

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 215039	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/07/2024
NAME OF PROVIDER OR SUPPLIER Citizens Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 415 South Market Street Havre DE Grace, MD 21078	

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)
<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 30440</p> <p>Based on observations and interviews with facility staff it was determined the facility failed to ensure that water temperatures remained within acceptable range. This was found to be evident during 11 room observations made of the Harbor View Unit and 2 residents (#31,#32) during the facility's survey.</p> <p>Findings include:</p> <p>1. On 4/30/24 at 10:39 AM the surveyor made observations of water temperatures in resident rooms located on the Harbor View Unit. Bathroom temperatures for the following rooms were observed:</p> <p>Room# 148 had a temperature of 122 degrees Fahrenheit (F)</p> <p>Room # 149 had a temperature of 122 degrees F</p> <p>Observations were made on the same date at 11:05 AM of the water temperatures of the sink located inside the resident rooms as follows:</p> <p>Room # 149 sink temperature was 120 degrees F</p> <p>Room # 150 sink temperature was 120 degrees F</p> <p>After the surveyor identified elevated temperatures on the above unit, the Director Maintenance of (DOM), Staff # 21 was notified and arrived on the unit at 11:30 AM to obtain temperatures on the Harbor View Unit with the surveyor. The following temperatures were obtained:</p> <p>Room # 149 Bathroom sink temperature was 124.2 degrees F</p> <p>Room # 150 Bathroom sink temperature was 123.8 degrees F</p> <p>Room # 152 Bathroom sink temperature was 121.2 degrees F</p> <p>Observations were made in the following resident rooms of sink temperatures by the DOM as follows:</p> <p>Room # 149 sink temperature was 123.9 degrees F</p> <p>(continued on next page)</p>

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 - Some</p>	<p>Room # 150 sink temperature was 122.5 degrees F</p> <p>After the DON obtained the above temperatures on the Harbor View Unit, he was told that that the temperatures are a concern. He stated that this morning, the facility powered down the boiler for use of the chiller, to use the air conditioner. He stated that this could affect the water system as the rooms are located above the boiler room. When the surveyor asked if water temperatures were obtained in the resident rooms while powering down the boiler, he could not provide documentation of this to the survey team.</p> <p>Let it be noted that the residents that resided in the rooms with the elevated temperatures are unable to use the bathroom and or sink in the above noted rooms except for resident # 31 and # 32.</p> <p>During an interview with resident # 32 on 4/30/24 at 1:05 PM the resident stated that s/he uses the bathroom with assistance and denied any burns to the hands when using the water from the sink.</p> <p>During an interview with resident # 31 on 4/30/24 at 1:20 PM the resident stated that s/he does not use the bathroom, however, s/he uses the sink inside of the room to brush his/her teeth, wash face and hands and that s/he never experienced any problems with the water being too hot.</p> <p>All concerns were discussed with the Administration team on 4/30/24 at 1:45 PM.</p> <p>47200</p> <p>2. On 4/30/24 at approximately 10:11AM the surveyor tested the temperature of the water in the following resident rooms with a calibrated thermometer: room [ROOM NUMBER] was found to be 133.9F, and room [ROOM NUMBER] was found to be 135.9.</p> <p>On 4/30/24 at 10:38AM the water temperature in room [ROOM NUMBER] was observed to be 121.3F</p> <p>On 4/30/24 at 10:38AM the water temperature in room [ROOM NUMBER] was observed to be 122.9F</p> <p>On 4/30/24 at 10:39AM the water temperature in room [ROOM NUMBER] was observed to be 121.2F</p> <p>On 4/30/24 at 10:42AM the water temperature in room [ROOM NUMBER] was observed to be 137.5F</p> <p>On 4/30/24 at 10:48AM the water temperature in room [ROOM NUMBER] was observed to be 130F</p> <p>On 4/30/24 at 10:52AM the water temperature in room [ROOM NUMBER] was observed to be 130.1</p> <p>On 4/30/24 at 10:59AM the water temperature in room [ROOM NUMBER] was observed to be 125.3F at the sink in the resident's room and 124F at the resident's bathroom sink.</p> <p>On 4/30/24 at 11:03AM the water temperature in room [ROOM NUMBER] was observed to be 121.5F at the sink in the resident's room and 128.5F at the resident's bathroom sink.</p> <p>On 4/30/24 at 11:05AM the water temperature in room [ROOM NUMBER] was observed to be 126F at the sink in the resident's room.</p> <p>(continued on next page)</p>

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<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 4/30/24 at 11:14AM the surveyor requested a dual observation of water temperatures in resident rooms with Staff #21, Director of Maintenance, and observed them obtain their thermometer.</p> <p>On 4/30/24 at 11:16AM the surveyor observed Staff #21 obtain a water temperature of 133.4F at the sink in room [ROOM NUMBER], and then a water temperature of 132.3F in the resident's bathroom sink.</p> <p>On 4/30/24 at 11:19AM during an interview conducted by the surveyor with Staff #21 they stated that the area of the building with higher water temperatures was located above the facility's boiler for that area of the building.</p> <p>On 4/30/24 at 11:19AM the surveyor observed Staff #21 obtain a water temperature of 129.9F at the sink in room [ROOM NUMBER], and a water temperature of 129.2 F in the resident's bathroom sink.</p> <p>On 4/30/24 at 1:31PM surveyors conducted an interview with the Administrator and Staff #21 which revealed water temperatures in resident rooms was not being monitored. The Administrator communicated to surveyors that this was an oversight, they thought the temperatures were being done, but it was not being done in resident rooms, temperatures were being taken of the boiler.</p>		