STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	365648	A. Building B. Wing	06/16/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Willow Knoll Post-Acute and Senior Living	4400 Vannest Avenue Middletown, OH 45042

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 - Some	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents. Based on resident interview, observation, staff interview, review of facility records, and review of the facility policy, the facility failed to ensure water temperature in resident rooms were maintained at acceptable temperatures to prevent the possibility of scalding injuries. This affected thirteen (Residents #27, #30, #31, #34, #39, #40, #43, #44, #45, #46, #52, #54, and #55) and had the potential to affect all of the residents residing in the facility. The facility census was 54 residents. Findings include:Interview on 06/16/26 at 10:30 A.M. with Resident #54 confirmed the water temperature in her bathroom sink was dangerously high. Observation on 06/16/26 at 10:30 A.M. revealed the water in Resident #54's sink was very warm to the touch almost immediately after the water was turned on. Observations made with the Maintenance Director #314 on 06/16/26 beginning at 11:12 A.M. revealed the following water temperatures:145 degrees Fahrenheit (F) in the restroom for Residents #54, #55, #53, 133 degrees F in the restroom for Resident #43, 132.5 degrees F in the restroom for Resident #46, 130 degrees F in the restroom for Residents #30, #31, #34, #39, #40, #44, #45, 125 degrees F in the restroom for Resident #27. Additionally, tankless water heaters in facility revealed a set temperature of 145 degrees F. Interview on 06/16/26 at 11:12 A.M. with MD #314 confirmed a safe water temperature range in resident rooms was 105 to 120 degrees F and resident water temperatures were too high. MD #314 stated the facility did not have a recent log of monitoring of the water heater temperature. Interview on 06/16/26 at 11:45 A.M. with Maintenance Director (MD) #314 and Maintenance Assistant (MA) #313 verified the tankless water heaters were installed following an issue with the facility failing to maintain temperatures that were between the required parameters of 105 degrees F to 120 degrees F. Interview confirmed the tankless heaters were managed by an outside service and MD #314 and MA #313 were unclear as to how the system operated. Interview on 06/16/26 at 3:20 P.M. with the Executive Director (ED) confirmed the water temperatures in resident bathrooms should be maintained between 105 to 120 degrees F and the ED acknowledged the facility had a problem with water temperatures being too hot. Review of the water temperature monitoring logs for the dates of 12/01/25 through 06/08/26 revealed the facility checked the water temperatures of the resident restrooms once every two months and all temperatures were within acceptable limits. Review of the water heater temperature monitoring revealed the last documentation of monitoring was dated 2019. Review of the facility policy Safety of Water Temperatures dated 2009 revealed the facility would keep tap water temperatures within a range of no more than 120 degrees F to prevent scalding of residents. The maintenance staff was responsible for checking thermostats and temperature controls in the facility and record these in a maintenance log.

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