

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 075358	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/04/2025
NAME OF PROVIDER OR SUPPLIER Bickford Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 14 Main Street Windsor Locks, CT 06096	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0689 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents. (continued on next page)

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.

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

TITLE

(X6) DATE

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<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Based on observations, interviews, facility documentation, and policy review, the facility failed to ensure safe water temperatures to areas occupied and accessible by residents on resident care units creating a hazard which could have resulted in a burn injury. The findings include: An observation of water temperatures by Building and Fire Inspection Safety on 11/4/25 at 12:30 PM identified the East Shower Room water temperature to be 135 degrees Fahrenheit, the [NAME] Shower Room to be 129 degrees Fahrenheit, and the T wing hall bathroom to be 142 degrees Fahrenheit. Review of the Water Temperature Log dated 8/4/25 to 11/4/25 identified water temperatures were to be maintained between 105 degrees and 120 degrees Fahrenheit. Out of 170 water temperatures taken, 68 (40%) documented temperatures from the resident occupied/accessible areas of the East Shower Room, [NAME] Shower Room, and T Wing Hall bathroom were above 120 degrees Fahrenheit. Although the documentation reflected the excessive water temperatures, there was no indication of an intervention to prevent resident injury, no documented notification to the facility Administrator, and no re-evaluation/recheck of temperature levels recorded to ensure a safe resident environment. An interview and observation of water temperatures with the facility President and Maintenance Worker on 11/4/25 at 3:10 PM identified the water heater was set at 160 degrees Fahrenheit and the mixing valve was set at 135 degrees Fahrenheit. The East Shower Room water temperature was measured to be 95.2 degrees Fahrenheit, the [NAME] Shower Room was measured at 124 degrees Fahrenheit, and the T Wing Hall bathroom was 103.6 degrees Fahrenheit. The facility President indicated there was no current Director of Maintenance or Environmental Services to conduct water temperature testing and the Maintenance Worker was responsible. Although the facility President stated he himself would glance at the temperatures to ensure compliance with the facility Water Temperature policy, he indicated that he had not done so recently but should have, since there was an issue with one of the 3 boilers. Interview with Nurse Assistant (NA) #1 on 11/4/25 at 3:30 PM identified that she was regularly scheduled on the [NAME] Unit and the water in the shower occasionally got hot but did not feel scalding and the water was easily regulated by turning down the hot water. Interview with the Maintenance Worker on 11/4/25 at 3:27 PM identified that he was responsible for checking and recording the water temperatures every day at 8:00 AM. If the temperature was identified to be high (above 120 degrees Fahrenheit) he would adjust the mixing valve but failed to recheck the temperature to ensure the water temperature had decreased and was maintained at an acceptable level. The Maintenance Worker further indicated that although the Administrator/President, did not educate staff on the unit of any potential hazard, and failed to recheck water temperatures to ensure a safe environment for resident with access to the high-water temperature areas. Although residents residing in the facility had access to bathroom sinks, the Maintenance Worker stated that the only rooms checked for water temperatures were the areas listed on the Water Temperature Log. In addition to the resident areas that had been tested (East/West shower rooms and T wing bathroom), the facility was noted to have 5 resident room bathroom sinks on both the East and [NAME] Wings that had not been water temperature tested for the time period reviewed. Subsequent to surveyor inquiry, the facility was to check temperatures at every resident accessible sink every shift, if the water temperatures were abnormal, the facility was to make the necessary adjustment and recheck the temperatures to ensure the intervention was successful, the staff was to be educated on the fluctuating temperatures, and signage was to be posted at all resident accessible sinks warning of a potential hazardous hot water temperature. Review of the Domestic Hot Water Temperature Policy directed in part that temperature readings from the hot water source will never exceed 120 degrees F and any test location with a temperature exceeding 120 degrees Fahrenheit should be immediately reported to the Director of Environmental Services.</p>		