

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

Printed: 07/30/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395284	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/20/2026
NAME OF PROVIDER OR SUPPLIER Phoenix Center for Rehabilitation and Nursing,the		STREET ADDRESS, CITY, STATE, ZIP CODE 833 South Main Street Phoenixville, PA 19460	
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 - Many	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on review of facility policy, observations, review of facility documentation and staff interviews, it was determined the facility failed to ensure hot water temperatures in residents' room and shower rooms were maintained at a safe temperature on one of three nursing units (Third floor). This failure placed the residents at risk of serious injury from a burn and resulted in an Immediate Jeopardy Situation. Findings include:Review of facility policy, Safety of Water Temperatures, revised December 2018, indicated tap water in the facility shall be kept within a temperature range to prevent scalding of residents. Water heaters that service resident rooms, bathrooms, common areas, and tub/shower areas shall be set to temperatures of no more than 110-120 degrees Fahrenheit or the maximum allowable temperature per state regulation. Maintenance staff is responsible for checking thermostats and temperature controls in the facility and recording these checks in a maintenance log. Maintenance staff shall conduct periodic tap water temperature checks and record the water temperatures in a maintenance log. Observations conducted May 19, 2026, from 9:50 - 10:15 a.m. with Maintenance Employee E4 revealed the following water temperatures: 3rd floor:Resident room [ROOM NUMBER] - 128.5 degrees FahrenheitResident room [ROOM NUMBER] - 138.0 degrees Fahrenheit Interview with Employee E4 at that time, revealed water temperatures are checked weekly in random rooms and should be around 110 degrees Fahrenheit. Employee E4 also revealed the mixing valve (plumbing device that blends hot and cold water to create a safe, consistent output temperature) was replaced last month, but the water temperatures have been inconsistent. Interview with Maintenance Director, Employee E5, on May 19, 2026, at 10:30 a.m. revealed water temperatures have not been tested since April 11, 2026. Employee E5 also indicated that on May 3, 2026, the Nursing Home Administrator (NHA) had inquired via text about the water temperatures and Employee E5 replied it was hit or miss. Employee E5 also revealed a plumber was supposed to come to the facility on May 9, 2026, to address concerns, but the plumber did not come. The plumber was scheduled again for today (May 19, 2026) but had not arrived, yet. Review of TELS system (maintenance management system) documentation revealed water temperatures were last checked on April 8, 2026. Based on the above findings, Immediate Jeopardy to the safety of the residents was identified to the Director of Nursing (DON) on May 19, 2026, at 1:10 p.m. for failure to ensure safe hot water temperatures were maintained on the nursing unit and proper monitoring was conducted routinely. The DON was provided with the Immediate Jeopardy template on May 19, 2026, at 1:17 p.m. and an immediate action plan was requested. On May 19, 2026 at 3:47 p.m. the facility provided the following corrective action plan:Plumber was scheduled to come to the facility on May 19, 2026, to address concerns related to the water temperature systemAll other rooms in the facility that have had hot water temperatures taken and residents affected will be continuously assessed every shift to ensure that no signs and symptoms of hyperthermia are present to include vital signs, skin assessments along with any other relevant assessments related to hyperthermia.Facility staff will be educated on ensuring that water temperatures are checked appropriately before using the water for resident care and it if it out of range to stop use of water immediately and notify the appropriate parties.Facility water temperatures (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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 395284 If continuation sheet Page 1 of 3

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many	will be checked every shift by the maintenance director or manger on duty/facility administration to ensure that the temperatures are within appropriate range along with resident interviews to ensure that they are comfortable with the current temperatures.If the water temperature when checked does not meet and maintain the appropriate temperatures the facility will initiate the emergency plan to include closure of the shower rooms and providing residents with bed baths, allowing the water to reach appropriate temperatures before beginning.An Ad Hoc QAPI meeting was held on May 19, 2026 to discuss the events surrounding the facility's failure to ensure that the water temperature in the facility were maintained between 105 and 110 degrees Fahrenheit, to identify the root cause, and to initiate improvements to the facility's processes and procedures regarding ensuring that water temperatures are appropriately maintained in the facility, the facility has a plan in place when water temperatures are mot maintained and to ensure that the system responsible for water temperatures has routine maintenance. Interview with the Nursing Home Administrator (NHA) on May 20, 2026, at 10:50 a.m. indicated the NHA was not aware of any issues with high water temperatures until yesterday, May 19, 2026. Interviews were conducted with seven staff members on May 20, 2026, and facility staff were able to confirm education was provided on the appropriate water temperature range; to notify maintenance and/or Nursing Home Administrator if water temperatures are too high and showering was currently suspended. Review of facility documentation of hot water temperatures revealed the facility is currently monitoring the temperature of the hot water. Following the verification of the immediate action plan the Immediate Jeopardy was lifted on May 20, 2026, at 11:40 a.m. 483.25 Free of Accident Hazards/Supervision/Devices28 Pa. Code 201.14(a) Responsibility of licensee 28 Pa. Code 201.18(b)(1)(3) Management 28 Pa. Code 205.63 (c) Plumbing & Piping Systems-Hot Water Outlets28 Pa. Code 211.10 (d) Resident Care Policies28 Pa. Code 211.12 (d) (1)(2)(5) Nursing Services		

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F 0835 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Administer the facility in a manner that enables it to use its resources effectively and efficiently. Based on observations, review of facility documentation and interviews with staff, it was determined that the Nursing Home Administrator failed to effectively manage the facility related to hot water temperatures which resulted in an Immediate Jeopardy situation. Findings include: Review of the job description for the Nursing Home Administrator revealed that the Nursing Home Administrator is to manage the facility in accordance with current applicable federal, state, and local standards, guidelines, and regulations that govern long-term care facilities and to ensure the highest degree of quality is provided to residents. Observations in the facility on May 19, 2026, revealed that water temperatures were above 110 degrees Fahrenheit on the third floor. Interview with the Maintenance Employee E4 on May 19, 2026, after the observation confirmed the water temperatures were above 110 degrees Fahrenheit. There was no documented evidence provided to the surveyor that the water temperatures were being monitored since April 8, 2026. Interview with Employee E5 on May 19, 2026, at 10:45 indicated that the Nursing Home Administrator was made aware on May 3, 2026, of inconsistent water temperatures and that a plumber was scheduled for May 9, 2026, but did not come to the facility and no other interventions were put into place to address the hot water temperatures. This failure placed residents at risk for serious injury from a burn and resulted in an Immediate Jeopardy situation. Based on the deficiencies identified in this report the NHA failed to fulfill essential duties and responsibilities of their position, contributing to the Immediate Jeopardy situation. Refer to F68928 Pa. Code 201.14(a) Responsibility of licensee 28 Pa. Code 201.18(b)(1) Management		