

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265802	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/17/2025
NAME OF PROVIDER OR SUPPLIER Armour Oaks Senior Living Community		STREET ADDRESS, CITY, STATE, ZIP CODE 8100 Wornall Road Kansas City, MO 64114	
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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview and record review, the facility failed to ensure that hot water temperatures from faucets throughout the facility, were consistently between 105 &ordm;F (degrees Fahrenheit) and 120 &ordm;F. Resident rooms [ROOM NUMBER] on the South east side of the facility, had water temperatures between 94 &ordm;F and 99 &ordm;F. Resident rooms 14, 21, 22, and 12 on the north side of the facility had temperatures that were 120.2- 121.4 &ordm;F; and Resident rooms [ROOM NUMBERS] had water temperatures between 76.1 &ordm;F and 92.3 &ordm;F .The facility also failed to ensure that staff who are checking temperatures allowed to flow for at least 2 minutes before measuring the water temperatures. This practice potentially affected all residents. The facility census was 35 residents.</p> <p>Review of the facility's policy entitled Safe water Temperatures and dated 3/23, showed:</p> <p>It is the policy of this facility to maintain appropriate water temperatures in resident care areas.</p> <p>Policy Explanation and Compliance Guidelines:</p> <ol style="list-style-type: none"> 1. Direct care staff will monitor residents during prolonged exposure to warm or hot water for any signs or symptoms of burns, and will respond appropriately. 2. Staff will be educated on safe water temperatures upon employment and on a regular basis. 3. Thermometers will be available as needed for use by all staff. 4. Staff will report abnormal findings, such as complaints of water too cold or hot, burns or redness, or any problems with water temperature (ex. water is painful to touch or causes redness) to the supervisor and/or maintenance staff. 5. Water temperatures will be set to a temperature of no more than 120&deg; F and no less that 105, or the state's allowable maximum water temperature. 6. Maintenance staff will check water heater temperature controls and the temperatures of tap water in all hot water circuits weekly and as needed. 7. Documentation of testing will be maintained for 3 years and kept in the maintenance office. <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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Review of the Section for Long Term Care Policy entitled Maximum/ Minimum Water temperatures revised 10/1/98, showed:</p> <ul style="list-style-type: none"> -State Regulations require that all facilities maintain water temperatures between 105 &ordm;F--- 120 &ordm;F at plumbing fixtures accessible to residents. - DHSS staff shall use the dial or digital thermometers to measure water temperatures. - In some situations, water temperatures may fluctuate significantly even at the same plumbing fixtures. Measurements at any water fixture should be taken for at least two minutes in order to determine fluctuation patterns or until the temperature has been constant for at least 30 seconds. <p>1. Review of water temperatures in the following rooms on 4/17/25, after the faucets were allowed to flow for two minutes, showed the following:</p> <p>The water temperature in Resident room [ROOM NUMBER] was 76.1 &ordm;F.</p> <p>The water temperature in Resident room [ROOM NUMBER] was 92.3 &ordm;F.</p> <p>The water temperature in resident room [ROOM NUMBER], was 104.0 &ordm;F.</p> <p>The water temperature in the shared faucet or rooms [ROOM NUMBERS] was 104.1 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER] was 104.5 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER] was 94.4 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER] was 94.6 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER], was 99.5 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER], was 120.2 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER], was 121.4 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER] was 120.5 &ordm;F.</p> <p>The water temperature in room [ROOM NUMBER], was 120.7 &ordm;F.</p> <p>Observation on 4/17/24 at 1:12 P.M., showed the temperature gauge of the hot water heater was set at a temperature between 115 &ordm;F and 116 &ordm;F.</p> <p>(continued on next page)</p>		

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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>During an interview on 4/17/25 at 1:24 P.M., the Maintenance Assistant said the water from the hot water heater delivers water to a holding tank for the facility, then the holding tank delivers hot water to a mixing valve (a component in modern plumbing systems which has the function of blending hot and cold water to achieve a warm outlet temperature) to mix with water that is colder, then delivers the water to the facility.</p> <p>During an interview on 4/17/25 at 5:50 P.M., the Administrator said the following about the cold water temperatures in resident rooms [ROOM NUMBERS]:</p> <ul style="list-style-type: none"> - The water that goes to those rooms has to travel a longer distance. - Because the water in rooms [ROOM NUMBER] originates from the Assisted Living Facility (ALF) side and the ALF residents are not running water as often as the SNF residents. <p>During a phone interview on 4/22/25 at 2:07 P.M., the Administrator said:</p> <ul style="list-style-type: none"> - He/she was not aware of the water temperatures which varied so much prior to an incident where one resident was reported to had an issue while in the shower. - Prior to that incident he/she was unaware of any plumbers being called to the facility to look at the issue of inconsistent water temperatures at the facility. <p>During a phone interview on 4/22/24 at 2:22 P.M., the Maintenance Person said:</p> <ul style="list-style-type: none"> - He/she was not sure what occurred on 4/17/25 to cause the inconsistent water temperatures. - They did not have a correct method of how their water system would regulate hot water temperatures because of the adjustments that were made to the thermostats on the hot water heaters. - He/she was confused to why there was such a wide variance in hot water temperatures. - In the past they have not had any inconsistent with water temperatures. - Facility leadership was evaluating whether to contact a professional plumber to look at their water pipe system. - In the past, when he/she measured hot water temperatures, he/she let that water flow for one minute, before measuring the hot water temperature, because he/she was unaware of how the hot water should be measured. 		