STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	X3) DATE SURVEY COMPLETED 06/01/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CRAWFORDSVILLE BICKFORD COTTAGE	100 BICKFORD LN CRAWFORDSVILLE, IN 47933

(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
R 0000 Bldg. 00	This visit was for the Investigation of Complaint IN00201641. Complaint IN00201641 - Substantiated. State deficiency related to the allegations is cited at R0178. Date of survey: June 1, 2016 Facility number: 003674 Provider number: 003674 AIM number: N/A Census bed type: Residential: 13 Total: 13 Sample: 3 This deficiency reflects state findings cited in accordance with 410 IAC 16.2-5. Quality review completed 6/6/16 by 29479.	R 0000		
R 0178	410 IAC 16.2-5-1.6(b) Physical Plant Standards - Deficiency			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

Any defiencystatement ending with an asterisk (*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds 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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Bldg. 00	(b) The facility shall have adequate plumbing, heating, and ventilating systems as governed by applicable rules of the fire prevention and building safety commission (675 IAC). Plumbing, heating, and ventilating systems shall be maintained in normal operating condition and utilized as necessary to provide comfortable temperatures in all areas. Based on observation, interview, and record review, the facility failed to ensure plumbing was maintained and repaired timely to provide hot water to residents' bathrooms for 13 of 13 residents reviewed for a functional hot water system. Finding includes: On 6/1/16 at 10:00 a.m., the Administrator indicated the Administrator indicated contracted plumbers were called to the facility to evaluate problems getting hot water to residents ' rooms on 5/27/16. The Administrator indicated the report from the contractor was not provided and repairs were not made to the hot water system. The Administrator indicated the facility was not able to obtain services over a holiday weekend to repair the system. She called another contractor who came to the facility on 5/31/16 ad adjusted two water heaters that supplied hot water to residents ' rooms. The Administrator indicated the water	R 0178	In response to R 0178 No residents were harmed by this deficient practice, although the potential did exist . Director / Maintenance staff educated on availability of Branch Support to assist with emergency maintenance needs. Water temperatures monitored by Director and Plumber #2 informed that water temperatures were not consistently at the level required. A new mixing valve was ordered and installed on 6/21/16. Water temperatures to be monitored daily by the Director / Maintenance staff / Kitchen staff for two weeks and then then weekly for two months. If adequate temperatures are not maintained, plumber will be called by the Director for further repair.	06/30/2016

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	temperatures decreased again on 6/1/16 and the plumbers were called back to the facility. On 6/1/16 at 10:05 a.m., with the Administrator, the two water heaters that supplied the apartments were observed. The tank temperature on the first tank was 144 degrees Fahrenheit (F); the second was 146 degrees F. The thermometer on the pipe which supplied water to the apartments read 104 degrees F. Resident D's water temperature was tested and was 94 degrees F. Resident D indicated warm water was available in the kitchen and laundry areas but not her bathroom. She used disposable wipes to bathe with on the days the hot water was not available in the bathroom. Resident B was interviewed on 6/1/16 at 2:00 p.m. The resident indicated she had a shower on the evening of 5/31/16, but had not had one since the water went cold during her shower on 5/26/16. The resident indicated she showered daily. On 6/1/16 at 11:00 a.m. Plumber #1 was interviewed. He indicated he had come in the previous day and adjusted the temperature on the two water tanks, and the water temperatures increased. He indicated the problem might be due to "flaps" in the supply pipes and circulation in the building.			

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	Plumber #2 was interviewed on 6/1/16 at 2:10 p.m. He indicated his company had been called by the facility on 5/26/16 at 3:44 p.m. He indicated a plumber went to the facility the next morning to estimate the cost of repairing the system. He indicated services were available 24 hours a day, but some commercial parts may not be immediately available. The Administrator received the estimate on 6/1/16 at 11:30 a.m. On 6/1/16 at 3:00 p.m., Plumber #1 was working on the plumbing and indicated the plumbing would be repaired by evening. A facility policy titled "Policies and Procedures Category: Life Safety", dated 7/12, provided by the administrator on 6/1/16 at 10:45 a.m., included but was not limited to ..."4) Branch Support shall be available 24 hours a day for assistance and coordination of maintenance, equipment systems and emergency maintenance needs that may be required at the Branch." This State rule relates to Complaint IN00201641.			