



*The Protection & Advocacy System for South Carolina*

# TEAM ADVOCACY PROJECT

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ANNUAL REPORT 2015-2016

## **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 1,467 unannounced inspections since the project started 30 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 2015-2016 Team Advocacy Project, specifically July 1, 2015 through June 30, 2016.<sup>1</sup> 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 2015-2016 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 on Mental Illness  
South Carolina Self-Help Association Regarding Emotions  
South Carolina Division of Veteran Affairs

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<sup>1</sup> 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 72 inspections during the 2015-2016 contract year. Below is a list of the facilities inspected from July 1, 2015 to June 30, 2016:

Oasis Residential Home  
Seneca Residential Care Facility \*  
Nichols Residential Care Facility  
Antonio-Staples Residential Care Facility \*  
Greene's Residential Care II  
Briana's Residential Care Facility \*  
Stephanie's Residential Care Facility  
Oakview Boarding Home \*  
Reid House  
Evergreen Residential Care Inc. I \*

Goose Creek Manor #2 \*  
Country Comfort Community Home  
Divine Manor Assisted Living Center \*  
Stokes Residential Care \*  
First Choice Home Care Facility  
Dreamland Residential Care \*  
Brook Pine Community Residential Care Facility \*  
Rockhaven Community Care Home  
Sherman Residential Care Facility  
Peoples Residential Care

Palmetto Ridge Assisted Living & Memory Care  
Emerald Residential Care Facility I  
Dorch Community Residential Care \*  
Care With Love  
Victorian Home \*  
Anointed Residential Care #2 \*  
Joanne's Community Care Home II \*  
Builder's Care Home \*  
Dowdy's Community Care Home #2  
L & B Care Home

Burgess Residential Care  
Miles Residential Care  
Alexander's Golden Starr Community Care Home \*  
Rouse Community Care Home #3  
Bishopville Manor \*  
Sunny Pines Boarding Home \*  
Brian's Residential Care II \*  
Reese's Community Care Home #1 \*  
A'Lelia Residential Care  
Laurens Estates

Generations of Batesburg \*  
Gregory's Community Care #7 – Craven House

Gregory's Community Care #5 – Malone House  
Maria's Priority Care Residential Home III \*  
Westside Residential Home  
We Care Residential  
Piedmont Pathways Community Residential Care Facility \*  
Faith, Hope and Charity Retirement \*  
Williams Community Care Home  
Easley Retirement Center

Pondview Residential Care Home #1  
Cottonwood Villas  
Rapha Residential Care Inc. \*  
Northwoods Senior Living & Memory Care \*  
Myers Residential Care Facility II  
Ridgeview Community Care Homes Unit A \*  
Ridgeview Community Care Homes Unit B \*  
Ridgeview Community Care Homes Unit D \*  
Village Inn  
Oakridge Community Care Home #2 \*

Grace Residential Care Facility \*  
Gene's Residential Care Facility #3  
Oliver's Community Care Home  
Palmetto Residential Care of North Charleston  
Walters Brothers Residential Care Facility \*  
Upstate Residential Care \*  
Phaire's Care at Katura Springs  
Williamsburg Residential Care Facility  
Flanagan Community Care Home \*  
Bell's Professional Residential Care

JJ Residential Care \*  
Rouse Community Care Home #1

An \* indicates homes which responded to the Team Advocacy inspection report it received.

### **Counties with Facilities Inspected by Team Advocacy in 2015-2016**

Inspections were completed at facilities located in 26 of the 46 counties in South Carolina. These counties were:

Aiken  
Allendale  
Anderson  
Bamberg

Beaufort  
Berkeley  
Calhoun  
Charleston

Chesterfield  
Clarendon  
Dorchester  
Florence

Georgetown  
Greenville  
Laurens  
Lee  
Lexington

Oconee  
Orangeburg  
Pickens  
Richland  
Saluda

Spartanburg  
Sumter  
Williamsburg  
York

The smallest facility inspected was licensed for 5 residents; the largest was licensed for 106.

## **INSPECTION RESULTS**

- **35 (49%)** 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 313 residents' records were reviewed and 292 residents were interviewed at the 72 facilities where inspections were conducted. Because of these record reviews and resident interviews, Team Advocacy found the following:

- **95 (33%) reported and were observed to need some type of clothing,** including shoes, pants, shirts, pajamas, socks, underwear, and a jacket or coat.
- **47 (16%) reported and were observed to need hygiene supplies,** including toothpaste, a toothbrush, deodorant, shampoo, soap, and mouthwash.
- **139 (48%) reported that they would like to move from their current CRCF,** including moving "back home," to another CRCF or living independently.
- **81 (28%) reported needing equipment,** including eyeglasses, dentures, wheelchairs, walkers, canes, crutches, etc.
- **48 (16%) reported needing an eye exam.**
- **51 (17%) reported needing a dental exam.**
- **85 (29%) reported wanting to work.**
- **140 (48%) 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 seven 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 2015-2016 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 2015-2016 contract year. One survey was sent to inspection volunteers who participated in Team Advocacy inspections in 2015-2016. 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*

- **7%** of the volunteers responded.
- **100%** of the volunteer respondents agreed that inspecting assisted living facilities in South Carolina is meaningful and worthwhile work.
- **100%** of the respondents plan to continue to volunteer for Team Advocacy for as long as possible.
- Volunteers regularly interview the residents; some stated they would like to be more involved with other areas of the inspection.
- **100%** of the volunteer respondents felt they had a basic understanding of the laws that govern Team Advocacy.
- **100%** felt they had adequate training to successfully complete their volunteer work.

Below are some excerpts taken directly from volunteer response surveys:



*“It was an incredible learning experience seeing what CRCF’s are like and speaking to residents.”*

*“This opportunity coincides with my career and gives me a broader understanding of mental health clients.”*

### ***Report Recipient Survey***

- **14%** 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 by the case management provider or the discussion of other placement options.

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

*“The reports are very thorough and it helps my office determine whether a complaint should be opened.”*

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

*“The Department is unable to use observations in your report that are not addressed in the regulations.”*

*“The reports may confirm substantial compliance to the regulations.”*

## **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.