

**Team Advocacy Inspection for January 24, 2018**  
**Burgess Residential Care Facility**  
**Inspection conducted by Toni Etheridge, P&A Team Advocate, and Clarissa Guerrero,**  
**Volunteer**



Photo Date 1-24-18

### **Service Provider Information**

Burgess Residential Care Facility is located in Florence County at 2591 South Brehenan Drive, Florence, South Carolina 29505-6203. Team arrived at the facility at 10:30 AM and exited the facility at 12:21 PM. The administrator, Sandy Burgess, was not present during the inspection. The facility is licensed for 9 beds. There were 5 residents present on the day of Team's inspection. The DHEC license had an expiration date of 4-30-18. The administrator's license had an expiration date of 6-30-18.

### **Overview of Visit**

During Team's visit we interviewed three residents; talked to residents and staff; reviewed staff records, reviewed three residents' records, medication, and medication administration records, and toured the facility. The posted food menu was current. Team did not observe lunch. Team conducted an exit interview with the administrator (over the phone) and the staff (in Team's presence). The facility had a written emergency disaster plan dated 6-10-07, to evacuate to Gene's Residential Care at 1312 West Evans Street, Florence, South Carolina 29501.

### **Report Summary**

During Team's inspection, the hand-washing sink in the kitchen tested low, at 97° Fahrenheit, and the dish-washing sink tested low, at 98° Fahrenheit. At the front of the facility, the exterior hand-rail at the base of the walk ramp was unsecured. At the front of the facility, the exterior walk ramp had raised wood planks. In the front yard, there was a pool of standing water and a faint odor. (All other property grounds were dry, and no presence of water.)

One resident did not know where the emergency contact numbers were located. Two residents complained about not getting enough food, second food helpings, and the long wait for dirty clothes to be washed. Two residents wore stained clothes, and needed in-season clothes. One resident wanted hygiene products and the bed linens were dirty. Two residents complained about not being offered recreational activities in the house. One resident wanted hair to be washed.

In the kitchen, the food storage cabinet had a few non-perishable items dated the following: The Pasta Salad Mix was dated 2015, The Hidden Valley Pasta was dated January 5, 2016, and The Creamy Pasta box was dated July 28, 2013. (Staff removed the boxes and threw them out.) Two residents complained about being served soup and sandwiches for breakfast, and that the menu was not followed. The personal funds ledger for one resident did not have a resident signature for the January 18, 2018 disbursement. (Staff had the resident sign the ledger in Team's presence). The most recent in-service training for the on-duty staff member was dated 7-1-16.

In the female residents' restroom, the ceiling light fixture needed three new light bulbs, the walls and ceiling needed to be repaired, the door handle was loose, and the door had peeled paint and rust stains. In the male residents' restroom, the shower curtain had mildew, the ceiling light fixture needed a new light bulb, the door had peeled paint and rust stains and, the door handle was loose.

In the kitchen, the ceiling light fixture needed two new light bulbs. In the entertainment room the ceiling light fixture needed two new light bulbs. In the laundry room, the staff was not able to turn on the washing machine or the dryer. One resident's dresser was broken, and had missing knob handles. At the front of the facility, one of the exterior window screens needed to be replaced. At the rear of the facility, the small exterior deck needed to be repaired and was not safe, and the larger exterior deck was cluttered with storage bins and outdoor equipment.

## **Areas of Commendation**

- The staff was courteous and professional.
- The staff responded promptly to inspection requests.
- The facility's annual fire alarm inspections were current.
- The facility's fire extinguishers were inspected and staff initialed.
- The food menu for the month was posted.
- The facility was adequately furnished.
- The facility's outdoor space was large.
- The residents were able to access all living areas of the facility.
- The facility's room temperatures were comfortable.
- Two residents liked living in the facility.
- One resident liked the food, the snacks and the second food helpings.
- Two residents did know where the emergency contact numbers were located.

## **Areas Needing Improvement**

### **Health/Safety**

- In the kitchen, the hand-washing sink tested low, at 97° Fahrenheit.
- In the kitchen, the dish-washing sink tested low, at 98° Fahrenheit.
- At the front of the facility, the exterior hand-rails were not secured.
- At the front of the facility, the exterior walk ramp had raised wood planks.
- In the front yard, there was a pool of standing water and a foul odor. (The rest of the property grounds were dry and there was no presence of standing water.)
- One resident did not know where the emergency contact numbers were located.

### **Supervision & Administrator**

- The facility had a written emergency disaster plan dated 6-10-07, to evacuate to Gene's Residential Care at 1312 West Evans Street, Florence, South Carolina 29501. (The 2015 DHEC Standards states a letter of agreement signed by an authorized representative of each sheltering facility, and the letter shall be updated every three years.)

### **Residents' Rights**

- Two residents complained about not getting enough food, second food helpings, and the long wait for dirty clothes to be washed.
- Two residents wore stained clothes, and needed in-season clothes.
- One resident wanted hygiene products.
- One resident's bed linens were dirty.

### **Recreation**

- Two residents complained about not being offered recreational activities in the house.

### **Residents' Activities of Daily Living (ADLs)**

- One resident wanted hair to be washed.

### **Medication Storage and Administration**

- No concerns were noted.

### **Meals & Food Storage**

- In the kitchen's storage cabinets, there were non-perishable boxed food items with these dates: The Pasta Salad Mix was dated 2015, The Hidden Valley Pasta box was dated January 5, 2016 and the Creamy Pasta box was dated July 28, 2013. (The staff removed the boxes and threw them out.)
- Two residents complained about being served soup and sandwiches for breakfast, and that the menu was not followed.

### **Resident Records**

- No concerns were noted.

### **Resident Personal Needs Allowances**

- The personal funds ledger for one resident was missing the resident's signature for the January 18, 2018 disbursement. (The staff had the resident sign the ledger in Team's presence).

### **Appropriateness of Placement**

- No concerns were noted.

### **Personnel Records**

- The most recent in-service training for the on-duty staff member was dated 7-1-16.

### **Housekeeping, Maintenance, Furnishings**

- In the female residents' restroom, the ceiling light fixture needed three new light bulbs.
- In the female residents' restroom, the walls and ceiling needed to be repaired, the door handle was loose, and the door had peeled paint and rust stains.
- In the male residents' restroom, the shower curtain had mildew, the ceiling light fixture needed a new light bulb, the door had peeled paint and rust stains and, the door handle was loose.
- In the kitchen, the ceiling light fixture needed two new light bulbs.
- In the entertainment room the ceiling light fixture needed two new light bulbs.
- In the laundry room, the washing machine and the dryer were not able to be turned on.

- One resident's dresser was broken, and had missing knob handles.
- At the front of the facility, one of the exterior window screens needed to be replaced.
- At the rear of the facility, the small exterior deck needed to be repaired and was not safe.
- At the rear of the facility, the larger exterior deck was cluttered with storage bins and outdoor equipment.

**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.