

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

Printed: 08/27/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 365421	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/16/2026
NAME OF PROVIDER OR SUPPLIER Inniswood Health and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 1150 Colony Drive Westerville, OH 43081	
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 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some Note: The nursing home is disputing this citation.	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, resident interview, and staff interview, the facility failed to ensure hot water temperatures were provided to residents to maintain a homelike environment. This affected seven (#8, #21, #25, #64, #70, #85, and #90) of seven residents observed for water temperatures on the 400 and 500 hallway. The census was 86. Findings include: Observation on 06/14/26 at 08:23 A.M. of the hot water temperature from the bathroom faucet in room [ROOM NUMBER], occupied by Resident #64, revealed the hot water was tepid to touch. Observation on 06/14/26 at 12:50 P.M. of room [ROOM NUMBER]'s hot water temperature from the bathroom faucet revealed the water was tepid to touch. Interview on 06/14/26 at 12:50 P.M. with Resident #70, the resident of room [ROOM NUMBER], revealed the hot water was always cold. Observation on 06/14/26 at 12:55 P.M. of the hot water temperature from the bathroom faucet in room [ROOM NUMBER], occupied by Resident #21 and Resident #90, revealed the hot water was tepid to touch. Interview on 06/14/26 at 12:55 P.M. with Resident #21, one of the residents of room [ROOM NUMBER], revealed the hot water was always cold. Interview on 06/15/26 at 9:16 A.M. with Maintenance Director (MD) #74 revealed the water temperatures of the 400 and 500 hallways were a little low, but the facility increased the temperature at the mixing valve with some improvement. Interview on 06/15/26 at 9:30 A.M. with Registered Nurse (RN) #79 revealed residents occasionally complained regarding the temperature of the water not being at preferred temperatures. RN #79 stated the staff allow the water to run longer to ensure the water was warm enough. Interview on 06/15/26 at 10:04 A.M. with the Director of Nursing (DON) revealed residents have complained in the past regarding hot water temperatures being too cold, but the complaints were received when the outside temperatures were approximately 10 degrees Fahrenheit (F). Interview on 06/15/26 at 11:07 A.M. with the Administrator revealed water temperatures were brought up in past Resident Council meetings in the context that the residents' requested the water run for while until the water gets to the residents' preference. The Administrator was unsure what date it was discussed in the Resident Council meeting. Interview on 06/16/26 at 7:29 A.M. with MD #74 revealed the water temperatures of the 400 and 500 hallway are low because of the distance from the hot water heater and the mixing valve. Observation on 06/16/26 from 7:29 A.M. to 7:45 A.M. of resident bathroom water temperatures on the 400 and 500 hallways, with MD #74, revealed a hot water temperature of 100.0 degrees F after allowing the water to run for two (2) minutes and 52 seconds for room [ROOM NUMBER], occupied by Resident #85, and a hot water temperature of 86.4 degrees F after allowing the water to run for one (1) minute and 57 seconds for room [ROOM NUMBER], occupied by Resident #8 and Resident #25. For each hot water temperature observation, MD #74 used the facility's thermometer, selected the rooms at random, and decided the maximum time to let the water run before providing the temperature. Interview on 6/16/26 at 7:55 A.M. with MD #74 confirmed the hot water temperatures obtained on the 400 and 500 hallway were too cold. Further observation on 06/16/26 from 7:59 A.M. to 8:06 A.M., with MD #74 and MD #124, of resident bathroom and facility shower room hot water temperatures on the 400 and 500 hallways revealed a hot water temperature of 98.4 degrees F after allowing the water to run for 2 minutes and 54 seconds for room (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
--	-------	-----------

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

Printed: 08/27/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 365421	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/16/2026
NAME OF PROVIDER OR SUPPLIER Inniswood Health and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 1150 Colony Drive Westerville, OH 43081	
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 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some Note: The nursing home is disputing this citation.	[ROOM NUMBER] and a shower head hot water temperature of 92.8 degrees F after letting the water run for four (4) minutes and three (3) seconds for the 500 hallway shower room. For each hot water temperature observation, MD #74 used the facility's thermometer and decided the maximum time to let the water run before providing the temperature. Interview on 06/16/26 at 8:06 A.M. with MD #74 and MD #124 confirmed the hot water temperatures obtained were too cold. Interview on 06/16/26 at 9:15 A.M. with Resident #6 using Interpreter #204 revealed the resident reported the hot water temperatures were kind of cold. Interview on 06/16/26 at 9:19 A.M. with Resident #8 and Resident #25, occupants of room [ROOM NUMBER], revealed both residents reported the hot water temperatures in the room were kind of cold. Interview on 06/16/26 at 9:20 A.M. with Resident #85, occupant of room [ROOM NUMBER], revealed the hot water was cold when she took a bath and stated she can feel it in her bones. Interview on 06/16/26 at 8:43 A.M. with the Administrator revealed the facility did not have a policy for hot water temperatures to resident rooms. This deficiency represents non-compliance investigated under Complaint Number 3014949.		