

The logo consists of the letters 'P' and 'A' in a white serif font, with an ampersand '&' between them, all set against a solid blue rectangular background.

PROTECTION & ADVOCACY
FOR PEOPLE WITH DISABILITIES, INC.

TEAM ADVOCACY PROJECT

ANNUAL REPORT 2014-2015

EXECUTIVE SUMMARY

The Team Advocacy Project was created in response to repeatedly expressed concerns about the quality of resident living conditions in South Carolina Community Residential Care Facilities (CRCFs). Team Advocacy has successfully conducted over 1,395 unannounced inspections since the project started 29 years ago in 1986. The success of Team Advocacy would not have been possible without the dedication of trained volunteers who interview residents and assist the Team Advocate during inspections. P&A would like to take this opportunity to thank its funding sources and volunteers for their continuing support of the Team Advocacy Project. Together, we are advocating for improved quality of life for residents living in Community Residential Care Facilities in South Carolina.

GLOSSARY OF ACRONYMS

Below is a brief legend of acronyms found throughout this report. Please refer to this to understand any abbreviated terms.

CRCF – Community Residential Care Facility
DHEC – Department of Health and Environmental Control
DMH – Department of Mental Health
P&A - Protection & Advocacy for People with Disabilities, Inc.
PAIMI - Protection & Advocacy for Individuals with Mental Illness

OVERVIEW OF TEAM ADVOCACY

This report reflects the 2014-2015 Team Advocacy Project, specifically July 1, 2014 through June 30, 2015.¹ This year's inspections continued to focus on resident quality of life and the cleanliness and safety of the facilities. Team Advocacy members also assessed resident access to medical care, accessibility, transportation, adaptive equipment, medications, and monthly personal needs allowance.

The contract between DMH and P&A stipulated 72 CRCFs would be inspected during the 2014-2015 contract year. This year, Team Advocacy generally focused inspections on facilities that had not been inspected in the last two years throughout South Carolina's 46 counties.

A written report of each inspection was completed and distributed to:

Administrator of each Facility
South Carolina Attorney General's Office
South Carolina Board of Long Term Health Care Administrators
South Carolina Department of Disabilities and Special Needs
South Carolina Department of Health and Environmental Control
South Carolina Department of Health and Human Services
South Carolina Department of Mental Health
South Carolina Department of Social Services
Long Term Care Ombudsman
Mental Health America of South Carolina
National Alliance for the Mentally Ill
South Carolina Self-Help Association Regarding Emotions
South Carolina Department of Veteran Affairs

¹ This period of time reflects the contract year as designated in the Team Advocacy contract between P&A and SC DMH.

FACILITIES

Team Advocacy conducted 73 inspections during the 2014-2015 contract year. Below is a list of the facilities inspected from July 1, 2014 to June 30, 2015:

Rumph's Residential Care *
Community Residential Care Facility *
Resting Place #1 *
Cabading Homes #2
Rouse Community Care Home #2 *
Curameng Residential Home Care *
Maria's Priority Care Residential Home I *
House on Charlotte
Catherine's Manor II *
McMillian's Community Care Home

Vanwyever Residential Care Facility
Ladson's Residential Home Care
Dayspring Assisted Living
Whitney Place *
McKinney House *
M & M Residential Care Home
Low Country Assisted Living *
Anointed Residential Care *
Ware Shoals Manor
Willie S II Residential Care Home

Southside Residential Care *
Tall Pines Assisted Living *
Ivory's Loving Care Residential Facility *
Oakridge Community Care Home I *
Long's Residential Care Center
Eugenia's Residential Care Facility
Golden Years
Joanne's Community Care Home I *
Flowers Community Residential Care
Midway Residential Care Facility #3 *

Maria's Priority Care Residential Home II-B
Maria's Priority Care Residential Home II-F
S & S Assistance Housing
Myers Residential Care Facility
West End Retirement Center
Herriott's Residential Care Facility *
Tyler Restmore Home #2 *
Johnsonville Adult Care Services
Gene's Residential Care #1
Kiva Lodge *

Dalton's CMC Residential Care Facility *
Carson's Community Care

CLS Care Home *
Pondview Residential Care Home #2 *
Angelic's Place
Reese's Community Care Home #2
B & J Residential Care Facility
Emerald Residential Care Facility II
Joshua's Foundation *
Countrywood Assisted Living

Walter's Residential Care
Turning Point Community Residential Care Facility *
Beard's Residential Care Facility #3 *
Jolly Rest More
Joy Community Care Home
Lemonaide House *
Generations of Monetta *
North Haven Residential Care Home *
B & B Assisted Living
Beard's Residential Care Facility #2*

My Father's House *
Guardian Angels Residential Care
Harmony House *
Serenity Manor of Holly Hill
Good Samaritan Residential Care *
Riley's Residential Care Home
Mary's Residential Care Facility *
Wright's Residential Care #1
Midway Residential Care Facility #5 *
Bowles Community Care Home *

Bowles Community Care Home #2 *
Davis Community Care Home
Port Royal Community Residence *

Administrators at homes marked with a * responded to the Team Advocacy inspection as of the writing of this report.

Counties with Facilities Inspected by Team Advocacy in 2014-2015

Inspections were completed at facilities located in 25 of the 46 counties in South Carolina. These counties were:

Abbeville
Allendale
Anderson

Bamberg
Beaufort
Berkeley

Calhoun
Charleston
Clarendon

Colleton
Darlington
Florence
Georgetown
Greenville
Hampton

Kershaw
Laurens
Lee
Lexington
Orangeburg

Richland
Saluda
Spartanburg
Sumter
Williamsburg

The smallest facility inspected was licensed for 4 residents; the largest was licensed for 38.

INSPECTION RESULTS

- **38 (53%)** facility administrators submitted a letter of response to Team Advocacy. Letters included plans of correction in response to the concerns listed in the inspection reports and were shared with Team Advocacy report recipients.

RESIDENTS

Records of 284 residents were reviewed and 272 residents were interviewed at the 73 facilities where inspections were conducted. Because of these record reviews and resident interviews, Team Advocacy found the following:

- **62 (23%) reported and were observed to need some type of clothing,** including shoes, pants, shirts, pajamas, socks, underwear, and a jacket or coat.
- **28 (10%) reported and were observed to need hygiene supplies,** including toothpaste, a toothbrush, deodorant, shampoo, soap, and mouthwash.
- **112 (41%) reported that they would like to move from their current CRCF,** including moving “back home,” to another CRCF or living independently.
- **40 (15%) reported needing equipment,** including eyeglasses, dentures, wheelchairs, walkers, canes, crutches, etc.
- **23 (8%) reported needing an eye exam.**
- **17 (6%) reported needing a dental exam.**
- **61 (22%) reported wanting to work.**
- **99 (36%) reported wanting to do more in the community.**

Residents commonly reported the following problems they encountered:

- Lack of privacy when using the telephone
- Lack of second helpings available after meals
- Limited access to community activities (unless provided by a sponsoring agency)
- Limited activities at the facility
- Lack of spending money for personal items
- Lack of respect from staff members
- Limited access to work opportunities.

VOLUNTEERS

Volunteers are a vital part of the success of the Team Advocacy Project. Trained volunteers are required by law to comprise part of the “team” during an inspection.

Section 43-33-350(4) of the South Carolina Code of Law states:
“Inspections must be completed by the system's staff and trained volunteers.”

This year nine new volunteers were recruited from all over the state of South Carolina. Team currently has 21 active volunteers.

SUPPORT

P&A has received financial support for the Team Advocacy Project through a contract with DMH since 1994. Prior to this, the Project was funded through the South Carolina Joint Legislative Governor’s Committee on Mental Health and Mental Retardation.

During the 2014-2015 contract year, P&A received \$75,000 from DMH towards the cost of Team Advocacy.

FEEDBACK ABOUT TEAM ADVOCACY

P&A conducted two feedback surveys at the end of the 2014-2015 contract year. One survey was sent to inspection volunteers who participated in Team Advocacy inspections in 2014-2015. The survey was created to understand the volunteers’ perspective of Team Advocacy inspections. These responses were collected anonymously to encourage full volunteer participation.

Another survey was sent to recipients of Team Advocacy reports representing 12 different organizations. This survey strived to collect general feedback about the reports and ideas or suggestions report recipients might have concerning the inspections.

Volunteer Survey

- **0%** of the volunteers responded.

Report Recipient Survey

- **12%** of the individual report recipients responded.
- **100%** of respondents stated they received Team Advocacy reports on a regular basis.
- **100%** of respondents stated they usually read the report.
- **100%** of respondents indicated they participate in some form of follow-up after receiving a Team Advocacy report noting serious concerns for residents.
- Respondents commented on the Team Advocacy reports stating the reports prompt increase monitoring of facilities.

Below are some excerpts taken directly from report recipient responses to surveys:

“The reports are thorough and no other information is needed.”

“The highlighted areas of concern are helpful. It is also nice to see positive comments.”

“The items reported should be noted as actual violations to the Regulations 61-84.”

CONCLUSION

P&A believes that there is a continued need for the Team Advocacy Project to inspect the conditions of CRCFs in South Carolina. While conditions may have improved in the facilities over time, there continue to be residents who are not receiving the quality care to which they are entitled. In conjunction with other entities, Team Advocacy will continue to inspect CRCFs in an effort to keep vulnerable adults and people with disabilities free from abuse and neglect.