

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 315263	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/31/2025
NAME OF PROVIDER OR SUPPLIER Palace Rehabilitation and Care Center, The		STREET ADDRESS, CITY, STATE, ZIP CODE 315 West Mill Road Maple Shade, NJ 08052	
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 - Immediate jeopardy to resident health or safety Residents Affected - Few	<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** 38080</p> <p>Complaint #: NJ 185087</p> <p>Based on observation, interview, and review of pertinent documentation, it was determined that the facility failed to maintain hot water temperatures at a safe level to protect residents from third degree burns and serious injury on 1 of 3 nursing units (C-Wing).</p> <p>Hot water temperatures obtained on 3/29/25, in both residents' rooms and in the resident shower room on the C-Wing nursing unit, registered between 137.1 degrees Fahrenheit (F) and 138.4 degrees F. Interviews with the Regional Licensed Nursing Home Administrator (RLNHA) and the Maintenance Director (MD) revealed that hot water temperatures should be maintained between 95 and 110 degrees F to prevent residents from being burned. The RLNHA and the MD stated that the C-Wing nursing unit had a separate boiler that provided hot water to all those residents which included cognitively impaired residents.</p> <p>The facility's failure to ensure the residents were protected from excessive hot water temperatures posed the likelihood of serious harm and injury from third degree burns. This resulted in an Immediate Jeopardy (IJ) situation.</p> <p>The IJ began on 3/29/25 at 1:30 PM, when the survey team identified water temperatures on the C-Wing nursing unit in excess of 130 degrees F. The facility's Administration was notified of the IJ on 3/29/25 at 3:16 PM. The facility submitted an acceptable Removal Plan (RP) on 3/29/25. The surveyor verified the implementation of the RP during the continuation of the on-site survey on 3/31/25.</p> <p>The evidence was as follows:</p> <p>Reference: State Operation Manual; Guidance to Surveyors for Long Term Care Facilities; 483.25 (d)(1); Water Temperature - Water may reach hazardous temperatures in hand sinks, showers, tubs, and any other source or location where hot water is accessible to a resident. Burns related to hot water/liquids may also be due to spills and/or immersion. Many residents in long-term care facilities have conditions that may put them at increased risk for burns caused by scalding. These conditions include decreased skin thickness, decreased skin sensitivity, peripheral neuropathy, decreased agility (reduced reaction time), decreased cognition or dementia, decreased mobility, and decreased ability to communicate.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: 315263	Facility ID: 315263 If continuation sheet Page 1 of 5

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<p>F 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Time and Temperature Relationship to Serious Burns Water Temperature and Time Required for Third degree Burn (Penetrate the entire thickness of the skin and permanently destroy tissue).</p> <p>Water temperature and time required for a third degree burn to occur:</p> <p>148 F - 2 Seconds</p> <p>140 F - 5 Seconds</p> <p>133 F - 15 Seconds</p> <p>127 F - 1 Minutes</p> <p>124 F - 3 Minutes</p> <p>120 F - 5 Minutes</p> <p>On 3/29/25 at 10:20 AM, the surveyor interviewed the Social Worker (SW), who stated that the facility had a fire yesterday (3/28/25) that started at approximately 10:30 AM, that affected the laundry room, A-wing's dining room, and Resident room [ROOM NUMBER]. The SW stated that utilities were shut off including the facility's boilers, but all utilities had been restored and the facility was fully functioning.</p> <p>On 3/29/25 at 11:25 AM, the surveyor interviewed the RLNHA, who stated that the facility had a fire yesterday, and the Fire Marshal (FM) and Local Health Department (LHD) cleared the facility so the residents returned to their room and the utilities were restored. The RLNHA confirmed that there was hot water throughout the building.</p> <p>On 3/29/25 at 12:15 PM, the surveyor conducted a telephone interview with the FM, who stated that the facility had an accidental fire to their outside laundry dryer vents. The FM reported that before he left the facility last night, he had checked the boiler and the facility had hot water.</p> <p>On 3/29/25 at 1:18 PM, the surveyor (Surveyor #1) and the Director of Dietary (DD), in the presence of Surveyor #2 and the RLNHA, calibrated two thin probed thermometers using an ice bath. The surveyor and DD checked the hot water temperatures throughout the kitchen. Then the surveyor asked the DD if the RLNHA could use his calibrated thermometer to check water temperatures throughout the building. The DD confirmed and provided the RLNHA with his thermometer. At that time, the surveyor asked the RLNHA at what temperature should the hot water be at, and the RLNHA stated between 95 and 110 degrees F to prevent burns.</p> <p>On 3/29/25 at 1:20 PM, Surveyor #1 and the RLNHA were both obtaining a water temperature from Resident room [ROOM NUMBER]'s sink, and halfway through obtaining the temperature, the RLNHA stopped. The surveyor obtained a water temperature of 105 degrees F, and the RLNHA acknowledged it as the temperature. The surveyor then instructed the RLNHA that moving forward, they wanted them to both obtain the water temperature, and the RLNHA stated that he would go with the temperature that the surveyor obtained because the surveyor was better at obtaining the water temperature.</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>On 3/29/25 from 1:30 PM through 1:41 PM, the surveyors and the RLNHA obtained hot water temperatures on the C-Wing nursing unit and the following occurred:</p> <p>At 1:30 PM, Surveyor #1 obtained a water temperature of 138.3 degrees F from Resident room [ROOM NUMBER]'s sink. At that time, Surveyor #1 and the RLNHA felt the hot water and they both agreed the water was hot. The RLNHA stated it was scalding and confirmed a resident could get burned.</p> <p>At 1:31 PM, Resident #1 informed the surveyor that the hot water got really hot that they could make tea with it. Surveyor #1 asked if it would steep it, and Resident #1 confirmed yes. Surveyor #1 then asked how long this was occurring for, and Resident #1 stated they were not saying nothing.</p> <p>A review of Resident #1's most recent comprehensive Minimum Data Set (MDS), an assessment tool dated 1/30/25, revealed that the resident had a Brief Interview for Mental Status (BIMS) score of 14 out of 15, which indicated a fully intact cognition.</p> <p>At 1:33 PM, the RLNHA informed the surveyors that he called the maintenance staff and instructed them to turn the boiler down. The RLNHA stated that the C-Wing nursing unit had a separate boiler from the other two nursing units. Surveyor #1 asked if any resident had ever been burned from the facility's hot water, and the RLNHA stated no.</p> <p>At 1:34 PM, Surveyor #1 obtained a water temperature of 137.1 degrees F from Resident room [ROOM NUMBER]'s sink. At that time, the RLNHA acknowledged the temperature, and he confirmed that the unit had cognitively impaired residents residing on it.</p> <p>At 1:35 PM, Surveyor #2 obtained a water temperature of 138.4 degrees F from Resident room [ROOM NUMBER]'s sink. At that time, the RLNHA acknowledged the temperature.</p> <p>At 1:37 PM, Surveyor #1 obtained a water temperature of 137.7 degrees F in the C-Wing Shower Room. The RLNHA acknowledged the temperature, and he confirmed that was the only shower room on the nursing unit.</p> <p>At 1:39 PM, Resident #2 informed the surveyor that they were able to make instant noodle soup using their sink. The surveyor asked if the water softened the noodles, and the resident confirmed yes.</p> <p>A review of Resident #2's most recent quarterly MDS dated [DATE], revealed that the resident had a BIMS score of 12 out of 15, which indicated a moderately impaired cognition.</p> <p>At 1:41 PM, Surveyor #2 obtained a water temperature of 138.4 degrees F from the sink at the Nurse's Station. The RLNHA acknowledged the temperature, and he stated that staff were instructed to turn the boiler down.</p> <p>On 3/29/25 at 1:42 PM, the surveyor interviewed the Certified Nursing Aide (CNA #1), who stated that the facility's water was usually not too hot, and she stated no residents had complained.</p> <p>On 3/29/25 at 1:44 PM, the surveyor interviewed the Maintenance Staff (MS #1), who stated that water temperatures were obtained daily throughout the facility by the MD.</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>On 3/29/25 at 1:45 PM, the surveyors accompanied by MS #1 and the RLNHA observed C-Wing's boiler room. The surveyors observed the boiler system for C-Wing was a residential unit with no gauge to show the water temperature. The boiler had a dial that could be set to low, medium, or high. The dial was currently set to high.</p> <p>On 3/29/25 at 1:47 PM, the surveyor interviewed the Registered Nurse (RN #1), who stated that residents did not complain about the hot water.</p> <p>On 3/29/25 at 1:48 PM, the MD provided the surveyor with water temperature logs for February 2025 and March 2025. The logs had sustained water damage from the fire and the ink had bled in places. However, there were no markings in the boxes for the C-Wing water temperature from 3/18/25 through the present date, and there was no indication that any ink had bled through from water damage, the boxes were paper colored. The surveyor then showed the log to the RLNHA and asked if it looked like there was anything written in those boxes that might have bled, and the RLNHA responded, that is what my MD is saying. The log also did not specify where in C-Wing the water temperatures were obtained from. At that time, the RLNHA stated that the facility had been checking water temperatures in every resident room since last night on a separate log, and the surveyor requested a copy of it and the facility's water policy.</p> <p>On 3/29/25 at 1:55 PM, the surveyors observed the boiler room in A-Wing that contained all the facility's state inspection certificates. The MD stated one of those certificates was for C-Wing's boiler that was inspected on 10/10/24, but he was unsure which one. The MD stated that C-Wing's boiler was an eighty gallon tank that serviced only C-Wing. The MD stated that the maintenance staff checked water temperatures daily, and that none of his staff had adjusted the boiler to make the temperature hotter; the boiler maintained the same setting. The MD stated that the facility had never had high water temperatures. The surveyor informed the MD that both surveyors in the presence of the RLNHA obtained high water temperatures over 130 degrees F. The MD denied the findings. The surveyor asked what the temperature should be, and the MD stated between 95 and 110 degrees F.</p> <p>On 3/29/25 at 2:04 PM, the RLNHA stated that the facility did not have a water policy and the facility followed the regulations. At that time, the RLNHA provided the surveyor with a copy of the water temperature logs for all three nursing units from 3/28/25 at 8:00 PM, until 3/29/25 at 12:00 AM. The highest temperature recorded was 109 degrees F in Resident room [ROOM NUMBER].</p> <p>On 3/29/25 at 2:15 PM, the SW provided the surveyor with a list of forty-eight residents who resided on C-Wing. Out of those residents, the SW indicated that twenty-two of the residents were cognitively impaired. At that time, the surveyor requested the RLNHA to ask the MD to meet the surveyors in C-Wing to obtain water temperatures. The RLNHA stated the MD was already there.</p> <p>On 3/29/25 at 2:17 PM, the surveyor, in the presence of the MD, obtained a water temperature of 122 degrees F from the C-Wing Shower Room. The MD did not want to use his thermometer in hand to obtain a temperature, and he stated that the surveyor's temperature was sufficient. The surveyor then obtained a water temperature of 121 degrees F from Resident room [ROOM NUMBER]'s sink. The MD stated that no one had touched the boiler yet to bring the temperature down, and he was waiting for us. The surveyor then questioned the RLNHA about informing the surveyors that the facility staff had lowered the boiler temperature when they first obtained high readings, and the RLNHA stated he thought they did.</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>An Acceptable Removal plan was received on 3/29/25, which indicated the action the facility took to prevent serious harm from occurring or recurring. The facility implemented a corrective action plan to remediate the deficient practice including; on 3/29/25 at 3:30 PM, the MD lowered the hot water temperature on the boiler, water temperatures were obtained throughout every residents' room in the facility, the facility initiated water temperatures to be taken every two hours for three days, all residents on C-Wing were assessed for skin damage, the facility conducted a resident council meeting to discuss safe water temperatures with the residents, and the Director of Nursing/designee initiated a house-wide staff in-service on safe water temperatures, the process of taking water temperatures, and any staff not in-serviced would be prior to their next shift.</p> <p>During the verification of the Removal Plan on 3/31/25 at 11:10 AM, Resident #3 informed the surveyor that the water could be hotter now, and they understood why the temperature needed to be cooler. Resident #3 reported that they were able to (prior to the IJ) make hot chocolate or tea using the water from their sink, but now they could not since the temperature was lowered. The surveyor asked how long the resident had been able to make hot beverages using their sink water, and Resident #3 stated the whole time they resided in the facility.</p> <p>A review of Resident #3's most recent comprehensive MDS dated [DATE], revealed that the resident had a BIMS score of 12 out of 15, which indicated a moderately impaired cognition.</p> <p>The surveyor verified the implementation of the Removal Plan during the continuation of the on-site survey on 3/31/25.</p> <p>NJAC 8:39-31.7(h)</p>		