STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

(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 annual survey and complaint investigation on March 17-19, 2026.	D 000		
D 113	10A NCAC 13F .0311 (d) Other Requirements 10A NCAC 13F .0311 Other Requirements (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. This Rule is not met as evidenced by: TYPE A2 VIOLATION Based on observations, interviews and record reviews, the facility failed to ensure the hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (°F) to a maximum of 116°F for 6 of 6 fixtures sampled which were used by residents in a Special Care Unit facility with hot water temperatures ranging from 123.4°F to 135.5°F over a 3 month period. The findings are: Review of the facility's current license effective 01/01/26 revealed the facility was licensed as a Special Care Unit (SCU) facility with a capacity of	D 113		

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

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THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 1 78 beds. Review of the facility's census report dated 03/17/26 revealed the current census was 42. Review of the North Carolina Division of Health Service Regulation Construction Section Hot Water Safety issues memo revealed: -A hot water temperature of 120 degrees Fahrenheit (°F) can cause first degree burns within 8 minutes and second degree burns within 10 minutes. (A first-degree burn is a superficial burn affecting the outer layer of skin. A second degree burn affects both the outer and second layer of skin and may cause blistering.) -A hot water temperature of 124°F can cause first degree burns within 2 minutes and second degree burns within 2.4 minutes. -A hot water temperature of 125.6°F can cause first degree burns within 45 seconds and second degree burns within 1.5 minutes. -A hot water temperature of 127.4°F can cause first degree burns within 30 seconds and second degree burns within 60 seconds. -A hot water temperature of 131°F can cause first degree burns within 17 seconds and second degree burns within 30 seconds. Observation of the hot water temperature in the common area sink for resident room 102 on 03/17/26 at 9:19am revealed: -The hot water temperature was 133.5°F. -There was no visible steam but the heat from the water could be felt while using the thermometer to measure the water temperature. Observation of the hot water temperature in the bathroom of room 102B on 03/17/26 at 9:21am revealed: -The hot water temperature in the sink was	D 113		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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D 113	Continued From page 2	D 113		

132.3°F with no visible steam but the water was hot to touch.
-The hot water temperature in the shower was 123.4°F with visible steam.

Observation of the hot water temperature in the common area sink for resident room 101 on 03/17/26 at 9:26am revealed:
-The hot water temperature was 135.5°F.
-There was no visible steam but the heat from the water could be felt while using the thermometer to measure the water temperature.

Observation of the hot water temperature in the bathroom of room 101A on 03/17/26 at 9:28am revealed:
-The hot water temperature in the sink was 131.2°F with no visible steam.
-The hot water temperature in the shower was 126°F with no visible steam.

Observations of rooms 101 common area and 101A's bathroom on 03/17/26 at 10:00am revealed caution signs had been posted regarding high hot water temperatures.

Observations of rooms 102 common area and room 102B's bathroom on 03/17/26 at 10:00am revealed caution signs had been posted regarding high hot water temperatures.

A second observation of the hot water temperature with the Environmental Services Manager of the common area sink for resident room 102 on 03/17/26 at 10:36am revealed the hot water temperature was 115.7°F.

A second observation of the hot water temperature with the Environmental Services Manager in the bathroom of room 102B on

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 3 03/17/26 at 10:38am revealed: -The hot water temperature in the sink was 103.8°F. -The hot water temperature in the shower was between 117°F and 118°F. A second observation of the hot water temperature with the Environmental Services Manager in the common area sink for resident room 101 on 03/17/26 at 10:40am revealed: -The hot water temperature was 125°F according to the surveyor's thermometer. -The hot water temperature was 124°F according to the Environmental Services Manager's thermometer. A second observation of the hot water temperature with the Environmental Services Manager in the bathroom of room 101A on 03/17/26 at 10:42am revealed: -The hot water temperature in the sink was 123.7°F according to the surveyor's thermometer and 123.4°F according to the Environmental Services Manager's thermometer. -The hot water temperature in the shower was 118°F according to the surveyor's thermometer and 114°F according to the Environmental Services Manager's thermometer.. A third observation of the hot water temperature with the Environmental Services Manager, Maintenance Technician and Regional Maintenance Director in the common area sink for resident room 101 on 03/17/26 at 4:04pm revealed: -The hot water temperature was 108°F according to the surveyor's thermometer and 106.9°F according to the Maintenance Technician's thermometer.	D 113		

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

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D 113	Continued From page 4	D 113		

A third observation of the hot water temperature in the bathroom of room 101A on 03/17/26 at 4:07pm revealed:
-The hot water temperature in the sink was 106.7°F according to the surveyor's thermometer and 105°F according to the Maintenance Technician's thermometer. .
-The hot water temperature in the shower was 103.6°F according to the surveyor's thermometer and 102.6°F according to the Maintenance Technician's thermometer..

A third observation of the hot water temperature with the Environmental Services Manager, Maintenance Technician and Regional Maintenance Director in the common area sink for resident room 102 on 03/17/26 at 4:10pm revealed:
-The hot water temperature was 106.5°F according to the surveyor's thermometer and 104.7°F according to the Maintenance Technician's thermometer.

A third observation of the hot water temperature with the Environmental Services Manager, Maintenance Technician and Regional Maintenance Director in the bathroom of room 102B on 03/17/26 at 4:12pm revealed:
-The hot water temperature in the sink was 106.2°F according to the surveyor's thermometer and 104.5°F according to the Maintenance Technician's thermometer.
-The hot water temperature in the shower was 102.4°F according to the surveyor's thermometer and 101.3°F according to the Maintenance Technician's thermometer.

Review of the facility's Water Temperature Checks sheet dated January 2026 revealed:
-Water temperature checks were to be completed

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 5 weekly. -Staff were to check at least 3 rooms per hallway. -The facility would ensure water temperatures were not below 100°F and not above 115°F. -Staff were to report any temperatures out of range to the Administrator. -Staff were to create a work order for service. -Staff were to contact the Regional Maintenance Director. -There were 18 water temperatures above 116°F ranging from 117.0°F to 130.0°F in resident rooms common areas. -There was no documentation that resident room bathroom sinks and shower water temperatures were checked. -There was documentation that the water temperatures were reported to the Regional Maintenance Director. Review of the facility's Water Temperature Checks forms dated February 2026 revealed: -Water temperature checks were to be completed weekly. -Staff were to check at least 3 rooms per hallway. -The facility would ensure water temperatures were not below 100°F and not above 115°F. -Staff were to report any temperatures out of range to the Administrator. -Staff were to create a work order for service. -Staff were to contact the Regional Maintenance Director. -There were 33 water temperatures above 116°F ranging from 120.0°F to 127.0°F in resident rooms common areas. -There was no documentation that resident room bathroom sinks and shower water temperatures were checked. -There was documentation that the water temperatures had been reported to the Regional Maintenance Director.	D 113		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 6 Review of the facility's Water Temperature Checks form dated 03/02/26, with entries for 03/02/26, 03/09/26 and 03/16/26 revealed: -Staff were to check at least 3 rooms per hallway. -The facility would ensure water temperatures were not below 100°F and not above 115°F. -Staff were to report any temperatures out of range to the Administrator. -There were 26 water temperatures above 116°F ranging from 125.0°F to 135.0°F in resident rooms common areas. -There was no documentation that resident room bathroom sinks and shower water temperatures were checked. -There was no documentation that the Regional Maintenance Director was notified. Interview with the resident who resided in room 102 on 03/17/26 at 9:19am revealed: -She liked hot water, but the water was never too hot. -She showered herself, but staff turned the water on and assisted her with her shower. -She checked the water temperature with her hand before getting in the shower. -She had never been burned by the water. -She used the common area sink and the water was never too hot. Interview with the resident who resided in room 101 on 03/17/26 at 9:26am revealed: -The water was never too hot or too cold. -He showered himself. -He thought staff turned the water on for him. -He used the common area sink and the water was never too hot. -He had never been burned by the water. Interview with a third resident on 03/18/26 at	D 113		

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 7 3:09pm revealed: -The personal care aide (PCA) assisted with her shower. -The PCA turned the water on for her. -The PCA had her test the water temperature with her hand before getting in the shower -The water used to be too cold but that was fixed, and the water was "just right". Interview with a PCA on 03/17/26 at 2:59pm revealed: -All residents were assisted with bathing. -Staff turned the water on for the residents. -She checked the temperature of the water with her hand. -She adjusted the water temperature and let the residents feel the water before they got in the shower. -Residents could not be left alone in the shower. -Staff stayed with the residents during the showers, assisted them, and brought them out of the bathroom. -She had not had any issues with the water being too hot. -If there was a concern with the temperature of the water, they were to report it to the Administrator or the Maintenance Technician. Interview with the Environmental Services Manager on 03/17/26 at 9:45am and 2:44pm revealed: -He was previously the Maintenance Technician, but his title was changed to Environmental Services Manager about 1 month ago. -He was currently responsible for checking water temperatures and was responsible for checking water temperatures when he was the Maintenance Technician. -He checked water temperatures once per week. -He checked 3 rooms per hall and kept a log.	D 113		

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 8 -He logged hot water temperatures and informed the current Regional Maintenance Director and previous Administrator in January 2026. -The Regional Maintenance Director told him to turn the thermostat down on the boiler and recheck the water temperatures. -The water started in the boiler room and went into a unit that separated the hot and cold water. -The area that separated the hot and cold water was supposed to be able to be adjusted. -The water went into the resident rooms from the area where the hot and cold water was separated. -He last adjusted the hot water on Monday, 03/16/26, because he noticed hot water temperatures were still high. -He was unsure of the dates of any repairs or maintenance on the hot water system. -There was no current work scheduled to be done on the hot water system. -A part was ordered about a month ago for the water system but had not been installed, possibly because it was not needed. -PCAs had been told to notify him if the water was too hot or too cold. -There had been no complaints that the water was too hot. -There had been no residents burned. Interview with the Maintenance Technician on 03/17/26 at 4:10pm revealed: -He had been the Maintenance Technician for 1 week. -The hot water temperatures should range from 100°F to 116°F. -He was not aware that the hot water temperatures were above 116°F until today, 03/17/26 when the Administrator informed him. -He was not at the facility daily because he covered 3 facilities.	D 113		

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 9	D 113		

-The Environmental Services Manager was at the building daily.
-Water temperatures were supposed to be checked weekly by the Environmental Services Manager, documented and submitted to the Regional Maintenance Director.
-He had not seen the facility's Water Temperature Checks sheet.
-He was unsure if the Regional Maintenance Director had been informed of the high water temperatures.
-There had been no adjustments made to the hot water system prior to today, 03/17/26, that he was aware of.
-There was no current maintenance scheduled to be done on the hot water system that he was aware of.
-The PCAs were told to inform the Administrator if there were concerns with the water temperatures and the Administrator would submit a work order.

Telephone interview with the Regional Maintenance Director on 03/17/26 at 2:12pm revealed:
-He visited the facility once every couple of weeks.
-He was informed of the water temperatures today, 03/17/26.
-The Environmental Services Manager, who was previously the Maintenance Technician, was responsible for checking water temperatures.
-The facility had a new Maintenance Technician that just started 1 week ago.
-The Environmental Services Manager was supposed to report any out-of-range water temperatures to the Maintenance Technician.
-The Environmental Services Manager informed him of high hot water temperatures about 1 month ago and he told him how to adjust the water temperature (by adjusting the mixing valve)

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

(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 113	Continued From page 10	D 113		

at that time.
-He was told water temperatures were "a little high" and was never told the water temperatures were in the 120's and 130's range.
-He did not hear anything else from the Environmental Services Manager after he told him how to adjust the hot water temperature about a month ago.
-The facility had a boiler that warmed the hot water for the entire facility.
-The boiler water temperatures were set to 135°F.
-The boiler had a big mixing valve that supplied water to all resident rooms and dropped the water temperature down to 115°F.
-Water temperature checks were supposed to be done weekly by the Environmental Services Manager.
-When checking water temperatures, at least 3 rooms per hallway and the faucet in the common area were to be checked.
-Resident bathroom water temperatures were not checked because they did not want to disturb the residents.
-The Environmental Services Manager was supposed to report any findings to the Administrator.
-The direct care staff were told to report any concerns with water temperatures to the Administrator and the Administrator would report to him or the Maintenance Technician.
-When there was a problem with water temperatures, the mixing valve on the water heater was adjusted and the thermostats and heating elements were checked and replaced if needed.
-The Environmental Services Manager adjusted the water temperatures about a month ago.
-There had been no work on the hot water system since he took over as Regional Maintenance

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	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 11	D 113		

Director mid-January 2026.
-The mixing valve was replaced about 3.5 years ago, when he was in a different position with the facility.
-There was no current work schedule for the hot water system.
-The Environmental Services Manager mentioned that there was a new mixing valve sent to the facility, but that mixing valve was for another facility.

Interview with the Resident Care Coordinator (RCC) on 03/18/26 at 12:10pm revealed:
-She was not aware water temperatures were above 116°F until 03/17/26, when the Administrator told her.
-She was concerned that residents could burn themselves because of how sensitive their skin was.
-There had been no complaints about the water being too hot or too cold from residents or staff.
-All residents received assistance with showers.
-Some residents were high functioning, but staff still turned the water on for them.
-Staff checked the temperature of the water with the inside of their wrist.
-There had been no adjustments to the hot water system prior to yesterday that she was aware of.
-There was no current work scheduled to be done on the hot water system that she was aware of.
-The Environmental Services Manager's title was recently switched from Maintenance Technician, but he was still responsible for checking water temperatures.
-She was unsure of how often water temperatures were to be checked but thought it was either daily or weekly.
-She was not aware that the water temperatures had been documented as being above 116°F since January 2026 because the Water

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

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D 113	Continued From page 12	D 113		

Temperature Checks sheet were not to be submitted to her.
-When water temperatures were high, she knew they were to be reported to the Administrator, but she was unsure what else the Environmental Services Manager was supposed to do.
-Any water temperature issues, parts ordered and maintenance were discussed among the Environmental Services Manager and the Administrator.

Interview with the Administrator on 03/17/26 at 9:50am and 11:10am revealed:
-She had been the Administrator for 10 days.
-She was not aware the hot water temperatures were not in range of 100.0°F-116.0°F from January 2026 to the present (March 2026) until today, 03/17/26.
-She was not aware that the facility water temperatures were higher than 116.0°F from January 2026 to the present (March 2026) until today, 03/17/26.
-The Maintenance Technician was responsible for checking the hot water temperatures.
-She was unsure how often the water temperatures were to be checked but she thought the temperatures should have been checked weekly.
-She was unsure if attempts had been made to adjust the hot water temperatures.
-She was unsure if a repair company had been contacted.
-She was not aware that a part for the water system had been ordered or that the water temperatures had been above 116.0°F since 01/19/26, according to the Water Temperature Check sheet.

Telephone interview with the facility's contracted primary care provider (PCP) on 03/19/26 at

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL010007	A. BUILDING: _____ B. WING _____	03/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

(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 113	Continued From page 13 9:23am revealed: -She was concerned that residents could have been burned by the high hot water temperature. -Most of the residents were able to feel hot water but some may not have the cognitive ability to adjust the temperature. -Residents may not have been able to move their hands away from the water fast enough to avoid being burned. -Some of the residents may not have been able to tell staff that that water was too hot. _____ The facility failed to ensure hot water temperatures for 6 of 6 fixtures in the facility used by residents with diagnoses of dementia or other cognitive disorders in the Special Care Unit (SCU), were maintained between 100-116 degrees Fahrenheit (°F). The hot water temperatures out of the required range were from 123.4°F to 135.5°F. When skin is in contact with a water temperature of 131°F, this could result in a first degree burn in 17 seconds and a second degree burn in 30 seconds. The facility's failure put all residents at substantial risk of serious physical harm and constitutes a Type A2 Violation. _____ The facility provided a Plan of Protection in accordance with G.S. 131D-34 received on 03/17/26 for this violation. THE CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED APRIL 18, 2026.	D 113		
D 273	10A NCAC 13F .0902(b) Health Care 10A NCAC 13F .0902 Health Care (b) The facility shall assure referral and follow-up	D 273		

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BLUEFIELDS	1935 LINCOLN ROAD LELAND, NC 28451

(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 273	Continued From page 14 to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure health care coordination and follow-up to meet the health care needs for 1 of 5 sampled residents including a referral to dermatology for a skin lesion (#2). The findings are: Review of Resident #2's current FL-2 dated 09/24/25 revealed: -Diagnoses included dementia and heart failure. -She was ambulatory and intermittently disoriented. Review of Resident #2's primary care provider (PCP) visit note dated 01/27/26 revealed: -Resident was noted by staff to have a concerning lesion to her right cheek. -The lesion was scaly and irregular. -She was not sure how long the lesion had been on her cheek. -Resident #2 was diagnosed with neoplasm of the skin and the treatment plan included following up with dermatology for the lesion on her cheek. Observation and interview with Resident #2 on 03/19/26 at 10:30am revealed: -There was a scaly lesion with an irregular boarder approximately the size of a pencil eraser on the lower right cheek. -Resident #2 said she did not know how long the lesion had been there. Telephone interview with Resident #2's PCP on 03/19/26 at 9:24am revealed:	D 273		

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D 273	Continued From page 15 -Resident #2 had a scaly lesion on her cheek that was concerning for cancer and wanted her to be seen by a dermatologist. -Referrals should be completed right away because it took sometimes took weeks or months for scheduled appointments depending on the providers schedule. -A delay in processing the referral delayed the scheduling of the appointment and allowed a potentially cancerous lesion to grow. Interview with the Resident Care Coordinator (RCC) on 03/18/26 at 2:15pm revealed: -Resident #2 had not been seen by a dermatologist. -She did not know dermatology was requested on 01/27/26 for Resident #2. Second interview with the RCC on 03/19/26 at 10:42am revealed: -She was responsible for reviewing PCP notes for orders and scans them into the electronic record. -She tried to process new orders within 24 hours but she overlooked the dermatology order for Resident #2. -It was important to ensure orders were processed to ensure appropriate care was provided. Interview with the Administrator on 03/19/26 at 10:01am revealed: -The RCC was responsible for processing new orders and loading them into the electronic record. -Referrals should be sent within 48 hours to establish care.	D 273		
D 510	10A NCAC 13F .0309 (q) Fire Safety and Emergency Preparedness Plans	D 510		

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D 510	Continued From page 16 10A NCAC 13F .0309 Fire Safety and Emergency Preparedness Plans (q) Where a fire alarm or automatic sprinkler system is out of service, the facility shall immediately notify the fire department, the fire marshal, and the Division of Health Service Regulation Construction Section and, where required by the fire marshal, a fire watch shall be conducted until the impaired system has been returned to service as approved by the fire marshal. The facility will adhere to the instructions provided by the fire marshal related to the duties of staff performing the fire watch. The facility will maintain documentation of fire watch activities which shall be made available upon request to the DHSR Construction Section and fire marshal. The facility shall notify the DHSR Construction Section when the facility is no longer conducting a fire watch as directed by the fire marshal. Notwithstanding the requirements of Rule .0301 of this Section, this Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to immediately notify the Division of Health Service Regulation (DHSR) Construction Section regarding the facility's automatic sprinkler system being out of service. The findings are: Review of the facility's current license effective 01/01/26 revealed: -The capacity was 78 Special Care Unit residents.	D 510		

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D 510	Continued From page 17 -The license would expire on 12/31/26. Review of an impairment notification to the local Fire Marshal's office dated 02/24/26 revealed: -There was a complete emergency impairment of the fire protection system. -The impairment was related to the fire sprinkler system to the whole building due to a pipe bursting. -The system was removed from service on 02/24/26 at 10:00am by the local fire department. -There was no time documented in the space provided for the planned duration. Interview with the Regional Maintenance Director on 03/19/26 at 8:40am and 9:02am revealed: -The facility's sprinkler system had been fixed numerous times. -The facility's sprinkler system recently went down about 2 weeks ago. -A water line was being repaired in another part of the facility after being damaged during an ice/snowstorm in February 2026. -Fixing the water line caused pressure to build up in the line and burst another line in a different area of the facility. -The repair company assessed the damage and needed to order materials and parts before they could fix the line and get the sprinkler system back working. Interview with the Resident Care Coordinator (RCC) on 03/19/26 at 11:51am revealed: -The facility began doing fire watch on 02/25/26 after a pipe busted and the sprinkler system had to be shut off. -The fire marsal was notified but she did not know if the Division of Health Service Regulations (DHSR) Construction Section was notified.	D 510		

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D 510	Continued From page 18 Interview with the facility's Corporate Manager on 03/19/26 at 10:52am revealed: -During a snow/ice storm, a sprinkler head burst in the front of the facility. -The leak was fixed and that put pressure another area of the sprinkler system in the facility which caused a pipe to burst at the end of February 2026. -A repair company came out and ordered materials and part. -The repair company would return on 03/25/26 to repair the sprinkler system. Interview with the Administrator on 03/19/26 at 8:00am revealed: -The sprinkler system was not currently turned on because one of the sprinkler heads burst during an ice storm and had to be replaced. -She was unsure where the sprinkler head broke in the facility. -The facility was in "fire watch." -She was unsure what "fire watch" meant. Telephone interview with the facility's contracted sprinkler repair company on 03/19/26 at 11:04am revealed: -In February 2026, the water froze in the facility and caused a pipe to burst. -While making repairs to the water line, he noticed more leaks. -He ordered parts and materials to fix the newly found leaks. -He could not make repairs until the parts and materials arrived. -The facility's sprinkler system was working prior to the pipe bursting in February 2026. -He would return on 03/25/26 to complete the repair of the sprinkler system. Attempted telephone interview with the local Fire	D 510		

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D 510	Continued From page 19 Marshal on 03/19/26 at 12:26pm was unsuccessful.	D 510		