STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	265802	A. BUILDING _____ B. WING _____	C 04/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARMOUR OAKS SENIOR LIVING COMMUNITY	**8100 WORNALL ROAD KANSAS CITY, MO 64114**

(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) COMPLETION DATE
F 921 SS=F	Safe/Functional/Sanitary/Comfortable Environ CFR(s): 483.90(i) §483.90(i) Other Environmental Conditions The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public. This REQUIREMENT is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure that hot water temperatures from faucets throughout the facility, were consistently between 105 ºF (degrees Fahrenheit) and 120 ºF. Resident rooms 17, 16, and 15) on the South east side of the facility, had water temperatures between 94 ºF and 99 ºF. Resident rooms 14, 21, 22, and 12 on the north side of the facility had temperatures that were 120.2- 121.4 ºF; and Resident rooms 1 and 2 had water temperatures between 76.1 ºF and 92.3 ºF .The facility also failed to ensure that staff who are checking temperatures allowed to flow for at least 2 minutes before measuring the water temperatures. This practice potentially affected all residents. The facility census was 35 residents. Review of the facility's policy entitled Safe water Temperatures and dated 3/23, showed: It is the policy of this facility to maintain appropriate water temperatures in resident care areas. Policy Explanation and Compliance Guidelines: 1. Direct care staff will monitor residents during prolonged exposure to warm or hot water for any signs or symptoms of burns, and will respond appropriately. 2. Staff will be educated on safe water temperatures upon employment and on a regular basis. 3. Thermometers will be available as needed for	F 921		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Isaac Smith	Administrator	5-15-2025

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.

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARMOUR OAKS SENIOR LIVING COMMUNITY	8100 WORNALL ROAD KANSAS CITY, MO 64114

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F 921	Continued From page 1	F 921		

use by all staff.
4. Staff will report abnormal findings, such as complaints of water too cold or hot, burns or redness, or any problems with water temperature (ex. water is painful to touch or causes redness) to the supervisor and/or maintenance staff.
5. Water temperatures will be set to a temperature of no more than 120° F and no less that 105, or the state's allowable maximum water temperature.
6. Maintenance staff will check water heater temperature controls and the temperatures of tap water in all hot water circuits weekly and as needed.
7. Documentation of testing will be maintained for 3 years and kept in the maintenance office.

Review of the Section for Long Term Care Policy entitled Maximum/ Minimum Water temperatures revised 10/1/98, showed:
-State Regulations require that all facilities maintain water temperatures between 105 ºF---120 ºF at plumbing fixtures accessible to residents.
- DHSS staff shall use the dial or digital thermometers to measure water temperatures.
- In some situations, water temperatures may fluctuate significantly even at the same plumbing fixtures. Measurements at any water fixture should be taken for at least two minutes in order to determine fluctuation patterns or until the temperature has been constant for at least 30 seconds.

1. Review of water temperatures in the following rooms on 4/17/25, after the faucets were allowed to flow for two minutes, showed the following:
The water temperature in Resident room 2 was 76.1 ºF.

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	265802	A. BUILDING _____ B. WING _____	C 04/17/2025

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ARMOUR OAKS SENIOR LIVING COMMUNITY	8100 WORNALL ROAD KANSAS CITY, MO 64114

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F 921	Continued From page 2	F 921		

The water temperature in Resident room 1 was 92.3 ºF.
The water temperature in resident room 6, was 104.0 ºF.
The water temperature in the shared faucet or rooms 4 and 5 was 104.1 ºF.
The water temperature in room 7 was 104.5 ºF.
The water temperature in room 17 was 94.4 ºF.
The water temperature in room 16 was 94.6 ºF.
The water temperature in room 15, was 99.5 ºF.
The water temperature in room 14, was 120.2 ºF.
The water temperature in room 21, was 121.4 ºF.
The water temperature in room 12 was 120.5 ºF.
The water temperature in room 22, was 120.7 ºF.

Observation on 4/17/24 at 1:12 P.M., showed the temperature gauge of the hot water heater was set at a temperature between 115 ºF and 116 ºF.

During an interview on 4/17/25 at 1:24 P.M., the Maintenance Assistant said the water from the hot water heater delivers water to a holding tank for the facility, then the holding tank delivers hot water to a mixing valve (a component in modern plumbing systems which has the function of blending hot and cold water to achieve a warm outlet temperature) to mix with water that is colder, then delivers the water to the facility.

During an interview on 4/17/25 at 5:50 P.M., the Administrator said the following about the cold water temperatures in resident rooms 1 and 2:
- The water that goes to those rooms has to travel a longer distance.
- Because the water in rooms 1, 2, and 3 originates from the Assisted Living Facility (ALF) side and the ALF residents are not running water as often as the SNF residents.

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	265802	A. BUILDING _____ B. WING _____	C 04/17/2025

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ARMOUR OAKS SENIOR LIVING COMMUNITY	8100 WORNALL ROAD KANSAS CITY, MO 64114

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During a phone interview on 4/22/25 at 2:07 P.M., the Administrator said:
- He/she was not aware of the water temperatures which varied so much prior to an incident where one resident was reported to had an issue while in the shower.
- Prior to that incident he/she was unaware of any plumbers being called to the facility to look at the issue of inconsistent water temperatures at the facility.

During a phone interview on 4/22/24 at 2:22 P.M., the Maintenance Person said:
- He/she was not sure what occurred on 4/17/25 to cause the inconsistent water temperatures.
- They did not have a correct method of how their water system would regulate hot water temperatures because of the adjustments that were made to the thermostats on the hot water heaters.
- He/she was confused to why there was such a wide variance in hot water temperatures.
- In the past they have not had any inconsistent with water temperatures.
- Facility leadership was evaluating whether to contact a professional plumber to look at their water pipe system.
- In the past, when he/she measured hot water temperatures, he/she let that water flow for one minute, before measuring the hot water temperature, because he/she was unaware of how the hot water should be measured.

Missouri Department of Health and Senior Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	00199	A. BUILDING: _____ B. WING _____	C 04/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARMOUR OAKS SENIOR LIVING COMMUNITY	**8100 WORNALL ROAD KANSAS CITY, MO 64114**

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A3023	19 CSR 30-85.032(24) Hot Water 105-120 Degrees F The facility shall ensure that plumbing fixtures that supply hot water and are accessible to the residents, shall be thermostatically controlled so the water temperature at the fixture does not exceed one hundred twenty degrees Fahrenheit (120°F) (49°C). The water shall be at a temperature range of one hundred five degrees Fahrenheit to one hundred twenty degrees Fahrenheit (105°F-120°F) (41°C-49°C). I/II This regulation is not met as evidenced by: Class II 1. Refer to F921.	A3023		
A6025	19 CSR 30-87.020(25) Plumbing per Code Plumbing shall be sized, installed and maintained according to the National Plumbing Code. II/III This regulation is not met as evidenced by: Class III 1. Refer to F921.	A6025		

Missouri Department of Health and Senior Services

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Isaac Smith	Administrator	5-15-2025

PLAN OF CORRECTION

Provider Name:	Armour Oaks Senior Living Community
Street Address, City, Zip:	8100 Wornall Road Kansas City Missouri
Date of Survey:	04/17/2025
Provider number:	00199

ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION: (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	COMPLETION DATE
F921	On 4/17/2025, the maintenance staff adjusted the water heater and valves until a range of 105-117 degrees was maintained. To reduce temperature variance and improve consistency, the facility completed the following installs and repairs: On 4/24/25, the main recirculating pump was replaced. On 4/25/25, the filtration screens in the output and return lines were cleaned. On 5/7/25, a second recirculating pump was installed in the middle of the water line. Between 5/7/25 and 5/15/25, temperatures were within range of 105-120 degrees with a maximum variance of +/- 6 degrees. Twice daily, five days per week, maintenance staff has taken water temperatures until May 15, 2025. Ongoing maintenance staff will measure water temperatures at a minimum of 5 places throughout the facility to confirm hot water temperatures are between 105-120 degrees, reporting any exceptions immediately to the Administrator so corrective actions and monitoring adjustments can be made	5-15-2025

The Administrator signing and dating the first page of the CMS-2567/State Form is indicating their approval of the plan of correction being submitted on this form.

PLAN OF CORRECTION

Provider Name:	Armour Oaks Senior Living Community
Street Address, City, Zip:	8100 Wornall Road Kansas City Missouri
Date of Survey:	04/17/2025
Provider number:	00199

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A6025	On 4/17/2025, the maintenance staff adjusted the water heater and valves until a range of 105-117 degrees was maintained. To reduce temperature variance and improve consistency, the facility completed the following installs and repairs: On 4/24/25, the main recirculating pump was replaced. On 4/25/25, the filtration screens in the output and return lines were cleaned. On 5/7/25, a second recirculating pump was installed in the middle of the water line. Between 5/7/25 and 5/15/25, temperatures were within range of 105-120 degrees with a maximum variance of +/- 6 degrees. Twice daily, five days per week, maintenance staff has taken water temperatures until May 15, 2025. Ongoing maintenance staff will measure water temperatures at a minimum of 5 places throughout the facility to confirm hot water temperatures are between 105-120 degrees, reporting any exceptions immediately to the Administrator so corrective actions and monitoring adjustments can be made with results reported to QAPI.	5-15-2025

The Administrator signing and dating the first page of the CMS-2567/State Form is indicating their approval of the plan of correction being submitted on this form.