

Team Advocacy Inspection for June 21, 2016
Bell's Professional Residential Home Care
Inspection conducted by Nicole Davis, P&A Team Advocate, Richard Thompson, Volunteer,
and Marjorie Wilson-Guess, South Carolina Department of Mental Health Coordinator for
Placement and PASARR

Facility Information

Bell's Professional Residential Home Care is located in Charleston County at 1910 Dalton Street, Charleston, SC 29406-3961. Team arrived at the facility at 10:42 AM and exited the facility at 1:41 PM. The administrator, Troy Bell, was present for the inspection. The facility is operated by Bell's Professional Residential Home Care LLC. There were two staff members present when Team arrived; the administrator and owner arrived shortly after Team. The facility is licensed for 20 beds. The census was 14 with 13 residents being present on the day of Team's inspection. The DHEC license had an expiration date of May 31, 2017. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to BTU Rest Home, 113 Ellison Street, Bennettsville, SC 29512.

Overview of Visit

During Team's visit we interviewed six residents; talked to residents and staff; reviewed six residents' records, medications and medication administration records; and toured the facility. Lunch consisted of a peanut butter and jelly sandwich, chips, cranberry sauce and a drink. A current menu was posted. Team conducted an exit interview with the administrator.

Report Summary

The most recent fire drill was completed 3/14/16, prior to that the most recent was 5/12/14. The railing on the front porch was loose. Staff was mopping when Team arrived. There were no wet floor signs used to inform residents. Residents reported no privacy when using the telephone. Team noted a corded phone on a small table in the hallway. There was a sign posted above the phone stating there was a three minute limit. One resident did not have a pillow. One resident reported needing pants. This resident also reported that his shoes were too tight. One resident had three pairs of shoes that were very worn. One resident reported needing socks and underwear. One resident reported needing vision and dental exams. The wheels of one resident's walker were very worn. One resident reported "we have peanut butter and jelly too often." Resident A's and Resident B's most recent physical examinations did not address the resident's dietary needs. Resident A's most recent monthly observation note was completed 1/12/15. Resident B's most recent individual care plan was dated 11/7/15. Resident C's most recent individual care plan did not address the resident's dietary needs. Resident C's most recent monthly observation note was completed 9/30/13. Resident D's most recent physical examination was completed 6/8/15. Resident E's most recent physical examination had the resident's diet listed as renal. In contrast, the individual care plan had the resident's diet listed as regular. Resident E's most recent monthly observation note was completed April 2016. Resident F's

most recent monthly observation note was complete 4/27/16. Quarterly financial reports were not available for any of the records reviewed. In bedroom 5, the drawer was broken on one dresser. There was also a hole in the wall above the dresser. One resident reported “each shift sprays too much air freshener and it bothers my allergies.” The front and back doors are very worn. The container holding the ice spoons (for the ice chest) appeared dirty. Some of the chair cushions were worn and dirty; the leather seating was torn. Several residents had pillows that were very flat. Some of the bathrooms did not have a hand drying device available; none of the bathrooms had hand soap available. The freezers did not have thermometers. The sink in one bathroom drained very slowly. The tub in another bathroom was chipped and had begun rusting.

Areas of Commendation

- The facility has a fenced yard with different shaded areas for the residents to use. Inside the facility was a room for residents to meet with visitors and two other sitting areas for residents to watch television.
- A current activity calendar was posted. Activities included chair yoga, money management, color bingo, crafts and music movement.
- Staff was very helpful during the inspection.
- One resident not in Team’s sample reported “They really help me here. He (the administrator) and his dad (the owner) really care about me.”
- Staff immediately addressed Team’s concerns.
- The facility provides an allowance to a resident not eligible for Optional State Supplement.
- The facility was kept at a comfortable temperature.
- DHEC inspections were available for review.
- Annual HVAC and fire alarm inspections were current.
- Prescribed medications were present and the MAR was accurately documented. The controlled substance log coincided with the amount of medication present.
- Current First Aid/CPR training documentation was present. SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility.

Areas Needing Improvement

Health/Safety

- The most recent fire drill was completed 3/14/16, prior to that the most recent was 5/12/14.
- The railing on the front porch was loose.
- Staff was mopping when Team arrived. There were no wet floor signs used to inform residents.

Supervision & Administrator

- No concerns noted.

Residents’ Rights

- Residents reported no privacy when using the telephone. Team noted a corded phone on a small table in the hallway. There was a sign posted above the phone stating there was a three minute limit. Team suggested to the administrator to use a cordless phone or relocate the phone to a more private area. [Note: The administrator was very receptive of relocating the telephone.]

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- One resident did not have a pillow.
- One resident reported needing pants. This resident also reported that his shoes were too tight.
- One resident had three pairs of shoes that were much worn.
- One resident reported needing socks and underwear.
- One resident reported needing vision and dental exams.
- The wheels of one resident's walker were very worn.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- One resident reported "we have peanut butter and jelly too often."

Resident Records

- Resident A's and Resident B's most recent physical examinations did not address the resident's dietary needs.
- Resident A's most recent monthly observation note was completed 1/12/15.
- Resident B's most recent individual care plan was dated 11/7/15.
- Resident C's most recent individual care plan did not address the resident's dietary needs.
- Resident C's most recent monthly observation note was completed 9/30/13.
- Resident D's most recent physical examination was completed 6/8/15.
- Resident E's most recent physical examination had the resident's diet listed as renal. In contrast, the individual care plan had the resident's diet listed as regular.
- Resident E's most recent monthly observation note was completed April 2016.
- Resident F's most recent monthly observation note was complete 4/27/16.

Resident Personal Needs Allowances

- Quarterly financial reports were not available for any of the records reviewed.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- In bedroom 5, the drawer was broken on one dresser. There was also a hole in the wall above the dresser.
- One resident reported “each shift sprays too much air freshener and it bothers my allergies.”
- The front and back doors were very worn.
- The container holding the ice spoons (for the ice chest) appeared dirty.
- Some of the chair cushions were worn and dirty; the leather seating was torn.
- Several residents had pillows that were very flat.
- Some of the bathrooms did not have a hand drying device available; none of the bathrooms had hand soap available. [Note: The administrator reported an issue of clogged toilets and showed Team a supply of paper towels in the pantry.]
- The freezers did not have thermometers. [Note: The owner immediately went out to purchase thermometers and placed them in the freezers.]
- The sink in one bathroom drained very slowly.
- The tub in another bathroom was chipped and had begun rusting.

Additional Recommendations

- Two residents would like to move.

Please Note: Residents listed in the report are assigned random gender identification. This is for the purpose of making the report easier to read. However, the gender does not identify the individuals in the report.