

Division of Licensing and Protection  
103 South Main Street, Ladd Hall  
Waterbury, VT 05671-2306  
<http://www.dail.vermont.gov>  
Voice/TTY (802) 871-3317  
To Report Adult Abuse: (800) 564-1612  
Fax (802) 871-3318

April 2, 2014

Ms. Wanda Waugh, Administrator  
Canterbury Inn  
46 Cherry Street  
Saint Johnsbury, VT 05819-2290

Provider # 0119

Dear Ms. Waugh:

Enclosed is a copy of your acceptable plans of correction for the unannounced onsite survey follow up conducted on **January 30, 2014**. Please post this document in a prominent place in your facility.

We may follow up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN  
Licensing Chief

PC:ne

Enclosure

Division of Licensing and Protection

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>0119</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br>B. WING _____<br><br>Licensing and Protection | FEB 11 14<br><br>(X3) DATE SURVEY COMPLETED<br><br>R<br><b>01/30/2014</b> |
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|---|--|
| NAME OF PROVIDER OR SUPPLIER<br><br><b>CANTERBURY INN</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>46 CHERRY STREET<br/>SAINT JOHNSBURY, VT 05819</b> |
|---|--|

| (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 |
|--------------------|--|---------------|---|--------------------|
| {R100}             | Initial Comments:<br><br>An unannounced onsite survey follow up was conducted by the Division of Licensing and Protection on 1/30/14. The following regulatory deficiency was identified.  | {R100}        |   |                    |
| R291<br>SS=F       | <p><b>IX. PHYSICAL PLANT</b></p> <p>9.6 Plumbing</p> <p>9.6.d Hot water temperatures shall not exceed 120 degrees Fahrenheit in resident areas.</p> <p>This REQUIREMENT is not met as evidenced by:<br/>Based on observation and staff interview, the home failed to assure that water temperatures in resident areas were not over 120 Degrees F. Findings include:</p> <p>Per observation on 1/30/14 at 1:50 PM, the hot water in the upstairs resident shared bathroom sink near the elevator was at 129 Degrees F. The other shared bathroom and one private resident bathroom were checked also, with similar readings between 128-130 degrees F. recorded. Readings were then taken in the sinks in the downstairs shared resident bathroom and the laundry room sometimes used by more independent residents and the hot water was between 134 Deg. F and 136 Deg. F. at 1:55 PM. Per interview with the person in charge of maintenance, the residents had complained of cooler hot water temperatures while bathing, and the mixing valve had been adjusted toward hotter temperatures. They had recently installed a commercial clothes washing machine that used a lot of hot water when running, and that this was causing some problems with bath water</p> | R291          | <p>R291<br/>POC accepted 3/27/14<br/>Karen Lampo</p>  |                    |

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| Division of Licensing and Protection<br>LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
|---|-------|-----------|

See page 3

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Division of Licensing and Protection

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| R291               | Continued From page 1<br><br>temperatures being too cool at times. At 2:00 PM, the head of maintenance and this surveyor concurrently checked the water temperature in the laundry room sink and it was reading approximately 134 Degrees F. The mixing valve was then adjusted, and within a couple of minutes was reading below 120 D. F. in all of the resident areas measured. At 2:05 PM on 1/30/14, the head of maintenance confirmed that the water temperatures were set above the regulatory limit of 120 Degrees F., and were above this temperature in resident areas. | R291          |   |                    |

February 18, 2014

Plan of Correction

R291: On the afternoon of 01/30/2014 the State surveyor found that the hot water temp in one of the bathrooms was 129 degrees F. Upon further inspection, the surveyor found several bathrooms with a hot water temperature range of 128 – 136 degrees F. maintenance man was notified and he subsequently adjusted the mixing valve while the surveyor was still on site. Within a short period of time all of the hot water temps were at or below 120 degrees F.

Starting on 01/30/2014, the maintenance man has been checking 3 faucets weekly in random parts of the building. The readings have ranged from 110 – 118 degrees F. Apparently the hot water booster heater in the kitchen and the commercial washer in the basement laundry area pull the hot water away from specific bathrooms, hence cool water temps for bathing. The nursing attendants have been working with dietary and housekeeping to coordinate bath times with laundry and dishwasher use. So far, the complaints about “cold water” have been far less and our water temps have remained in range.

Our maintenance man has checked our water temps every month for several years now. Please find the enclosed copy of the past three years. He only turned the temperature up when he started to get complaints of cold water for baths.

Maintenance will continue to monitor water temps as he has previously done, but reports of “cold water” will be directed to Wanda Waugh RN as well as to maintenance. Water temperature adjustments will only be done when both parties agree to the solution. If the mixing valve needs to be adjusted, the water temps will be taken 3 times the first day, twice the second day and once the third day. They will continue to be checked weekly for three consecutive weeks and then back to once a month thereafter.

Wanda Waugh RN

02/18/14

3/27/14

POC accepted K Campos RN