

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

PRINTED: 08/30/2010  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>14G277</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/10/2010</b>
NAME OF PROVIDER OR SUPPLIER  <b>CHESTNUT MANOR</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>1404 SOUTH 14TH STREET</b> <b>HERRIN, IL 62948</b>	
(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
W 000	INITIAL COMMENTS	W 000		
W 406	<p>Incident Report Investigation: Incident of 1-27-10 (IL46222)</p> <p>483.470 PHYSICAL ENVIRONMENT</p> <p>The facility must ensure that specific physical environment requirements are met.</p> <p>This CONDITION is not met as evidenced by: Based on observation, interview, and record review, the facility failed to identify problems and put adequate systems in place to prevent the potential for further scalding for 1 resident who received a shower on the morning of 01/27/10 and was scalded during her shower. This resulted in an Immediate Jeopardy.</p> <p>Findings Include:</p> <p>On 02/26/10 at 2:45 p.m. an Immediate Jeopardy was identified to have begun on 01/27/10 when the facility failed to determine the cause of a resident being scalded in the shower and failed to put systems in place to prevent potential future scaldings.</p> <p>E1 (Administrator) was notified of the Immediate Jeopardy on 02/26/10 at 2:45 p.m..</p> <p>On 03/05/10 at 3:25 p.m. E1 (Administrator) was notified that the Immediate Jeopardy was removed.</p> <p>Refer to deficiencies cited at:</p> <p>W426 - The facility must, in areas of the facility</p>	W 406		3/17/10

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

TITLE

(X6) DATE

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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W 406	Continued From page 1 where clients who have not been trained to regulate water temperature are exposed to hot water, ensure that the temperature of the water does not exceed 110 degrees Fahrenheit.	W 406			
W 426	483.470(d)(3) CLIENT BATHROOMS  The facility must, in areas of the facility where clients who have not been trained to regulate water temperature are exposed to hot water, ensure that the temperature of the water does not exceed 110 degrees Fahrenheit.  This STANDARD is not met as evidenced by: Based on observation, interview, and record review, the facility failed to identify problems and put adequate systems in place to prevent the potential for further scalding for 1 resident who received a shower on the morning of 01/27/10 and was scalded during her shower. This resulted in an Immediate Jeopardy. (R1)  Findings Include:  On 02/26/10 at 2:45 p.m. an Immediate Jeopardy was identified to have begun on 01/27/10 when the facility failed to determine the cause of a resident being scalded in the shower and failed to put systems in place to prevent potential future scaldings.  E1 (Administrator) was notified of the Immediate Jeopardy on 02/26/10 at 2:45 p.m..  Upon review of R1's Physician's Order Sheet dated 01/01/10 through 01/31/10, R1 is a 49 year old female who functions at a Profound level of mental retardation. Other diagnoses include Multiple Neurologic Defects, Hearing Impaired,	W 426		3/17/10	

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W 426	<p>Continued From page 2</p> <p>Chronic Hypertropic, and Psoriasis from Dermatitis.</p> <p>Per interview with E2 (Residential Service Director) on 02/26/10 at 9:45 a.m., E2 stated that on the morning of 01/27/10, E7 (Direct Support Person) was giving R1 a shower because she had bowel movement on her buttocks. E2 said that R7 was using a hand held shower, wiping the bowel movement off with one hand and showering her off with the other hand. E2 continued to say that E7 had checked the water temperature before putting R1 into the shower; but that during her shower, the water suddenly jumped to hot, causing burns and blisters to R1's buttocks, back upper legs, and right upper inner thigh.</p> <p>During interview with E2 on 02/26/10 at 3:00 p.m., E2 stated that R1 had "Several" blisters on her buttocks, back upper thigh area, and inner right thigh ranging from fingertip size to half dollar size.</p> <p>Per interview with E4 (House Manager) on 02/26/10 at 3:10 p.m., E4 stated that R1 had several blisters on her buttocks, back upper thigh, and right inner thigh. E4 described the blisters from fingertip size to half dollar size with redness extending beyond the blistered areas.</p> <p>Documentation on the facility's incident report dated 01/27/10 at 7:15 a.m. states the nature of the incident as being, "Burn to back, buttocks, between legs". The extent of the injury is described as, "Burns to back, lower back, between legs". Documentation is signed by E7 (Direct Support Person).</p>	W 426			

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W 426	<p>Continued From page 3</p> <p>E7's description of the incident is documented as, "Water (temp) was turned on cold and regulated up prior to shower. Water was adjusted to warm before cleaning client. Water became much hotter suddenly. But as I was scrubbing (bowel movement) away, I didn't feel (temp) change. I swept the soap down her back (with) sprayer and began circling butt area to wash away soap and feces as she was continually moving her bowels in small amounts. I noticed excess steam and at the same time (R1) began to make a (typed as written) unusual yell. So I checked the water (temp) and immediately turned it off as it was unusually hot. I noticed the reddened area forming on her rear and immediately went to get another staff. We returned to the bathroom and then seeing burns began calling it in".</p> <p>Upon interview with E6 (Direct Support Person) on 03/05/10 at 10:55 a.m., E6 stated that on 01/27/10 she was working the morning shift. E6 continued to say that about 5:30 a.m., R1 finished her breakfast and was taken to the shower by E7 (Direct Support Person) because she had "messed" while eating breakfast. E6 said that a few minutes later as she was cleaning up the dining room after breakfast, E7 came into the dining room and said that there was something wrong with the hot water. E6 said that E7 wanted her to come to the shower room and look at R1.</p> <p>Per same interview, E6 stated that when she got to the shower room, R1 was standing in the shower, "Hootin and hollering". E6 continued to say that R1 was slapping her hands together, slapping her stomach and spinning around in circles. E6 said that R1's back and buttocks looked, "Pretty well burnt, like you had sat her in a pot of boiling water, her skin was bubbled on</p>	W 426			

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W 426	<p>Continued From page 4</p> <p>her left butt cheek at the bottom". E6 stated, "(R1) is non-verbal but you could tell she was hurting or that something was wrong".</p> <p>During interview with E5 (Direct Support Person) on 03/02/10 at 7:30 a.m., E5 stated that he was working on the men's end of the facility on the morning of 01/27/10. E5 continued to say that between 5:30 a.m. and 5:45 a.m., he heard E6 (Direct Support Person) let out a, "Blood curdling scream". E5 said, "I thought someone had fell. I went to the women's end. R1 was still in the shower, the water was turned off, she was beet-red from her mid back to her knees. She had a quarter size blister that had already peeled off". (E5 identified the blister as being on R1's left lower buttock). E5 stated that he had rode in the ambulance with R1 to the local emergency room and that R1 didn't want to sit down on the way to the hospital. E5 said that showers are usually given at night, but that if a client is wet or had a bowel movement, they will shower them in the morning also. E5 continued to say that no other showers had been given on the morning of 01/27/10.</p> <p>Per interview with E3 (Registered Nurse Consultant) on 02/26/10 at 9:55 a.m., E3 said that on 01/27/10 at approximately 5:30 a.m. to 6:00 a.m., he had received a call from the facility that R1 had gotten scalded. E3 continued to say, "I got here really quick, I only live 4 blocks from here. She (R1) was still in the shower. Mid to lower back was red with first degree burns. The buttocks area had second degree burns with fluid filled blisters approximately the size of 1/2 of a tennis ball. The blisters were already beginning to slough off". E3 also said that there were blisters on R1's right inner thigh and that her peri area</p>	W 426			

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W 426	<p>Continued From page 5</p> <p>and labia were red. E3 said, "She (R1) had been in there awhile - you couldn't get burned like this from just an instant. It's not one of those things that you say, "Oops, the water is too hot". E3 stated that he had put a wet dressing on R1 and sent her to the local emergency room by ambulance.</p> <p>R1's emergency room notes dated 01/27/10 at 8:18 a.m., shows that R1 was seen by the emergency room physician. The physician ordered Tylenol #3 (300/30 milligrams) 1 -2 tablets every 4 hours as needed for pain. R1 was released back to the facility with orders to see her primary physician on or before 01/29/10. Silvadene cream was also ordered to be applied four times a day to R1's burned areas.</p> <p>Upon review of R1's physician's order sheet dated 01/01/10 through 01/31/10, on 01/28/10 E3 (Registered Nurse Consultant) called the physician and orders were received for Levaquin 500 milligrams daily for 10 days.</p> <p>Per review of R1's physician's progress notes, R1 was seen by her primary physician on 01/29/10 at 8:39 a.m.. Documentation states, "... (Patient) received 2nd (degree) burns from shower over (left) buttock and (right) inner thigh. Blisters formed and have now opened...". "...2nd degree burn (left) buttock and presacral area and inner (right) thigh...".</p> <p>Upon review of R1's Medication Administration Record from 01/27/10 through 01/31/10, documentation shows that R1 received Tylenol with Codeine for pain or discomfort: once on 01/27/10; three times on 01/28/10, 01/29/10, and 01/30/10; two times on 01/31/10.</p>	W 426			

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W 426	<p>Continued From page 6</p> <p>R1's Medication Administration Record for 02/2010 shows that R1 received Tylenol with Codeine for signs of pain and discomfort: three times on 02/01/10; two times on 02/02/10; once on 02/04/10 and 02/05/10; three times on 02/06/10; and once on 02/07/10.</p> <p>During observation of R1's buttocks, upper back thighs and inner thighs on 02/26/10 at 1:45 p.m., surveyor noted a reddened area approximately 7 inches long and 4 inches wide on R1's left buttock. There was a red area on R1's left lower buttock approximately 4 inches long and 1 inch wide. R1's right inner thigh was pink colored approximately 3 inches in diameter.</p> <p>During observation of the facility's water temperatures on 03/02/10, with E5 (Direct Support Person) taking the water temperatures, at 7:20 a.m. the water temperature in the men's shower/tub bathroom was 116 degrees. The water temperature was taken in the same room at 7:25 a.m. and the hot water registered 106 degrees. At 7:27 a.m. the water temperature in the women's small shower area was noted to be 80 degrees. E5 stated, "It's not warming up". Water temperatures in the men's shower room were taken at 7:35 a.m.. When the water was turned on, it was warm but while waiting for it to warm up, E5 stated that the water had gone from warm to cold and then back to warm again. The water temperature eventually warmed to 102 degrees.</p> <p>Upon interview with Z1 (Plumber) on 02/26/10 at 10:25 a.m., Z1 stated that he had been called to the facility on 01/27/10 after a resident had been burned in the shower. Z1 said that he had arrived</p>	W 426			

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W 426	<p>Continued From page 7</p> <p>at the facility on 01/27/10 at approximately 9:45 a.m. and that everything was working properly and the water temperatures were normal. Z1 continued to say that he could not find anything wrong with the water system. Z1 stated, "It (a valve) could have been stopped up". When asked if he had made any suggestions to the facility to prevent further problems, Z1 said that he had told them (the facility) that he could order a valve and replace it, but that the valve is very expensive. Z1 continued to say, "I'm waiting to hear from them (the facility) - they said to wait and see what happens". Z1 said, "The only way to be 100% sure it won't happen again is to change the valve."</p> <p>Per interview with E2 (Residential Service Director) on 02/26/10 at 2:20 p.m., E2 stated that they were still using the shower where R1 had gotten burned, even though no changes have been made. When asked if the facility has checked the water temperatures during the early morning hours when R1 would have been showered, E2 stated, "No". E2 continued to say that staff checks the water temperature sometime during the day but there is no set time to do so.</p> <p>During interview with E1 (Administrator) on 02/26/10 at 12:30 p.m., E1 said that she did not remember the plumber mentioning anything to prevent the excessive hot water surge from happening again, E1 continued to say, "He really don't know what happened." E1 stated that other than contacting the plumber, no further investigation has been done to find the source of the hot water surge and that nothing has been put in place to prevent recurrence.</p> <p>Per interview with E1 on 02/26/10 at 4:15 p.m.,</p>	W 426			



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W 426	<p>Continued From page 8</p> <p>E1 informed Z2 (Public Service Administrator) that a "Plumber friend" of her husband checked the plumbing at the facility on 01/27/10. When asked was the cause found and repairs made to the water heating system, E1 stated, "No, he really couldn't find the problem". When asked how the facility could ensure that the hot water incident and burns does not recur, E1 said, "I guess we need to get a different plumber."</p> <p>E1 (Administrator) was notified that the Immediate Jeopardy was removed on 03/05/10 at 3:25 p.m. when the surveyor confirmed through interview and review of the facility plan that the facility took the following actions to remove the Immediate Jeopardy:</p> <p>"(The facility) has put additional systems in place to prevent recurrence. The facility has ordered a safety control valve for the water heater. The valve is to be installed next week (between 3/5/10 - 3/12/10). The facility will check the water temperatures prior to each of the individuals shower/bathing until the water control valve is fixed. After the water control valve is fixed, the facility will continue to check the water temperatures daily prior to all of the resident's receiving showers/bathing for at least 1 week. All staff have been in-serviced related to the facility's water temperature policies and procedures (recommended range between 100 -110 degrees) - including how to check the water temperatures. All staff will be in-serviced prior to the start of their shift related to checking the water temperatures for all individuals prior to their shower. RSD and House Manager have a mandatory in-service scheduled for 3/10/10. The in-service will include reviewing the policy the facility has put in place for checking the water</p>	W 426			

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W 426	Continued From page 9 temperatures and other pertinent information. Direct care staff will also be checking the water temperatures for the individuals who are independent with their showers. Staff will instruct the independent clients prior to the individuals receiving a shower/bath that the staff will need to check the water temperature prior to them taking a shower/bath.  Internal Maintenance Personnel will check the control valve system monthly and as needed.  RSD, House Manager, and Administrator will check the water system by randomly checking the water temperatures daily.  While the Immediate Jeopardy was removed on 03/05/10 at 3:25 p.m., the facility remains out of compliance as the facility has not had the opportunity to fully implement and evaluate the effectiveness of their plan.	W 426			
W9999	FINAL OBSERVATIONS  LICENSURE VIOLATIONS  350.1210 350.3240a) 350.3960d)  Section 350.1210 Health Services  The facility shall provide all services necessary to maintain each resident in good physical health.  Section 350.3240 Abuse and Neglect  a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a	W9999			

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W9999	<p>Continued From page 10 resident. (Section 2-107 of the Act)</p> <p>Section 350.3960 Plumbing Systems</p> <p>d) Hot water distribution systems shall be arranged to provide hot water at each hot water outlet. Hot water may be higher than 110 degrees Fahrenheit if the hot water taps are in supervised areas and the purpose of the higher temperature is to train residents in the use of hot water. If a temperature higher than 110 degrees Fahrenheit is used, all residents having access to those hot water taps must be able to demonstrate the ability to mix water appropriately and safely.</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to identify problems and put adequate systems in place to prevent the potential for further scalding for 1 resident who received a shower on the morning of 01/27/10 and was scalded during her shower.</p> <p>Findings Include:</p> <p>On 02/26/10 at 2:45 p.m. it was identified that, beginning on 01/27/10, the facility failed to determine the cause of a resident being scalded in the shower and failed to put systems in place to prevent potential future scaldings.</p> <p>Upon review of R1's Physician's Order Sheet dated 01/01/10 through 01/31/10, R1 is a 49 year old female who functions at a Profound level of mental retardation. Other diagnoses include Multiple Neurologic Defects, Hearing Impaired, Chronic Hypertropic, and Psoriasis from</p>	W9999			

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W9999	<p>Continued From page 11</p> <p><b>Dermatitis.</b></p> <p>Per interview with E2 (Residential Service Director) on 02/26/10 at 9:45 a.m., E2 stated that on the morning of 01/27/10, E7 (Direct Support Person) was giving R1 a shower because she had bowel movement on her buttocks. E2 said that R7 was using a hand held shower, wiping the bowel movement off with one hand and showering her off with the other hand. E2 continued to say that E7 had checked the water temperature before putting R1 into the shower; but that during her shower, the water suddenly jumped to hot, causing burns and blisters to R1's buttocks, back upper legs, and right upper inner thigh.</p> <p>During interview with E2 on 02/26/10 at 3:00 p.m., E2 stated that R1 had "Several" blisters on her buttocks, back upper thigh area, and inner right thigh ranging from fingertip size to half dollar size.</p> <p>Per interview with E4 (House Manager) on 02/26/10 at 3:10 p.m., E4 stated that R1 had several blisters on her buttocks, back upper thigh, and right inner thigh. E4 described the blisters from fingertip size to half dollar size with redness extending beyond the blistered areas.</p> <p>Documentation on the facility's incident report dated 01/27/10 at 7:15 a.m. states the nature of the incident as being, "Burn to back, buttocks, between legs." The extent of the injury is described as, "Burns to back, lower back, between legs." Documentation is signed by E7 (Direct Support Person).</p> <p>E7's description of the incident is documented as,</p>	W9999			

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W9999	<p>Continued From page 12</p> <p>"Water (temp) was turned on cold and regulated up prior to shower. Water was adjusted to warm before cleaning client. Water became much hotter suddenly. But as I was scrubbing (bowel movement) away, I didn't feel (temp) change. I swept the soap down her back (with) sprayer and began circling butt area to wash away soap and feces as she was continually moving her bowels in small amounts. I noticed excess steam and at the same time (R1) began to make a (typed as written) unusual yell. So I checked the water (temp) and immediately turned it off as it was unusually hot. I noticed the reddened area forming on her rear and immediately went to get another staff. We returned to the bathroom and then seeing burns began calling it in."</p> <p>Upon interview with E6 (Direct Support Person) on 03/05/10 at 10:55 a.m., E6 stated that on 01/27/10 she was working the morning shift. E6 continued to say that about 5:30 a.m., R1 finished her breakfast and was taken to the shower by E7 (Direct Support Person) because she had "messed" while eating breakfast. E6 said that a few minutes later as she was cleaning up the dining room after breakfast, E7 came into the dining room and said that there was something wrong with the hot water. E6 said that E7 wanted her to come to the shower room and look at R1.</p> <p>Per same interview, E6 stated that when she got to the shower room, R1 was standing in the shower, "Hootin and hollering." E6 continued to say that R1 was slapping her hands together, slapping her stomach and spinning around in circles. E6 said that R1's back and buttocks looked, "Pretty well burnt, like you had sat her in a pot of boiling water, her skin was bubbled on her left butt cheek at the bottom." E6 stated,</p>	W9999			

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W9999	<p>Continued From page 13</p> <p>"(R1) is non-verbal but you could tell she was hurting or that something was wrong."</p> <p>During interview with E5 (Direct Support Person) on 03/02/10 at 7:30 a.m., E5 stated that he was working on the men's end of the facility on the morning of 01/27/10. E5 continued to say that between 5:30 a.m. and 5:45 a.m., he heard E6 (Direct Support Person) let out a, "Blood curdling scream." E5 said, "I thought someone had fell. I went to the women's end. R1 was still in the shower, the water was turned off, she was beet-red from her mid back to her knees. She had a quarter size blister that had already peeled off." (E5 identified the blister as being on R1's left lower buttock). E5 stated that he had rode in the ambulance with R1 to the local emergency room and that R1 didn't want to sit down on the way to the hospital. E5 said that showers are usually given at night, but that if a client is wet or had a bowel movement, they will shower them in the morning also. E5 continued to say that no other showers had been given on the morning of 01/27/10.</p> <p>Per interview with E3 (Registered Nurse Consultant) on 02/26/10 at 9:55 a.m., E3 said that on 01/27/10 at approximately 5:30 a.m. to 6:00 a.m., he had received a call from the facility that R1 had gotten scalded. E3 continued to say, "I got here really quick, I only live 4 blocks from here. She (R1) was still in the shower. Mid to lower back was red with first degree burns. The buttocks area had second degree burns with fluid filled blisters approximately the size of 1/2 of a tennis ball. The blisters were already beginning to slough off." E3 also said that there were blisters on R1's right inner thigh and that her peri area and labia were red. E3 said, "She (R1) had been</p>	W9999			

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W9999	<p>Continued From page 14</p> <p>in there awhile - you couldn't get burned like this from just an instant. It's not one of those things that you say, "Oops, the water is too hot." E3 stated that he had put a wet dressing on R1 and sent her to the local emergency room by ambulance.</p> <p>R1's emergency room notes, dated 01/27/10 at 8:18 a.m., show that R1 was seen by the emergency room physician. The physician ordered Tylenol #3 (300/30 milligrams) 1 -2 tablets every 4 hours as needed for pain. R1 was released back to the facility with orders to see her primary physician on or before 01/29/10. Silvadene cream was also ordered to be applied four times a day to R1's burned areas.</p> <p>Upon review of R1's physician's order sheet dated 01/01/10 through 01/31/10, on 01/28/10 E3 (Registered Nurse Consultant) called the physician and orders were received for Levaquin 500 milligrams daily for 10 days.</p> <p>Per review of R1's physician's progress notes, R1 was seen by her primary physician on 01/29/10 at 8:39 a.m. Documentation states, "... (Patient) received 2nd (degree) burns from shower over (left) buttock and (right) inner thigh. Blisters formed and have now opened...." "...2nd degree burn (left) buttock and presacral area and inner (right) thigh...."</p> <p>Upon review of R1's Medication Administration Record from 01/27/10 through 01/31/10, documentation shows that R1 received Tylenol with Codeine for pain or discomfort: once on 01/27/10; three times on 01/28/10, 01/29/10, and 01/30/10; two times on 01/31/10.</p>	W9999			

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W9999	<p>Continued From page 15</p> <p>R1's Medication Administration Record for 02/2010 shows that R1 received Tylenol with Codeine for signs of pain and discomfort: three times on 02/01/10; two times on 02/02/10; once on 02/04/10 and 02/05/10; three times on 02/06/10; and once on 02/07/10.</p> <p>During observation of R1's buttocks, upper back thighs and inner thighs on 02/26/10 at 1:45 p.m., surveyor noted a reddened area approximately 7 inches long and 4 inches wide on R1's left buttock. There was a red area on R1's left lower buttock approximately 4 inches long and 1 inch wide. R1's right inner thigh was pink colored approximately 3 inches in diameter.</p> <p>During observation of the facility's water temperatures on 03/02/10, with E5 (Direct Support Person) taking the water temperatures, at 7:20 a.m. the water temperature in the men's shower/tub bathroom was 116 degrees. The water temperature was taken in the same room at 7:25 a.m. and the hot water registered 106 degrees. At 7:27 a.m. the water temperature in the women's small shower area was noted to be 80 degrees. E5 stated, "It's not warming up." Water temperatures in the men's shower room were taken at 7:35 a.m.. When the water was turned on, it was warm but while waiting for it to warm up, E5 stated that the water had gone from warm to cold and then back to warm again. The water temperature eventually warmed to 102 degrees.</p> <p>Upon interview with Z1 (Plumber) on 02/26/10 at 10:25 a.m., Z1 stated that he had been called to the facility on 01/27/10 after a resident had been burned in the shower. Z1 said that he had arrived at the facility on 01/27/10 at approximately 9:45</p>	W9999			



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W9999	<p>Continued From page 16</p> <p>a.m. and that everything was working properly and the water temperatures were normal. Z1 continued to say that he could not find anything wrong with the water system. Z1 stated, "It (a valve) could have been stopped up." When asked if he had made any suggestions to the facility to prevent further problems, Z1 said that he had told them (the facility) that he could order a valve and replace it, but that the valve is very expensive. Z1 continued to say, "I'm waiting to hear from them (the facility) - they said to wait and see what happens." Z1 said, "The only way to be 100% sure it won't happen again is to change the valve."</p> <p>Per interview with E2 (Residential Service Director) on 02/26/10 at 2:20 p.m., E2 stated that they were still using the shower where R1 had gotten burned even though no changes have been made. When asked if the facility has checked the water temperatures during the early morning hours when R1 would have been showered, E2 stated, "No." E2 continued to say that staff checks the water temperature sometime during the day but there is no set time to do so.</p> <p>During interview with E1 (Administrator) on 02/26/10 at 12:30 p.m., E1 said that she did not remember the plumber mentioning anything to prevent the excessive hot water surge from happening again, E1 continued to say, "He really don't know what happened." E1 stated that other than contacting the plumber, no further investigation has been done to find the source of the hot water surge and that nothing has been put in place to prevent recurrence.</p> <p>Per interview with E1 on 02/26/10 at 4:15 p.m., E1 informed Z2 (Public Service Administrator)</p>	W9999			

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W9999	Continued From page 17 that a "Plumber friend" of her husband checked the plumbing at the facility on 01/27/10. When asked was the cause found and repairs made to the water heating system, E1 stated, "No, he really couldn't find the problem." When asked how the facility could ensure that the hot water incident and burns do not recur, E1 said, "I guess we need to get a different plumber."  (A)	W9999			