

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL029001</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/01/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BROOKSTONE RETIREMENT CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2968 OLD SALISBURY ROAD LEXINGTON, NC 27295</b>
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(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
D 000	Initial Comments  The Adult Care Licensure Section conducted an annaul and follow-survey from 09/30/25 to 10/01/25.	D 000		
D 113	<p>10A NCAC 13F .0311 (d) Other Requirements</p> <p>10A NCAC 13F .0311 Other Requirements</p> <p>(d) The hot water system shall supply hot water to the kitchen, bathrooms, laundry, housekeeping closets, and soiled utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F and shall not exceed 116 degrees F. Notwithstanding the requirements of Rule .0301 of this Section, the requirements of this Paragraph shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure the hot water temperatures at 2 of 7 fixtures (bathroom sinks) used by residents were maintained between 100 degrees Fahrenheit (F) and 116 degrees F.</p> <p>The findings are:</p> <p>Observation on 09/30/2025 at 8:45am revealed: -A reading of the hot water temperature in a resident's bathroom sink in room #6 was 120 degrees F. -A reading of the water temperature in a resident's bathroom sink in room #8 was 118 degrees F.</p> <p>Observations of thermometer calibrations on 09/30/25 at 9:35am revealed the surveyor's</p>	D 113		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 113	<p>Continued From page 1</p> <p>thermometer read 34 degrees.</p> <p>Interview with the Assistant Administrator (AA) on 09/30/25 at 9:55am revealed:</p> <ul style="list-style-type: none"> <li>-She was aware hot water temperatures were required to range between 100 F and 116 F degrees for fixtures used by residents.</li> <li>-She was informed by surveyor the hot water temperatures were too high, and that she needed a sign posted to informed residents.</li> <li>-The AA immediately posted a sign to warn the residents in room #6 and #8 of the hot water.</li> <li>-She notified the Maintenance Director (MD) about the water temperatures and asked him to adjust the thermostat.</li> <li>-The MD was responsible for checking the water temperatures monthly.</li> </ul> <p>A recheck of the hot water temperature on 09/30/25 at 3:30pm revealed:</p> <ul style="list-style-type: none"> <li>-A reading of the hot water temperature in a resident's bathroom sink in room #6 read 120 degrees F.</li> <li>-A reading of the water temperature in a resident's bathroom sink in room #8 read 116 degrees F.</li> </ul> <p>Second interview with the AA on 09/30/25 at 3:40pm revealed:</p> <ul style="list-style-type: none"> <li>-The MD turned down the thermostat on the water heater earlier this morning and the temperatures went down.</li> <li>-She called and notified MD that the water temperatures were still too high and asked that he recheck the temperatures.</li> <li>-If the water temperatures did not go down, she would contact a professional plumber.</li> </ul> <p>A recheck of the hot water temperature on 10/01/25 2:35pm revealed:</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>-A reading of the hot water temperature in a resident's bathroom sink in room #6 read 122 degrees F.</p> <p>-A reading of the water temperature in a resident's bathroom sink in room #8 read 122 degrees F.</p> <p>Interview with the MD on 10/01/25 at 2:45pm revealed:</p> <p>-He had calibrated two different thermometers for accuracy prior to checking the water temperatures in the residents' rooms.</p> <p>-He adjusted the water heater three different times to a lower setting of 108 degrees F and continued to get readings over 120 degrees F in various rooms.</p> <p>-He contacted a professional plumber who is scheduled to arrive today 10/01/25.</p> <p>Third interview with the AA on 10/01/25 at 2:55pm:</p> <p>-She was aware the MD was still getting readings over 120 degrees F.</p> <p>-She advised him to contact a professional plumber.</p> <p>-She instructed the MD to check the water temperatures in every resident's room and post a hot water warning sign in rooms that temperatures exceed 116 degrees F.</p>	D 113		