

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 030225	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/25/2022
NAME OF PROVIDER OR SUPPLIER BRIGHT SIDE MANOR		STREET ADDRESS, CITY, STATE, ZIP CODE 300 TEANECK ROAD TEANECK, NJ 07666		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	<p>Initial Comments</p> <p>Initial Comments: TYPE OF SURVEY: Complaint COMPLAINT #: NJ149664 CENSUS: 42 SAMPLE SIZE: 4 SURVEY DATE: 10/24/2022 and 10/25/2022</p> <p>The facility is not in substantial compliance with all of the standards in the New Jersey Administrative Code 8:36, Standards for Licensure of Assisted Living Residences, Comprehensive Personal Care Homes and Assisted Living Programs, based on this Complaint Survey.</p> <p>The facility must submit a plan of correction, including a completion date for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with provisions of New Jersey Administrative Code Title 8, Chapter 43E, Enforcement of Licensure Regulations.</p> <p>The Complaint Survey, conducted 10/24/2022, resulted in one immediacy situation. A revisit was conducted on 10/25/2022 and the facility was back in compliance.</p>	A 000		
A1243	<p>8:36-17.6(b) Housekeeping-Sanitation-Safety-Maintenance</p> <p>(b) The temperature of the hot water used for bathing and handwashing shall be at least 105 degrees and shall not exceed 120 degrees Fahrenheit.</p>	A1243		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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A1243	<p>Continued From page 1</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations, interviews, facility policy reviews, and record reviews, the facility failed to ensure the water used for resident bathing and handwashing did not exceed 120 degrees Fahrenheit (F). This had the potential to affect all residents.</p> <p>It was determined the provider's non-compliance with one or more requirements of participation had caused, or was likely to cause, serious injury, harm, impairment, or death to residents.</p> <p>On 10/24/2022 at 2:29 PM, the Wellness Director (WD) and the Administrator were notified of the immediacy of the situation involving hot water temperatures and a Removal Plan was requested.</p> <p>Findings included:</p> <p>A review of the facility's undated policy, titled "Water Supply," indicated, "Hot water used for bathing and hand washing is maintained at a temperature between 105 and 120 degrees Fahrenheit to insure residents' comfort and safety. Hot water temperatures are monitored on a weekly basis to ensure proper temperature. Should the temperature be found to be below 105 degrees or above 120 degrees, the [staff title] or designee will adjust the thermostat on the hot water heater. Until the temperature is adjusted properly, residents should be directed to not use water without supervision. Should adjustments to the water heater not prove effective within one hour, the Director of Maintenance will be called to address and correct the problem."</p>	A1243		

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A1243	<p>Continued From page 2</p> <p>On 10/24/2022 at 11:05 AM, during routine handwashing in the employee bathroom, the surveyor observed the water to be too hot to hold their hands under without turning on a significant amount of cold water.</p> <p>On 10/24/2022 from 11:27 AM through 12:15 PM, the surveyor took water temperatures with a Klein Tools dual probe thermometer. The thermometer was calibrated prior to taking temperatures. The following temperatures were recorded:</p> <ul style="list-style-type: none"> - At 11:27 AM, the water temperature of the bathroom sink in Room 133 was 142 degrees F. - At 12:06 PM, the water temperature of the bathroom sink in Room 137 was 127 degrees F. - At 12:10 PM, the water temperature in the two bathroom sinks of the first floor residents' women's restroom was taken. The sink on the left had a water temperature of 132 degrees F and the sink on the right had a water temperature of 140 degrees F. - At 12:12 PM, the water temperature of the bathroom sink in Room 217 was 136 degrees F. - At 12:14 PM, the water temperature of the bathroom sink in Room 223 was 131 degrees F. - At 12:15 PM, the water temperature of the bathroom sink in Room 232 was 140 degrees F. <p>In an interview on 10/24/2022 at 1:55 PM, the Maintenance Director stated he had just returned from vacation and was locked out of his office which was where he kept the log book. He stated the facility's expectation was to take the water temperature daily. When asked what he expected the temperature range to be, he could not tell the surveyor what the regulatory range of water temperatures should be.</p> <p>During an interview on 10/24/2022 at 2:04 PM, Resident #3, an ^{NJ Exec Order 26} and ^{NJ Exec Order 26} resident,</p>	A1243		

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A1243	<p>Continued From page 3</p> <p>stated they now resided in the original part of the facility and there was no issue with the water being too hot. Resident #3 stated that when they lived in Room ^{NJ Exec Order 26} the water was too hot.</p> <p>On 10/24/2022 at 2:13 PM, an interview was conducted with Resident #2 and Resident #4, both ^{NJ Exec Order 26} and ^{NJ Exec Order 26} residents. Resident #4 stated that sometimes the water was too hot and sometimes it was not. Resident #2 reported knowing how to set the water so that the water temperature was not too hot. According to Resident #2, both Resident #2 and Resident #4 were both able to set the water and adjust the temperature.</p> <p>On 10/24/2022 at 2:29 PM, the Wellness Director (WD) and the Administrator were interviewed together. The Administrator stated the water in the facility should not go over 120 degrees F and the WD agreed with the statement. The Administrator stated with it being an old building, there were issues with the water being too hot, and when the water temperature was adjusted, it got too cold. According to the Administrator, none of the residents had complained to him about the water being too hot and no negative outcomes had been reported to him. The Administrator stated the residents that had a diagnosis of dementia were supervised by the staff with showering and required assistance from staff with most activities of daily living. At this time, the surveyor notified the Administrator and the WD of the imminent threat regarding hot water temperatures and a removal plan would need to be developed.</p> <p>In an interview on 10/24/2022 at 2:45 PM, Licensed Practical Nurse (LPN) #2 stated she usually worked the 11:00 PM to 7:00 AM shift.</p>	A1243		

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A1243	<p>Continued From page 4</p> <p>LPN #2 stated she would assist in giving residents their showers and she had not noticed the water temperature being too hot. However, she stated the water temperature changed very quickly.</p> <p>In a follow-up interview on 10/24/2022 at 3:15 PM, the Maintenance Director stated the water temperature was not to exceed 120 degrees F. He stated when he checked the water temperature it was usually between 100 to 110 degrees F. At this time, the Maintenance Director and the surveyor took water temperatures. The Maintenance Director stated he calibrated his thermometer; however, he could not get the thermometer to work, and the surveyor's thermometer was used. The thermometer was calibrated prior to taking water temperatures. The following water temperatures were recorded:</p> <ul style="list-style-type: none"> - In Room 232, the water temperature in the sink was 141 degrees F. - In Room 228, the water temperature in the sink was 132 degrees F. - In the sink of the first floor nurses' station, the water temperature was 146 degrees F. - In the hallway bathroom by the front door of the facility, the water temperature was 141 degrees F. <p>After testing the water, the Maintenance Director responded, "It's all too high."</p> <p>On 10/24/2022 at 4:58 PM, the hot water heaters were observed with the Maintenance Director. The surveyor observed the facility had three 75-gallon hot water heaters that fed the resident areas. Per the Maintenance Director, when he was notified of the water being too hot (following the notification of the imminent threat), he stated he did not change the temperature setting on the hot water heaters, but he used the reset button to</p>	A1243		

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A1243	<p>Continued From page 5</p> <p>reset the low temperature setting on the three hot water heaters. The water temperature logbook was reviewed with the Maintenance Director and the last entry was dated 10/13/2022. The Maintenance Director stated he forgot to tell the maintenance assistant to check the water temperatures while he was away on vacation. It was observed that prior to 10/13/2022, water temperatures were being taken approximately every other day. When asked why the water temperatures were not being taken every day as he previously stated, the Maintenance Director did not have an answer.</p> <p>During an interview on 10/24/2022 at 6:00 PM, the Administrator indicated some of the water temperatures were now too low and the staff were going to stay until the water temperatures were back between 105 degrees F and 120 degrees F.</p> <p>REVISIT</p> <p>On 10/25/2022 at 9:00 AM, the surveyor returned to the facility for an onsite revisit. Per the Administrator, during an interview at 9:45 AM, the water temperatures were overall still too low. The Administrator stated Room 137's water temperature was 96.2 degrees F. Room 237's water temperature was 95.7 degrees F. Room 234's water temperature was 105.9 degrees F. The 2nd floor resident bathroom was 108.2 degrees F and the nurses' station sink was 103.6 degrees F.</p> <p>On 10/25/2022 at 11:45 AM a Removal Plan for the immediacy situation was received and approved by the New Jersey Department of Health. The Removal Plan, with a completion date of 10/24/2022, indicated,</p>	A1243		

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A1243	<p>Continued From page 6</p> <p>"1. All residents will be checked for burns or skin irritations immediately by end of today - October 24, 2022. Water temperatures will be tested in every resident bathroom, nursing areas and common areas immediately - end of day - October 24, 2022 - and all residents will be supervised in showers by staff. Staff will check water temperatures and make sure water temperature is comfortable for the resident. Staff will confirm with the resident regarding the water temperature is comfortable for them prior to shower. Staff will continue to monitor the resident during showers to be sure water temperatures remain comfortable for resident. Staff will document and monitor any complaints from residents and any skin issues related to water temperature.</p> <p>2. Effective immediately - today, October 24, 2022 - all water temperatures will be checked twice daily by the administrator or designee. We will provide thermometers to all aides to check water temperatures prior to all showers. Aides will be trained on how to calibrate thermometers and that they know water temperature ranges are from 105 to 120 degrees. Aides will ask resident prior to shower if they are comfortable enough with the temperature of the water for their shower.</p> <p>3. An in-service for all staff will be held to instruct what temperatures are acceptable as well as instruction on how to use the thermometer to check water temperature. Staff will be notified that if a temperature is over 120 degrees, they do not put the resident in the shower. They immediately report it to the administrator or designee.</p> <p>4. In addition to daily temperature checks going forward, the facility will schedule a plumbing inspection to determine if other measures are needed to better regulate and control water temperatures throughout the facility. A plumbing</p>	A1243		

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A1243	<p>Continued From page 7</p> <p>inspection will take place no later than 7 days.</p> <p>5. Repeated temperature checks and monitoring by the administrator or designee will be done in all bathrooms, nursing and common areas twice daily for the next two weeks to be sure all temperatures are properly regulated within an acceptable range not exceeding 120 degrees. Log sheets of these checks will be maintained in a logbook. He/she will train at least two other management level staff regarding how to check water temperatures and maintain logs of water temperatures. For weeks three and four - checks will be done once a day. Thereafter checks will be done by the administrator or designee in 3 bathrooms on alternating floors of the building twice a week and continue to be logged. All residents will be instructed and reminded to bring any concerns about water temperatures immediately to the attention of staff on duty. A special emergency resident meeting will take place on 10/25/22 and logged and documented.</p> <p>6. Today, October 24, 2022, housekeeper adjusted water temperatures by turning a knob to decrease water temperature on water heater. Immediately after adjusting, housekeeper along with aides verified that water temperatures had decreased to below 120 degrees.</p> <p>7. The imminent threat was removed on 10/24/2022. The Plan of Correction will be in place by November 7, 2022."</p> <p>During the onsite revisit on 10/25/2022 at 11:35 AM, the Owner, Administrator, LPN #3, and the surveyor took water temperatures using both the surveyor's thermometer and the facility's thermometer. The following water temperatures were recorded:</p> <ul style="list-style-type: none"> - At 11:35 AM, the water temperature in Room 119 was 120 degrees F. - At 11:40 AM, the water temperature in Room 	A1243		

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A1243	<p>Continued From page 8</p> <p>134 was 119 degrees F.</p> <ul style="list-style-type: none"> - At 11:45 AM, the water temperature in Room 217 was 104 degrees F. The Owner stated he was going to change out the faucet in Room 217. - At 11:50 AM, the water temperature in Room 223 was 118.7 degrees F. - At 11:55 AM, the water temperature in Room 237 was 115 degrees F. <p>On 10/25/2022 at 12:00 PM, the facility was notified the imminent threat had been lifted.</p>	A1243		



PLAN OF CORRECTION



**Bright Side Manor
Removal Plan
10.24.2022**

1. All residents will be checked for burns or skin irritations immediately by end of today – October 24, 2022. Water temperatures will be tested in every resident bathroom, nursing areas and common areas immediately – end of day – October 24, 2022 – and all residents will be supervised in showers by staff. Staff will check water temperatures and make sure water temperature is comfortable for the resident. Staff will confirm with the resident regarding the water temperature is comfortable for them prior to shower. Staff will continue to monitor the resident during showers to be sure water temperatures remain comfortable for resident. Staff will document and monitor any complaints from residents and any skin issues related to water temperature.
2. Effective immediately – today, October 24, 2022 - all water temperatures will be checked twice daily by the administrator or designee. We will provide thermometers to all aides to check water temperatures prior to all showers. Aides will be trained on how to calibrate thermometers and that they know water temperature ranges are from 105 to 120 degrees. Aides will ask resident prior to shower if they are comfortable enough with the temperature of the water for their shower.
3. An in-service for all staff will be held to instruct what temperatures are acceptable as well as instruction on how to use the thermometer to check water temperature. Staff will be notified that if a temperature is over 120 degrees, they do not put the resident in the shower. They immediately report it to the administrator or designee.
4. In addition to daily temperature checks going forward, the facility will schedule a plumbing inspection to determine if other measures are needed to better regulate and control water temperatures throughout the facility. A plumbing inspection will take place no later than 7 days.
5. Repeated temperature checks and monitoring by the administrator or designee will be done in all bathrooms, nursing and common areas twice daily for the next two weeks to be sure all temperatures are properly regulated within an acceptable range not exceeding 120 degrees. Log sheets of these checks will be maintained in a logbook. He/she will train at least two other management level staff regarding how to check water temperatures and maintain logs of water temperatures. For weeks three and four – checks will be done once a day. Thereafter checks will be done by the administrator or designee in 3 bathrooms on alternating floors of the building twice a week and continue to be logged. All residents will be instructed and reminded to bring any concerns about water temperatures immediately to the attention of staff on duty. A special emergency resident meeting will take place on 10/25/22 and logged and documented.
6. Today, October 24, 2022, housekeeper adjusted water temperatures by turning a knob to decrease water temperature on water heater. Immediately after adjusting, housekeeper along with aides verified that water temperatures had decreased to below 120 degrees.
7. The imminent threat was removed on 10/24/2022. The Plan of Correction will be in place by November 7, 2022.

NJ Exec Order 26.4b1

CAVA, LPN

Date

10/24/22



Bright Side Manor
Plan of Correction
10.24.2022

1. No residents have been affected by the deficient practice (high water temperature). There have been no complaints from residents or staff or evidence of burns or skin irritations.
2. All residents will be checked for burns or skin irritations. Water temperatures will be tested in every resident bathroom, nursing areas and common areas immediately and repeated temperature checks taken until all temperatures are within an acceptable range. Thereafter, water temperatures will be tested at least twice daily for the next two weeks to ensure that temperatures are properly regulated. Logs of these checks will be maintained.
3. In addition to daily temperature checks going forward, the facility will schedule a plumbing inspection to determine if other measures are needed to better regulate and control water temperatures throughout the facility.
4. Jorge Angulo, CALA, LPN will be charged with monitoring water temperatures for the next two weeks. He will record temperatures on a log. He will train at least two other management level staff including Harry Smith, CALA and Junielle Roque, LPN how to check water temperatures and maintain logs of water temperatures. All residents will be instructed and reminded to bring any concerns about water temperatures immediately to the attention of staff on duty. A plumbing inspection will take place within 7 days.

NJ Exec Order 26.4b1

CALA, LPN

10/24/22

Date



POST - PLAN OF CORRECTION

- 1. All residents have been met and educated regarding water temperature checks that staff will be conducting before showers and every day checks by management**
- 2. Nursing staff checked all residents skin for burns related to water temperature on 10/24/2022 and continuously checking before shower everyday**
- 3. All staff have been met and educated on regarding water temperature checks and when to report to management**
- 4. Plumbing inspection was done and made sure water temperature is being operated within safety guidelines of 105F-120F**
- 5. Log sheets are continuously being used for record keeping**
- 6. Water temperature has been running within 105F to 120F without other problem**