45 a.m., observed Dietary Aide 5 (DA 5) wearing a red colored and a gold colored bracelet while preparing open beverages in the kitchen. DA 5 stated, she was not supposed to wear jewelry.</p> <p>During a review of the facility's policy titled "Preventing Foodborne Illness - Employee Hygiene and Sanitary Practices", revised on 10/2017, the policy indicated that food and nutrition services employees will follow appropriate hygiene and sanitary procedures to prevent the spread of foodborne illness. The document also indicated that jewelry shall be kept to a minimum and hand jewelry (rings) will be kept covered with gloves during food handling.</p> <p>During a review of facility's policies and</p>	F 812			

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F 812	Continued From page 42	F 812			
F 908 SS=K	<p>procedures titled "Personal Hygiene" (undated), indicated that "the wearing of jewelry, dangling earrings or badge buttons is prohibited."</p> <p>Essential Equipment, Safe Operating Condition CFR(s): 483.90(d)(2)</p> <p>§483.90(d)(2) Maintain all mechanical, electrical, and patient care equipment in safe operating condition.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure the boiler (a device providing a hot-water supply) room, shower room, and resident room plumbing equipment were in good working condition that provides safe environment for the residents, staff, and visitors, as indicated in the facility's policies and procedures by failing to:</p> <ol style="list-style-type: none"> 1. Maintain boiler room mixing valve (valve that blends hot water with cold water to ensure constant and safe temperatures) in safe operating conditions in one of two boiler rooms. 2. Ensure regulating thermostatic (controls temperature of a room by changing the flow of hot water to the radiator) or pressure valves (safety valve used to control or limit the pressure in a system) were inspected monthly and records retained in the facility. 3. Provide safe water temperatures of less than 121 degrees Fahrenheit (°F [F-unit of measure]) in 12 of 12 resident restroom hand sinks (Rooms 220 to 237) in Station 2 and six of ten resident restroom hand sinks (Rooms 105/107, 109/111, 110/112, 114, 117, 118/119) in Station 1. 4. Ensure two of four shower room valves were in good working condition. 	F 908			

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F 908	<p>Continued From page 43</p> <p>5. Maintain required range of water temperatures (105°F-120°F) in 18 of 22 resident restroom hand sinks and three of four shower rooms (Shower Room 1, Shower Room 2, and Shower Room 4).</p> <p>6. Ensure hot faucet fixture in one of 22 resident restroom hand sinks (Room 105/107) was in good working condition.</p> <p>7. Check water temperatures in rooms and showers used by residents and maintain record of water temperature logs for 5/10/2021 and 5/11/2021.</p> <p>These deficient practices had the potential for residents, staff, and visitors to sustain burns, scalding (injury from very hot liquid or steam), and uncomfortable water temperatures.</p> <p>On 5/15/2021 at 12:53 p.m., an Immediate Jeopardy was called (IJ-a situation in which the provider's non-compliance with one or more requirements of participation has caused or is likely to cause serious injury, harm, impairment or death of a resident) and the facility. The Administrator (ADM), Director of Nursing (DON), and Environmental Services Supervisor (EVSS), were notified of the findings regarding high water temperatures in resident restroom sinks, low water temperatures in resident restroom sinks and shower rooms, malfunctioning valves, and malfunctioning faucet fixture.</p> <p>On 5/19/2021 at 9:11 a.m., the ADM provided an acceptable plan of action (POA) that included the following summarized actions:</p> <p>1. Immediately identify affected resident restroom sinks and shower rooms to be out of range (outside 105-120°F).</p>	F 908			

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F 908	Continued From page 44 2. Posting of signs in resident restrooms and monitoring of signs twice daily during water temperature checks. 3. Plumber made site assessment, installed local mixing valves at each faucet exceeding 120°F, replace Shower Room 1 mixing valve, and replace main mixing valve in Boiler Room. 4. Replaced faucet in Room 105/107 restroom sink. 5. Skin assessments performed for all residents to ensure no residents were affected by high water temperatures. 6. Resident's primary contacts informed of hot water issues by sharing contents of letter, titled, "Memo: Hot Water". 7. Residents were informed of hot water issues in the facility. 8. In-services performed to all staff regarding resident safety during hot water issue. 9. In-services performed to all staff regarding immediate reporting of maintenance issues. Maintenance request binder kept in Nursing Station 1 and 2. 10. Complete Environmental Services (EVS) staff competencies related to facility water temperature maintenance and monitoring. On-going training schedule with EVS staff. 11. Developed an inspection and maintenance plan of essential plumbing equipment (boilers/water heaters and faucet fixtures) and thermostatic or pressure valves on hot water fixtures for EVS staff. New log was established to include annual service, monthly mechanical inspections, and weekly visual inspections. 12. New water temperature log was established to include twice daily readings and verification of temperatures by ADM or designee. Negative findings to be recorded in the "comments" section.	F 908			

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F 908	<p>Continued From page 45</p> <p>13. Quality Assurance and Performance Improvement (QAPI) committee performed Root Cause Analysis (RCA) and developed Performance Improvement Plan (PIP). ADM to present any negative findings to QAPI Committee monthly, including quarterly QAPI meetings.</p> <p>On 5/20/2021 at 5:24 p.m., while onsite and after verifying satisfactory implementation of the facility's immediate corrective actions within the POA, the Immediate Jeopardy was lifted in the presence of the ADM, DON, EVSS and facility's Regional Consultant.</p> <p>Findings:</p> <p>1. During a facility tour with the Environmental Services Supervisor (EVSS) on 5/12/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 3:26 p.m., in Room 233, shared restroom with Room 231, a water temperature reading of 125°F was observed after having the water ran for less than one minute. EVSS confirmed the finding.</p> <p>b. At 3:27 p.m., in Room 226, a water temperature reading of 124.5°F was observed after having the water ran for two minutes. EVSS confirmed the finding.</p> <p>c. At 3:37 p.m., in Room 221, a water temperature reading of 135°F was observed after having the water ran for one minute. EVSS confirmed the finding.</p> <p>d. At 3:39 p.m., in Room 118, shared restroom with Room 119, a water temperature reading of 93.4°F was observed after having it ran for five</p>	F 908			

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F 908	<p>Continued From page 46</p> <p>minutes. In a concurrent interview, the EVSS stated, the hot water temperature was "very slowly going up."</p> <p>During a facility tour with the Environmental Services Supervisor (EVSS) on 5/12/2021, the EVSS measured water temperatures in the shower rooms by turning the shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 3:30 p.m., in Shower Room 2, a water temperature reading of 102.5°F was observed after having it ran for six minutes. In a concurrent interview, the EVSS stated, the water temperature fluctuates and confirmed the low water temperature. The EVSS explained that there are two boilers designated to provide hot water for the resident rooms and the shower rooms.</p> <p>b. At 3:50 p.m., in Shower Room 1, a water temperature reading of 88°F to 93°F was observed after having it ran for four minutes. In a concurrent interview, the EVSS stated, that the water temperature fluctuates and confirmed the low water temperature.</p> <p>During an interview on 5/12/2021, at 4:39 p.m., with the ADM, the ADM stated, the water temperature should be in between 105°F to 115°F in resident rooms and in the showers. The ADM also stated that a 135°F water temperature in a resident restroom hand sink was too hot and that it can burn someone. The ADM added, he must figure out which water heaters were allocated to which rooms and showers, have the plumber visit the facility the following day, and have the plumber make adjustments as there was a big discrepancy in the water temperatures.</p>	F 908			

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F 908	<p>Continued From page 47</p> <p>During an interview on 5/14/2021, at 12:33 p.m., with the EVSS, the EVSS stated that the plumber was in the facility the day before. The plumber attempted to adjust water temperature from the mixing valve in the boiler room but was unsuccessful. He stated that the mixing valve does not work, and that the plumber had ordered replacement parts.</p> <p>During an interview on 5/14/2021, at 3:15 p.m., with the ADM, the ADM stated, the plumber was in the facility on 5/13/2021 and had explained to him that the hot and cold water were not mixing properly and that the valves needed to be replaced.</p> <p>During an interview on 5/17/2021, at 2:55 p.m., with the EVSS, the EVSS stated, the plumbers had installed regulating valves in resident restroom hand sinks affected by hot water temperatures. EVSS stated that however, the plumbers did not have the replacement valve for the boiler and was scheduled to return the following day.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled</p>	F 908			

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F 908	<p>Continued From page 48 maintenance service to all areas."</p> <p>The Maintenance procedures also indicated monthly check of regulating thermostatic or pressure valves on hot water fixtures in rooms used by residents including:</p> <ul style="list-style-type: none"> a. Repair if valve is defective. b. Take extreme caution to ensure that hot water pressure and temperature remain constant. <p>A review of facility's Maintenance Invoice dated 5/13/2021, indicated that the company had ordered mixing valve with a scheduled return for Monday, 5/17/2021, for repair.</p> <p>A review of 2019 California Plumbing Code, Domestic Hot-Water Distribution Systems for Health Facilities and Clinics, indicated that temperature control valves shall be provided to automatically regulate the temperature of hot water delivered to plumbing fixtures used by patients to a range of 105°F minimum to 120°F maximum. High temperature alarm set at 125°F shall be provided and audible/visual device for the high temperature alarm shall annunciate at a continuously occupied location.</p> <p>2. During an interview on 5/18/2021, at 12:13 p.m., with the ADM, the ADM stated that there were no records of maintenance schedule or inspection records for boiler room equipment, and that there were also no records of monthly checks of thermostatic or pressure valves per facility's policies and procedures. The ADM further stated that these inspections were not being conducted, and that he will create a plan after consulting with the plumber</p> <p>During a review of the facility's "Maintenance</p>	F 908			

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F 908	<p>Continued From page 49</p> <p>Service" policy, revised on 12/2009, the policy indicated, the Maintenance Director is responsible for maintaining records/reports of building inspection, work order requests, and maintenance schedules. The document also indicated that records shall be maintained in the Maintenance Director's office.</p> <p>A review of the facility's Maintenance procedures with an effective date of 4/2018, indicated monthly check of regulating thermostatic or pressure valves on hot water fixtures in rooms used by residents including:</p> <ul style="list-style-type: none"> a. Repair if valve is defective. b. Take extreme caution to ensure that hot water pressure and temperature remain constant. <p>3. During a facility tour with the EVSS on 5/12/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <ul style="list-style-type: none"> a. At 3:26 p.m., in Room 233, shared restroom with Room 231, a water temperature reading of 125°F was observed after having the water ran for less than one minute. The EVSS confirmed the finding. b. At 3:27 p.m., in Room 226, a water temperature reading of 124.5°F was observed after having the water ran for two minutes. The EVSS confirmed the finding. c. At 3:37 p.m., in Room 221, a water temperature reading of 135°F was observed after having the water ran for one minute. The EVSS confirmed the finding. <p>During a concurrent observation and interview on</p>	F 908			

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F 908	<p>Continued From page 50</p> <p>5/12/2021, at 3:57 p.m., with the EVSS, a temperature gauge for a water heater storage tank was observed registering at 142°F in the boiler room. The EVSS stated that the water heater storage tank serves water to the resident's rooms and showers. EVSS stated that he does not know which boiler and tanks serves which parts of the facility. When asked where the temperature dial control or thermostat was located for the boilers, the EVSS answered, the equipment was old and that he does not know if the boiler had one.</p> <p>During an interview on 5/12/2021, at 4:39 p.m., with the ADM, the ADM stated that 135°F water temperature in resident restroom hand sink (Room 221) was too hot and that it can burn someone. The ADM added, he must figure out which water heaters were allocated to which rooms and showers, to have the plumber visit the facility, and make adjustments as there was a big discrepancy in the temperature.</p> <p>During an interview on 5/14/2021, at 10:17 a.m., with Certified Nursing Assistant 5 (CNA 5), CNA 5 stated that for many years the facility had issues with water temperature and that he had seen plumbers in the facility. CNA 5 also stated, in some rooms, when hot water was left running for few minutes, the water would continue to get hot.</p> <p>During an interview on 5/14/2021, at 10:56 a.m., with the EVSS, the EVSS stated that the required minimum water temperature for resident rooms and showers was 105°F and the maximum water temperature was 120°F. The EVSS explained that water checks were conducted to ensure proper temperatures for residents as to prevent</p>	F 908			

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F 908	<p>Continued From page 51</p> <p>accidental burning and uncomfortable bath temperatures.</p> <p>Upon further investigation and during a facility tour with the EVSS on 5/14/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 12:36 p.m., in Room 237, shared restroom with Room 235, a water temperature reading of 127°F was observed after having the water ran for two minutes. The EVSS confirmed finding.</p> <p>b. At 12:38 p.m., in Room 236, shared restroom with Room 234, a water temperature reading of 131.2°F was observed after having the water ran for three minutes. The EVSS confirmed finding.</p> <p>c. At 12:42 p.m., in Room 233, shared restroom with Room 231, a water temperature reading of 134.6°F was observed after having the water ran for less than one minute. The EVSS confirmed finding.</p> <p>d. At 12:44 p.m., in Room 232, shared restroom with Room 230, a water temperature reading of 127.9°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>e. At 12:50 p.m., in Room 229, a water temperature reading of 135°F was observed after having the water ran for one minute. The EVSS confirmed finding.</p> <p>f. At 12:52 p.m., in Room 228, shared restroom with Room 227, a water temperature reading of 131.7°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>g. At 12:57 p.m., in Room 226, a water temperature reading of 134.2°F was observed after having the water ran for four minutes. The EVSS confirmed finding.</p> <p>h. At 1:01 p.m., in Room 225, shared restroom</p>	F 908			

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F 908	<p>Continued From page 52</p> <p>with Room 224, a water temperature reading of 135°F was observed after having the water ran for two minutes. The EVSS confirmed finding.</p> <p>i. At 1:10 p.m., in Room 222, a water temperature reading of 139.5°F was observed after having the water ran for one minute. The EVSS confirmed finding.</p> <p>j. At 1:11 p.m., in Room 221, a water temperature reading of 136.4°F was observed after having the water ran for two minutes. The EVSS confirmed finding.</p> <p>k. At 1:14 p.m., in Room 220, a water temperature reading of 138.7°F was observed after having the water ran for one minute. The EVSS confirmed finding.</p> <p>During an interview on 5/14/2021, at 3:15 p.m., with the ADM, when asked what can happen to residents or staff when water temperature was more than 120°F, the ADM answered, "Depending on the temperature, it could burn" and "At the minimum it could be discomfort".</p> <p>During the daily monitoring with the EVSS on 5/15/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 10:01 a.m., in Room 229, a water temperature reading of 127.6°F was observed after having the water ran for three minutes. The EVSS confirmed finding.</p> <p>b. At 10:06 a.m., in Room 222, a water temperature reading of 142.9°F was observed after having the water ran for one minute. EVSS confirmed finding.</p> <p>c. At 10:08 a.m., in Room 221, a water temperature reading of 142°F was observed after</p>	F 908			

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F 908	<p>Continued From page 53</p> <p>having the water ran for one minute. The EVSS confirmed finding.</p> <p>d. At 10:13 a.m., in Room 220, a water temperature reading of 142.2°F was observed after having the water ran for less than one minute. During a concurrent interview, the EVSS stated, that the water reached a high temperature level quickly.</p> <p>e. At 1:49 p.m., in Room 223, a water temperature reading of 129.6°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>f. At 2:34 p.m., in Room 227, shared restroom with Room 228, a water temperature reading of 128.8°F was observed after having the water ran for four minutes. The EVSS confirmed finding.</p> <p>During a concurrent observation and interview on 5/15/2021, at 10:16 a.m., with the EVSS, temperature gauges for two water heater tanks serving resident rooms and showers were observed registering at 140°F and 130°F in the boiler room. The EVSS stated that he does not know another way to lower the water temperature other than adjusting the mixing valve. The EVSS added, he's not a professional plumber.</p> <p>During a concurrent observation and interview on 5/16/2021, at 3:15 p.m., with the EVSS, a temperature control dial for one of the water heater tanks was observed in the boiler room. The EVSS took off the dial cover and revealed registered temperature of 145°F. When asked if it was possible for the dial to be adjusted to a lower temperature setting, the EVSS stated, he was not comfortable doing that as he was worried he might cause something to go wrong with the system.</p>	F 908			

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F 908	<p>Continued From page 54</p> <p>A review of the "Maintenance Test Log Daily/Weekly Water Temperature Log" indicated hot water temperatures ranging from 125°F to 139°F for ten of 22 resident restroom hand sinks (in Rooms 220 to 228, 231 to 237) on 5/16/2021 morning check.</p> <p>During the daily monitoring with the EVSS on 5/17/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 3:25 p.m., in Room 234, shared restroom with Room 236, a water temperature reading of 124.5°F was observed after having the water ran for four minutes. The EVSS confirmed finding.</p> <p>b. At 3:30 p.m., in Room 231, shared restroom with Room 233, a water temperature reading of 128.5°F was observed after having the water ran for two minutes. The EVSS confirmed finding.</p> <p>c. At 3:35 p.m., in Room 230, shared restroom with Room 232, a water temperature reading of 123.3°F was observed after having the water ran for four minutes. The EVSS confirmed finding.</p> <p>During the daily monitoring with the EVSS on 5/19/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 10:54 a.m., in Room 118, shared restroom with Room 119, a water temperature reading of 127.6°F was observed after having the water ran for two minutes. The EVSS confirmed findings. In a concurrent interview, the EVSS stated, that there was no regulating valve installed under the sinks in Station 1.</p>	F 908			

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F 908	<p>Continued From page 55</p> <p>b. At 10:58 a.m., in Room 117, a water temperature reading of 124.5°F was observed after having the water ran for three minutes. The EVSS confirmed findings.</p> <p>c. At 11:37 a.m., in Room 114, a water temperature reading of 122°F was observed after having the water ran for eight minutes. The EVSS confirmed findings.</p> <p>d. At 1:45 p.m., in Room 105, shared restroom with Room 107, hot water faucet handle was not functioning. A water temperature reading of 65.5°F was observed after running the cold water. In a concurrent interview, the EVSS stated, the faucet fixture was loose, and the hot water cannot be turned on as the handle was "stuck". During an interview on 5/20/2021, at 12:12 p.m., with the ADM, the ADM stated, six resident restroom hand sinks were out of range on 5/19/2021 (Rooms 105/107, 109/111, 110/112, 114, 117 and 118/119) with high water temperatures ranging from 121°F to 124°F.</p> <p>A review of the facility's Maintenance procedures with an effective date of 4/2018, indicated for daily water temperature checks in rooms used by residents (e.g. bathrooms, showers, etc.) including:</p> <p>a. Periodic check of different rooms to ensure "hot water used by residents is heating to 105-115°F (or applicable requirement)."</p> <p>b. Set thermostats on boilers or hot water heaters to obtain the required temperature.</p> <p>c. Check pilot lights daily or whenever the water temperature drops.</p> <p>d. Re-light the boiler according to posted instructions.</p> <p>A review of the Centers for Disease Control (CDC) document titled, "Nonfatal Scald-Related</p>	F 908			

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F 908	<p>Continued From page 56</p> <p>Burns Among Adults Aged ≥65 Years --- United States, 2001-2006" dated 9/18/2009, the document indicated that an estimated 51,700 initial visits to emergency departments (EDs) by persons aged 65 years or older for nonfatal scald burns occurred during 2001 to 2006, for an average of 8,620 visits per year. The highest estimated annual numbers of ED visits were for scald burns to the arm/hand and leg/foot, and the highest number of ED visits were for scald burns caused by hot food, hot water, or steam.</p> <p>A review of the American Burn Association (ABA) document titled, "Scald Statistics and Data Resources", dated 8/13/2018, indicated the following:</p> <p>a. While the proportionate rate of scald burn injuries in older adults is comparable to all others greater than 16 years old, the risk of complications (a marker of morbidity) and mortality increases. Scald burns to adults 60 years and older frequently result in loss of independence.</p> <p>b. It only takes 3 seconds of exposure to 140°F water to cause a burn serious enough to require surgery</p> <p>A review of the American Burn Association (ABA) document titled, "Scald Injury Prevention Educator's Guide" (undated), indicated the following:</p> <p>a. Although scald burns can happen to anyone, young children, older adults, and people with disabilities are the most likely to incur such injuries.</p> <p>b. Older adults have thinner skin so hot liquids cause deeper burns with even brief exposure. Their ability to feel heat may be decreased due to certain medical conditions or medications so they</p>	F 908			

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F 908	<p>Continued From page 57</p> <p>may not realize water is too hot until injury has occurred. Because they have poor microcirculation, heat is removed from burned tissue rather slowly compared to younger adults.</p> <p>c. Individuals who may have physical, mental, or emotional challenges or require some type of assistance from caregivers are at high risk for all types of burn injuries including scalds. Sensory impairments can result in decreased sensation, especially to the hands and feet, so the person may not realize if something is "too hot." Changes in a person's intellect, perception, memory, judgment, or awareness may hinder the person's ability to recognize a dangerous situation or respond appropriately to remove themselves from danger.</p> <p>d. Scald injuries result in considerable pain, prolonged treatment, possible lifelong scarring, and even death.</p> <p>e. Time and Temperature Relationship to Severe Burns:</p> <p>i. Water temperature of 155°F takes one second for a third degree burn to occur.</p> <p>ii. Water temperature of 148°F takes two seconds for a third degree burn to occur.</p> <p>iii. Water temperature of 140°F takes five seconds for a third degree burn to occur.</p> <p>iv. Water temperature of 133°F takes 15 seconds for a third degree burn to occur.</p> <p>v. Water temperature of 127°F takes one minute for a third degree burn to occur.</p> <p>vi. Water temperature of 124°F takes three minutes for a third degree burn to occur.</p> <p>vii. Water temperature of 120°F takes five minutes for a third degree burn to occur.</p> <p>A review of the Centers for Disease Control (CDC) document titled, "Burns" (undated), indicated the following types of burns:</p>	F 908			

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F 908	<p>Continued From page 58</p> <p>a. First-degree burns involve the top layer of skin. Sunburn is a first-degree burn. These may present as red and painful to touch, and the skin will show mild swelling.</p> <p>b. Second-degree burns involve the first two layers of skin. These may present as deep reddening of the skin, pain, blisters, glossy appearance from leaking fluid, and possible loss of some skin.</p> <p>c. Third-degree burns penetrate the entire thickness of the skin and permanently destroy tissue. These present as loss of skin layers, often painless (pain may be caused by patches of first- and second-degree burns surrounding third-degree burns), and dry, leathery skin. Skin may appear charred or have patches that appear white, brown, or black.</p> <p>4. During observations in Shower Room 1 with the EVSS, the following was observed:</p> <p>a. On 5/12/2021, at 3:50 p.m., a water temperature reading of 88°F to 93°F was observed after having the water ran for four minutes. In a concurrent interview, the EVSS stated that the water temperature fluctuates and confirmed the low water temperature.</p> <p>b. On 5/14/2021, at 1:23 p.m., a water temperature reading of 95.4°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated that the water temperature was not increasing.</p> <p>c. On 5/15/2021, at 2:57 p.m., a water temperature reading of 79°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated that the water temperature was not increasing.</p> <p>During observations in Shower Room 2 with the EVSS, the following was observed:</p>	F 908			

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F 908	<p>Continued From page 59</p> <p>a. On 5/12/2021, at 3:30 p.m., a water temperature reading of 102.5°F was observed after having the water ran for six minutes. In a concurrent interview, the EVSS stated, the water temperature fluctuates and that "It's taking long, they're never like that."</p> <p>b. On 5/14/2021, at 1:04 p.m., a water temperature reading of 104°F and a quick drop to 101°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>c. On 5/15/2021, at 1:46 p.m., a water temperature reading of 84.4°F was observed after having the water ran for two minutes. In a concurrent interview, the EVSS stated that the water temperature was stable at 84°F.</p> <p>During a concurrent interview and record review on 5/14/2021, at 10:56 a.m., with the EVSS, "Maintenance Test Log Daily/Weekly Water Temperature Log" was reviewed. The Maintenance Test Log indicated 98°F to 99°F water temperatures for Shower Room 1 from 4/11/2021 to 5/9/2021. The EVSS stated, water temperatures stayed the same in Shower Room 1, it had always been around 99°F. EVSS stated that when temperatures were not in required range, he would adjust the water flow from the mixing valve, but the valve was not working, and had informed the ADM.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines,</p>	F 908			

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F 908	<p>Continued From page 60</p> <p>maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas."</p> <p>A review of the 2019 International Plumbing code indicated that individual shower and tub-shower combination valves shall be balanced-pressure, thermostatic or combination balanced-pressure/thermostatic valves and shall be installed at the point of use. Shower and tub-shower combination valves shall be equipped with a means to limit the maximum setting of the valve to 120°F (49°C), which shall be field adjusted in accordance with the manufacturer's instructions.</p> <p>5. During an interview on 5/12/2021, at 3:17 p.m., with the EVSS, EVSS stated, water temperature in resident rooms and in the showers should be 110°F to 112°F on average.</p> <p>During a concurrent observation and interview on 5/12/2021, At 3:39 p.m., in Room 118, shared restroom with Room 119, the EVSS measured water temperature by turning on the hot water faucet fixture in the resident restroom hand sink and placing a probe thermometer through the running water. A water temperature reading of 93.4°F was observed after having the water ran for five minutes. The EVSS confirmed the finding.</p> <p>During a facility tour with the EVSS on 5/12/2021, the EVSS measured water temperatures in shower rooms by turning the shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p>	F 908			

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F 908	<p>Continued From page 61</p> <p>a. At 3:30 p.m., in Shower Room 2, a water temperature reading of 102.5°F was observed after having the water ran for six minutes. In a concurrent interview, the EVSS stated, the water temperature fluctuates and confirmed the finding of low water temperature.</p> <p>b. At 3:50 p.m., in Shower Room 1, a water temperature reading of 88°F to 93°F was observed after having the water ran for four minutes. In a concurrent interview, the EVSS stated, that the water temperature fluctuates and that confirmed the finding of low water temperature.</p> <p>During an interview on 5/14/2021, at 10:56 a.m., with the EVSS, the EVSS stated that the required minimum water temperature for resident rooms and showers was 105°F and the maximum water temperature was 120°F. The EVSS explained that water temperature checks were conducted to ensure proper temperatures for residents as to prevent accidental burning and uncomfortable bath temperatures.</p> <p>During a concurrent interview and record review on 5/14/2021, at 10:56 a.m., with the EVSS, "Maintenance Test Log Daily/Weekly Water Temperature Log" was reviewed. The Maintenance Test Log indicated 98°F to 99°F water temperatures for Shower Room 1 from 4/11/2021 to 5/9/2021. The EVSS stated, water temperatures stayed the same in Shower Room 1, and that it had always been around 99°F. EVSS stated that when temperatures were not in required range, he would adjust the water flow from the mixing valve, but it did not work and had informed the ADM.</p> <p>Upon further investigation and during a facility</p>	F 908			

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F 908	<p>Continued From page 62</p> <p>tour with the EVSS on 5/14/2021, the EVSS measured water temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 1:16 p.m., in Room 118, shared restroom with Room 119, a water temperature reading of 74.7°F was observed after having the water ran for two minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>b. At 1:45 p.m., in Room 105, shared restroom with Room 107, the knob for the hot water faucet fixture was not functioning. A water temperature reading of 65.5°F was observed after running the cold water. In a concurrent interview, the EVSS stated, the faucet fixture was loose, and the hot water cannot be turned on as the knob was "stuck".</p> <p>During the daily monitoring with the EVSS on 5/14/2021, the EVSS measured water temperatures in shower rooms by turning the shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 1:04 p.m., in Shower Room 2, a water temperature reading of 104°F and a quick drop to 101°F was observed after having the water ran for five minutes. The EVSS confirmed finding of low water temperature.</p> <p>b. At 1:23 p.m., in Shower Room 1, a water temperature reading of 95.4°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>During the daily monitoring with the EVSS on 5/15/2021, the EVSS measured water</p>	F 908			

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F 908	<p>Continued From page 63</p> <p>temperatures by turning on the hot water faucet fixture in resident restroom hand sinks and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 2:07 p.m., in Room 232, shared restroom with Room 230, a water temperature reading of 97.5°F was observed after having the water ran for four minutes. Observed a posted "Temporary Out of Service" sign, the EVSS confirmed finding.</p> <p>b. At 2:44 p.m., in Room 112, shared restroom with Room 110, a water temperature reading of 87.4°F was observed after having the water ran for four minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p> <p>During the daily monitoring with the EVSS on 5/15/2021, the EVSS measured water temperatures in shower rooms by turning the shower handle to the hottest setting and placing a probe thermometer through the running water. The following were observed:</p> <p>a. At 1:46 p.m., in Shower Room 2, a water temperature reading of 84.4°F was observed after having the water ran for two minutes. In a concurrent interview, the EVSS stated that the water temperature was stable at 84°F.</p> <p>b. At 2:22 p.m., in Shower Room 4, a water temperature reading of 89 to 90°F was observed after having the water ran for three minutes. During a concurrent interview, the EVSS stated that the water temperature was not consistent and the valve in the boiler room was causing the problem.</p> <p>c. At 2:57 p.m., in Shower Room 1, a water temperature reading of 79°F was observed after having the water ran for three minutes. In a concurrent interview, the EVSS stated, that the water temperature was not increasing.</p>	F 908			

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F 908	<p>Continued From page 64</p> <p>During a concurrent interview and record review on 5/18/2021, at 12:13 p.m., with the ADM, "Maintenance Test Log Daily/Weekly Water Temperature Log" was reviewed. The Maintenance Test Log indicated 98°F to 102°F water temperatures for Shower Room 1 from 6/23/2020 to 5/14/2021. The ADM stated, the EVSS oversee the water temperature log which he monitors every month. ADM stated that he was not checking if written temperatures were within range.</p> <p>During an observation on 5/19/2021, at 9:29 a.m., in Shower Room 2, the EVSS turned on the shower handle to the hottest setting and placed a probe thermometer through the running water. A water temperature reading of 97°F was observed after having the water ran for five minutes. During a concurrent interview, the EVSS stated that the water temperature was stable at 97°F.</p> <p>During an observation on 5/19/2021, at 10:36 a.m., in Room 230, shared restroom with Room 232, the EVSS turned on the hot water faucet fixture in the resident restroom hand sink and placed a probe thermometer through the running water. A water temperature reading of 93.6°F was observed after having the water ran for five minutes. The EVSS confirmed finding.</p> <p>A review of 2019 California Plumbing Code, Domestic Hot-Water Distribution Systems for Health Facilities and Clinics, indicated that temperature control valves shall be provided to automatically regulate the temperature of hot water delivered to plumbing fixtures used by patients to a range of 105°F (41 degree Celsius [C-unit of measure]) minimum to 120°F (49°C)</p>	F 908			

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F 908	<p>Continued From page 65</p> <p>maximum. High temperature alarm set at 125°F (52°C) shall be provided.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas."</p> <p>6. During a concurrent observation and interview with the EVSS on 5/14/2021, at 1:45 p.m., in Room 105, shared restroom with Room 107, the EVSS attempted to turn the hot water faucet handle in the resident restroom hand sink. The EVSS stated, the faucet fixture was loose, and the hot faucet handle was "stuck". The EVSS added, he was not aware of this issue.</p> <p>During an interview on 5/18/2021, at 1:30 p.m., with Resident 6, Resident 6 stated, the restroom hand sink in Room 105 started having problems about a week or so ago.</p> <p>During an interview on 5/18/2021, at 3:44 p.m., with Certified Nurse Assistant 7 (CNA 7), CNA 7 stated, the hot faucet fixture in resident restroom sink in Room 105/107 had not been working for about one week.</p> <p>A review of the facility's "Maintenance Service"</p>	F 908			

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(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) COMPLETION DATE
F 908	Continued From page 66 policy, revised on 12/2009, the policy indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, "Functions of maintenance personnel include, maintaining the building in compliance with current federal, state, and local laws, regulations, and guidelines, maintain the building in good repair and free from hazards, maintaining the heat/cooling system, plumbing fixtures, and wiring in good working order, and providing routinely scheduled maintenance service to all areas." 7. During an interview on 5/14/2021, at 10:56 a.m., with the EVSS, the EVSS stated that while he was on vacation, Maintenance 1 (M1) was overseeing water temperature checks in the facility. EVSS stated that M1 called off work on 5/10/2021 and 5/11/2021 and water temperature checks were not conducted during those days. A review of the "Maintenance Test Log Daily/Weekly Water Temperature Log" revealed no water temperature measurements were noted for resident restroom hand sinks, shower rooms, laundry, and kitchen for 5/10/2021 and 5/11/2021. During a review of the facility's "Maintenance Service" policy, revised on 12/2009, the policy indicated, the Maintenance Director is responsible for maintaining records/reports of building inspection, work order requests, and maintenance schedules. The document also indicated that records shall be maintained in the Maintenance Director's office.	F 908			
F 921 SS=D	Safe/Functional/Sanitary/Comfortable Environ CFR(s): 483.90(i)	F 921			

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

PRINTED: 08/06/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055906	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 06/03/2021
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F 921	<p>Continued From page 67</p> <p>§483.90(i) Other Environmental Conditions The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public. This REQUIREMENT is not met as evidenced by: Based on observation, interview, and record review, the facility failed to maintain safe and functional plumbing equipment for one of 22 resident restroom hand sinks, as evidenced by leaking pipe and blankets on the floor in Room 221. This deficiency had the potential for residents and staff to be placed at risk for injury.</p> <p>Findings:</p> <p>During a concurrent observation and interview on 5/15/2021, at 10:08 a.m., with the Environmental Services Supervisor (EVSS), the EVSS turned on the water from the restroom hand sink in Room 221 and observed water leaking from a pipe under the resident restroom hand sink. Observed blankets on the floor under the leaking pipe. The EVSS stated, he had not noticed the pipe leaking before and that the someone might have hit the pipe with a trash can, threw a blanket underneath the pipe, and left it.</p> <p>A review of the facility's "Maintenance Service" policy, revised on 12/2009, indicated, "The Maintenance Department is responsible for maintaining the building, grounds, and equipment in a safe and operable manner at all times. The document also indicated, functions of maintenance personnel include, maintaining the building in good repair and free from hazards and maintaining the plumbing fixtures in good working order.</p>	F 921			

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POC ACCEPTED 6/29/21
38601, SENIOR HFEV / Zfmm

This Plan of Action is prepared and submitted as required by law. By submitting this Plan of Correction, Rinaldi Convalescent Hospital does not admit that any deficiency listed on this form exists, nor does the center admit to any statements, finding, fact, or conclusions that form the regulatory or administrative proceedings any deficiency, statements, facts, and conclusions that form the bases for a deficiency.

F689 (K)

ACTION

On 5/12/2021, Environmental Services Supervisor (ESS) checked water temps in Resident restroom faucets and Shower Rooms 1, 2 and 4; to confirm which ones were out of proper range (105-120 degrees). Focus Rooms w/high temps (ranging from 121 to 139 deg) were in Station 2, including: 220, 221, 222, 224/225, 226, 227/228, 229, 231/233, 234/236, 235/237. Low temps had been found in Station 1 Resident restroom faucets 101/102, 103/104, 105/107, 106/108, 109/111, 110/112, 114, 115/116, 117, 118/119, and Shower Rooms 1 and 2, ranging from 87 to 104 deg. [See Exhibit 1: Temps]

On 5/12, at approx. 2pm ESS called plumber to make on-site assessment of issues related to water not maintaining proper temps in Resident restroom faucets and Shower Rooms 1, 2 & 4. Plumber committed to be onsite by 7am the following morning. [See Exhibit 2: Plumber]

On 5/13, Plumber arrived at 7am and assessed plumbing issue determining the best course of action was to install mixing valves locally at each faucet that was exceeding 120 degrees to regulate the water temp back to proper range, then to replace Shower Room 1's mixing valves and the main mixing valve in the Boiler Room in order to regulate the remaining temps. Plumber then scheduled a return on Monday, 5/17, after they were to receive the necessary parts that were ordered - mixing valves - *with priority to correct the hot water issue.*

On 5/15, between approx. 1-2pm, Admin attempted to contact alternative plumbers and was unsuccessful securing a better alternative to the current Plumber, relative to handling the scope of work and availability. Admin continued to pursue alternative sources through available networks and resources for parts and services, in case the secured plumber was unsuccessful with securing proper repair parts/supplies to do work, or if repairs failed and resolution was not progressing. As of 5/17, plumber delivered on commitment to prioritize and repair the hot water issue with a promise to return the following morning (5/18) to continue repairs related to low water temperatures.

This Plan of Action is prepared and submitted as required by law. By submitting this Plan of Correction, Rinaldi Convalescent Hospital does not admit that any deficiency listed on this form exists, nor does the center admit to any statements, finding, fact, or conclusions that form the regulatory or administrative proceedings any deficiency, statements, facts, and conclusions that form the bases for a deficiency.

F908 (I)

ACTION

On 5/12/2021, Environmental Services Supervisor (ESS) checked water temps in **Resident restroom faucets** and **Shower Rooms 1, 2 and 4**; to confirm which ones were out of range (105-120 degrees). Focus Rooms w/**high temps** (ranging from 121 to 139 deg) are in Station 2, including: 220, 221, 222, 224/225, 226, 227/228, 229, 231/233, 234/236, 235/237. **Low temps** have been found in Station 1 **Resident restroom faucets** 101/102, 103/104, 105/107, 106/108, 109/111, 110/112, 114, 115/116, 117, 118/119, and Shower Rooms 1 and 2, ranging from 87 to 104 deg) See "Exhibit 1: Temps" for readings in each room.

On 5/12, at approx. 2pm ESS called plumber to make on-site assessment of issues related to water not maintaining proper temps in **Resident restroom faucets** and **Shower Rooms 1, 2 & 4**. Plumber committed to be onsite by 7am the following morning. [See Exhibit 2: Plumber]

On 5/13, Plumber arrived at 7am and assessed plumbing issue determining the best course of action is to **install mixing valves locally at each faucet that was exceeding 120 degrees** to regulate the water temp back to proper range, then to replace **Shower Room 1's mixing valves** and the **main mixing valve in the Boiler Room** in order to regulate the remaining temps. Plumber then scheduled a return on Monday, 5/17, after they receive the necessary parts that were ordered - mixing valves - *with priority to correct the hot water issue*. [See Exhibit 2: Plumber]

On 5/15, between approx. 1-2pm, Admin attempted to contact alternative plumbers and was unsuccessful securing a better alternative to the current Plumber, relative to handling the scope of work and availability. Admin continued to pursue alternative sources through available networks and resources for parts and services, in case the secured plumber was unsuccessful with securing proper repair parts/supplies to do work, or if repairs failed and resolution was not progressing. As of 5/17, plumber delivered on commitment to prioritize and repair the hot water issue with a promise to return the following morning (5/18) to continue repairs related to low water temperatures.

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On 5/16, Admin contacted Plumber to reinforce urgency of repairs and confirm Monday commitment. Plumber assured Admin that they would do repairs on Monday and confirmed he would call the warehouse by 8am Monday morning (5/17) to pick up as early as possible.

On 5/17, **Plumber installed mixing valves** to regulate water temperature, locally, on affected **Resident restroom faucets** (Rooms 220-237), resulting in temperatures returning to proper ranges (105-120) as illustrated in temperature log taken by ESS and Admin after work was completed at 7:30pm. See "Exhibit 1: Temps" for readings in each room.

On 5/18, Plumber arrived at approx. 5:45am and **installed mixing valves in Shower Room 1**. At 4:45pm, Plumber completed **installation of new mixing valve in Boiler**.

On 5/12, ESS posted signs at all **Resident restroom faucets** in Station 2 (Rooms 220-237) indicating they are "Out of Order". On 5/15, ESS posted revised red signs at Station 2 Resident restroom faucets indicating they are "Out of Order: Please ask for assistance." [See Exhibit 3: Signs]

On 5/15, ESS secured a **new faucet to replace Resident restroom faucet serving rooms 105/107** and made replacement on 5/16.

On 5/15, Community Liaison and Admissions Director called all Residents' primary contacts to inform them and share contents of the letter, titled, "Memo: Hot Water", with a verbal explanation and to address any potential questions regarding the matter. [Unredacted log is available by request]

On 5/15, DON and designees (2 LVNs) performed **skin assessments for Residents in Station 2** (Rooms 220-237) to ensure no residents at higher risk were affected by the high water temperature issue. On 5/18, DON and designees (2 LVNs) to perform **skin assessments for Residents in Station 1** (Rooms 101-119) to ensure no residents at lower risk were affected by the high water temperature issue. Skin assessments revealed that no residents in either Station 1 or 2 exhibited adverse skin issues from exposure to hot water temps. [See Exhibit 10: Skin]

AFFECTING OTHERS

As of 5/17, all **Resident restroom faucets in Station 2** (Rooms 220-237) had exhibited temps surpassing 120 degrees at least one day since 5/12. No other rooms have exceeded 120 degrees.

As of 5/18, all **Resident restroom faucets in Station 1** (Rooms 101-119) and **Shower Rooms 1,2 & 4** had exhibited temps lower than 105 degrees. See "Exhibit 1: Temps" for readings in each room. No other Resident restroom faucets have shown temps below 105 degrees.

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On 5/16 and 5/17, ESS checked **Resident room faucets** for functionality during water temp monitoring. All faucets functioned properly (Resident rooms 101-237).

From 5/12 to 5/17, **Shower Rooms 1, 2 & 4** exhibited inconsistency in **temps ranging from 97 to 110 degrees**, potentially effecting Residents in rooms 101-237. On 5/18, **Plumber installed mixing valves in Shower Room 1, then completed installation of new mixing valve in Boiler Room**, which resulted in verified Shower Room temps ranging from 106-110 degrees. See "Exhibit 1: Temps" for readings in each room.

SYSTEMS/MEASURES

On 5/12, Administrator and Director of Staff Development (DSD) informed Staff of water temp issue and instructed Nursing staff on duty (Licensed Nurses/CNAs) to check temperatures in restrooms before allowing residents to use faucets and to use an alternative faucet, if necessary. [See Exhibit 4: Action Staff]

On 5/14, Infection Preventionist (IP) and Restorative Nurse Assistant (RNA) distributed letter to Residents in Station 2, titled, "Memo: Hot Water", which explained to Residents which rooms may have hot temperature issues (Rooms 220-237) and to not use any faucet without assistance from CNA or Nurse until further notice. [See Exhibit 5: Memo] On 5/15, Case Manager (CM) redistributed letter to Residents in Station 2, along with a verbal explanation and to address any potential questions regarding the matter. Then on 5/15, Charge Nurses (CNs) distributed letter to Residents in Station 1 (Rooms 101-119), along with verbal explanation and to address any potential questions regarding the matter. [See Exhibit 8: Resident Log... names redacted]

On 5/16, Admin sent email to all Responsible Parties who have provided emails, informing them of the plumbing issue and expected resolution. [See Exhibit 6: Email]

Beginning 5/15, Administrator and/or DON or designee to provide in-service to Nursing staff, titled, "Hot Water Safety", regarding resident safety during hot water issue. In-service to be provided to Staff on all shifts until hot temperature issue is resolved. [See Exhibit 7: In-Service]

On 5/17, Admin completed EVS staff competencies with ESS and Maintenance staff related to facility water temperature maintenance and monitoring. [See Exhibit 9: EVS Staff]

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Beginning 5/18, and with assistance of Professional Plumbers and in accordance to manufacturer guidelines, ESS and Admin developed a comprehensive inspection and maintenance plan for **essential plumbing equipment (boilers/water-heaters and faucet fixtures) and thermostatic or pressure valves on hot water fixtures**. Inspection and maintenance plan to consist of annual service on boilers/water heaters, monthly mechanical inspections (operate handles/open-close levers), and weekly visual inspections (**significant fluctuation in temps**, corrosion, leaking). Inspections to be recorded on newly designed logs by ESS or trained designee. [See Exhibit 12: Log]

Beginning 5/18, ESS to initiate ongoing training schedule with EVS staff to ensure competency on relevant topics and updates. [See Exhibit 7: In-Service]

Beginning 5/18, Admin or designee to provide in-service to Staff, titled, "Reporting Maintenance Issues: What, When, How, Why?", to ensure Staff identifies and immediately reports maintenance issues (which may include **temperature or plumbing equipment-related issues**) using Maintenance Binder available at each Nurse Station (1 & 2), and to help Staff understand how important maintenance reporting is to Resident safety.

MONITORING

On 5/12 and 5/15, ESS posted signs at all **Resident restroom faucets** in Station 2 (Rooms 220-237) indicating they are "Out of Order". Monitoring of signs is done by ESS or designee while taking twice-daily Resident restroom faucet water temps. Any negative findings may be recorded in "Comments" portion of "Hot Water Safety: Water Temperature Log." Sign education is also provided to CNAs during "Hot Water Safety" in-services provided by Admin and/or DON or designee.

On 5/17, Admin created new "Hot Water Safety: Water Temperature Log" to include twice daily readings (AM/PM) and verification of temps by Admin or designee (must be manager other than ESS). Admin or designee to verify temps once daily to ensure accurate readings, and as needed. Log includes temps for all Resident restroom faucets (105-120 deg), Kitchen double-sink and dishwashing machine (140-160 for double-sink and 120-140 for dishwashing machine), Laundry machines (160-180), and Shower Rooms 1, 2 & 4 (105-120 deg). Daily log use by EVS will initiate 5/18, AM. Logs to be maintained in "Temperature Logs" binder and stored in ESS Office.

Beginning 5/15, ESS or designee to record water temperature during each Environmental Services shift (targeting between 7:30-8:30am and 3-4pm). Once water temps in **Resident restroom faucets and Shower Rooms 1, 2 & 4** remain within proper range (105-120) for at least 30 days (or an additional 15-day extension resulting from negative findings – i.e. out of range temps), frequency of logging temps will adjust to once daily, at alternating times (AM one day, PM the next day, continuing to target between 7:30-8:30am and 3-4pm). Negative findings will be shared with Administrator to assess if any new/unknown temperature

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issues arise that may require additional measures. Also, Admin or designee (must be manager other than ESS) to verify temp readings on logs by accompanying staff while taking temps once daily (Mon-Fri) until temps are controlled for 30 days, then ongoing weekly. See "Exhibit 1: Temps" for readings in each room... Note: ESS or designee will use Comments section of Water Temperature Log to note any **dysfunctional faucets** identified during daily temp checks.

Beginning 5/18, Admin to verify monthly that inspection and maintenance plan for essential plumbing equipment (boilers, faucet fixtures, etc.) and thermostatic or pressure valves on hot water fixtures is executed. Inspection and maintenance plan to consist of annual service on **boilers/water heaters**, monthly **mechanical** inspections (operate handles/open-close levers), and weekly visual inspections (significant **fluctuation in temps**, corrosion, leaking). Inspections to be recorded on newly designed logs and verified by Admin. [See Exhibit 12: Log]

On 5/17, QAPI Committee performed **Root Cause Analysis (RCA)** and developed **Performance Improvement Plan (PIP)** to ensure ongoing oversight of proper inspection and maintenance of **essential plumbing equipment (boilers/water-heaters, faucet fixtures) and thermostatic or pressure valves on hot water fixtures**, including verifiable monitoring to avoid future occurrence of water temperature issues. [See Exhibit 11: QAPI]

Admin to present summary trend analysis indicating any negative findings to QAPI Committee for further recommendations monthly, including quarterly QAPI meeting(s), or until substantial compliance is achieved (no less than 90 days).

POA COMPLIANCE: 5/19/2021

F689 (IJ)

ACTION

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On 5/12, at approx. 2pm ESS called plumber to make on-site assessment of issues related to water not maintaining proper temps in **Resident restroom faucets** and **Shower Rooms 1, 2 & 4**. Plumber committed to be onsite by 7am the following morning. [See Exhibit 2: Plumber]

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On 5/13, Plumber arrived at 7am and assessed plumbing issue determining the best course of action is to **install mixing valves locally at each faucet that was exceeding 120 degrees** to regulate the water temp back to proper range, then to replace **Shower Room 1's mixing valves** and the **main mixing valve in the Boiler Room** in order to regulate the remaining temps. Plumber then scheduled a return on Monday, 5/17, after they receive the necessary parts that were ordered – mixing valves – *with priority to correct the hot water issue.* [See Exhibit 2: Plumber]

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Residents in Station 2, along with a verbal explanation and to address any potential questions regarding the matter. Then on 5/15, Charge Nurses (CNs) distributed letter to Residents in Station 1 (Rooms 101-119), along with verbal explanation and to address any potential questions regarding the matter. [See Exhibit 8: Resident Log... names redacted]

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MONITORING

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double-sink and 120-140 for dishwashing machine), Laundry machines (160-180), and Shower Rooms 1, 2 & 4 (105-120 deg). Daily log use by EVS will initiate 5/18, AM.

Beginning 5/15, ESS or designee to record water temperature during each Environmental Services shift (targeting between 7:30-8:30am and 3-4pm) until issue is resolved. Once water temps in **Resident restroom faucets and Shower Rooms 1, 2 & 4** remain within proper range (105-120) for at least 30 days, frequency of logging temps will adjust to once daily, at alternating times (AM one day, PM the next day, continuing to target between 7:30-8:30am and 3-4pm). Negative findings will be shared with Administrator to assess if any new/unknown temperature issues arise that may require additional measures. Also, Admin or designee (must be manager other than ESS) to verify temp readings on logs by accompanying staff while taking temps once daily (Mon-Fri) until temps are controlled for 30 days, then ongoing weekly. See "Exhibit 1: Temps" for readings in each room... Note: ESS or designee will use Comments section of Water Temperature Log to note any **dysfunctional faucets** identified during daily temp checks.

Beginning 5/18, Admin to verify monthly that inspection and maintenance plan for essential plumbing equipment (boilers, faucet fixtures, etc.) and thermostatic or pressure valves on hot water fixtures is executed. Inspection and maintenance plan to consist of annual service on **boilers/water heaters**, monthly **mechanical** inspections (operate handles/open-close levers), and weekly visual inspections (significant **fluctuation in temps**, corrosion, leaking). Inspections to be recorded on newly designed logs and verified by Admin. [See Exhibit 12: Log]

On 5/17, QAPI Committee performed **Root Cause Analysis (RCA)** and developed **Performance Improvement Plan (PIP)** to ensure ongoing oversight of proper inspection and maintenance of **essential plumbing equipment (boilers/water-heaters, faucet fixtures) and thermostatic or pressure valves on hot water fixtures**, including verifiable monitoring to avoid future occurrence of water temperature issues. [See Exhibit 11: QAPI]

Admin to present summary trend analysis indicating any negative findings to QAPI Committee for further recommendations monthly, or until substantial compliance is achieved.

POA COMPLIANCE: 5/19/2021

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