

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

PRINTED: 06/01/2016
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145384	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 05/27/2016
NAME OF PROVIDER OR SUPPLIER EDEN VILLAGE CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 400 SOUTH STATION ROAD GLEN CARBON, IL 62034		
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F 000	INITIAL COMMENTS	F 000			
F 252 SS=E	<p>Complaint #1642539/IL85409- No deficiency cited Complaint #1642665/IL85553- F252 483.15(h)(1) SAFE/CLEAN/COMFORTABLE/HOMELIKE ENVIRONMENT</p> <p>The facility must provide a safe, clean, comfortable and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, interviews and record review, the facility failed to provide comfortable water temperatures in areas accessible to residents for 6 of 8 residents (R1, R2, R3, R9, R10, R12) reviewed for comfortable water temperatures in a sample of 11.</p> <p>Findings include:</p> <p>On 5/27/16 at 10:15 AM, accompanied by E4, Maintenance Worker, the water temperature in R1's bathroom at the hand sink was 82 degrees Fahrenheit. The water temperature was taken with a metal stem thermometer calibrated at 7:15 AM.</p> <p>On 5/27/16 at 10:22 AM, the water temperature in R12's bathroom at the hands ink was 90 degrees Fahrenheit.</p> <p>On 5/27/16 at 10:26 AM, the water temperature in R9 and R10's bathroom at the hand sink was 90</p>	F 252			

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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F 252	<p>Continued From page 1 degrees Fahrenheit.</p> <p>On 5/27/16 at 10:33 AM, the water temperature in R2's bathroom at the hand sink was 87 degrees Fahrenheit.</p> <p>On 5/27/16 at 1:45 PM, E1, Administrator, stated, "Beginning April 2016 the water temperature was reported to Maintenance. They thought it was a water heater element burnt out and they replaced it. Then a week or two later the same part (hot water heater element) went out again. Professionals were called out and replaced it (the hot water heating element) but they thought something else was going on. Maintenance called (the local plumbing company) but they could not get out immediately. The shower room on hall 1 is used when the shower rooms on 2-3 halls and 4-5 halls cannot be used. When (the local plumbing company) came out they discovered a leak. We had to jack hammer the concrete floor, then have asbestos abatement to get to the leak. To be proactive (the local plumbing company) used infrared radar in the other halls and they did find one (a leak) on hall 5. That was repaired. Typically we do water temperature testing and residents complain to the nurses. The nurse would tell (E2, Director of Nursing, DON), or Maintenance or we have 24 hour maintenance staff. We did have a complaint to (E2) about 2 weeks ago about water temperature in a room. (E2) took water temperatures in the room and the water was fine. We have no written water temperature policy we use the Administrative Code for water temperatures."</p> <p>On 5/27/16 at 2:00 PM, E2, stated, "When we were having the problems people would mention</p>	F 252			

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F 252	<p>Continued From page 2</p> <p>it (lack of hot water). We would explain and they seemed to be fine. This particular family complained when we had problems but when we explained it he was okay. Then the daughter of the resident called the social worker and said there is no hot water and she had called the state. I went down to check and they were giving a shower and there was plenty of hot water. Then I went to room 404 and went in the bathroom and let it run for a few minutes. It didn't get hot hot but warm water. Then I went to room 413 and daughter was there. We ran the water and got warm water. I did not have a thermometer but I felt it with my hand. I explained to her that the water here won't be as at home because we are under regulations. The residents would come and tell us if they had complaint about the water. After we left the room, I had the maintenance check water temperatures and he did. He found water temperatures a little cool and he increased temperature on the water heater just a little bit and it was ok then."</p> <p>On 5/27/26 at 11:00 AM, E4, Maintenance, stated, "The water temperature is checked in 2 rooms on each hall and shower rooms once on Tuesday and Friday. On Tuesday usually around 8:00 AM and on Friday around 11:30 AM. If there is no plumbing issues, the water temperature is 102-110 degrees Fahrenheit. If it is above 110 degrees Fahrenheit, I always turn the scald valve down. I've never seen hall 6 (in the 80's) but it is a little lower around 106 degrees Fahrenheit because the hot water is coming out of the basement. For some reason Hall 2 runs lower than Hall 1 but usually not below 100 degrees Fahrenheit. I don't know why room 411 was 82 degrees Fahrenheit. We will keep our eye on room 411. On Hall 4 the water heater elements</p>	F 252			

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F 252	<p>Continued From page 3</p> <p>have been replaced the past few months. We had two leaks (in the water line) under the concrete floor and used infrared raider to find the leaks under the floor that we identified and repaired the past few months. Hall 4 hot water heater controls even numbered rooms on Hall 3 and all rooms on Hall 4 and 5. Hall 1 hot water heater controls halls 1, 2 and odd rooms on Hall 3. There are circulating pumps on each water heater. Residents give complaints regarding the water temperature directly to me or CNA (Certified Nurses Assistant) or Nurse. I haven't received work orders for the hot water in the past 3 months."</p> <p>On 5/27/16 at 12:15 PM, R1 stated, "In my shower today it was cold as the devil at first. Then it finally warmed up."</p> <p>On 5/27/16 at 12:41 PM R3 stated, "They have been having a lot of trouble the water is sometimes hot sometimes not hot. I like to wash my face but not in cold water. I don't like taking a shower when it's (water) cold in the shower. I usually take a shower twice a week but we have to put it off if the water is not hot enough. To clean my dentures I need warm water. The directions on the box of the (dentures) cleaning tablet says it needs warm water but my water is always cold. I don't know if they are always cleaned properly."</p> <p>On 5/27/16 at 1:10 PM, R12 stated, "I think we should always have hot water to wash our hands and face. I wash out my white hose every night. The water at my sink is too cold."</p> <p>On 5/27/16 at 1:12 PM, R10 stated, "The water (at my hand sink) is too cold."</p>	F 252			

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F 252	<p>Continued From page 4</p> <p>On 5/27/16 at 1:14 PM, R9 stated, "We don't get warm water at the hand sink. At the hand sink I wash my hands but I like warm water."</p> <p>On 5/27/16 at 1:24 PM, R2 stated, "In the bathroom the hot water is cold. I have trouble washing my face in the morning the water is so cold. This has been going on for a while."</p> <p>The Facility's weekly Water Temperature Recordings, dated 5/10/16, document in part, "Hall 4 (unknown resident's room) 97.2 (degrees Fahrenheit), Hall 5 (unknown resident's room) 96.5 (degrees Fahrenheit) and (unknown resident's room) 97.1 (degrees Fahrenheit). Hall 6 (unknown resident's room) 91.2 (degrees Fahrenheit) and 88.2 (unknown resident's room), Hall 2-3 Shower Room 98.2 (degrees Fahrenheit)." The Facility's Water Temperature Recordings, dated 5/6/16, document in part, "Hall 6 (unknown resident's room) 97 (degrees Fahrenheit).</p> <p>The Facility's Maintenance Task Line Item Listing document in part, "5/26/16, room 504, no hot water; 5/17/2016, room 305, no hot water; 5/11/16, Hall 1, shower room has no hot water; 4/25/16, Hall 3 and 4, no hot water; 4/21/16, Hall 1 shower room, no hot water; 4/16/16, Hall 1 shower room, no hot water; 3/29/16, Hall 3, no hot water; 3/25/16, Hall 3-4 shower room, no hot water; 3/15/16, Hall 3 reporting no hot water on entire; 3/12/16, Hall 3 no hot water on even side."</p> <p>The facility has no policy regarding water temperature in the facility. The facility provided Administrative Code Title 77 Section 300.3130 Plumbing Systems as their guidance. The</p>	F 252			

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F 252	Continued From page 5 Administrative Code Title 77 Section 300.310 Plumbing Systems, dated 10/1/1990, documents in part, "Hot water distribution systems shall be arranged to provide hot water of at least 100 degrees Fahrenheit at each hot water outlet at all times."	F 252		