

## **Team Advocacy Inspection for November 13, 2015**

### **Care With Love**

**Inspection conducted by Nicole Davis, P&A Team Advocate, and Cosandra Moten, Volunteer**

#### **Facility Information**

Care With Love is located in Charleston County at 3408 Lenape Street, North Charleston, SC 29405-7777. Team arrived at the facility at 11:02 AM and exited the facility at 1:15 PM. The administrator was not present for the inspection. The facility is operated by Tiffany Nelson. There was one staff member present when Team arrived. The facility is licensed for five beds. The census was five with four residents being present on the day of Team's inspection. The DHEC license had an expiration date of November 30, 2015. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Stay Bridge Suites, 1913 Huger Street, Columbia, SC 29210.

#### **Overview of Visit**

During Team's visit we interviewed three residents; talked to residents and staff; reviewed three resident records, medications and medication administration records; and toured the facility. Lunch consisted of hot dogs with chili, french fries, ice cream and a drink. Some residents requested cereal for lunch instead; they were accommodated. A current menu was not posted. Team conducted an exit interview with the staff.

#### **Report Summary**

One fire extinguisher was last inspected March 2014 and monitored June 2014. One emergency light in the hallway did not illuminate when tested; it buzzed. DHEC inspections were unavailable for review. Residents would like to do more in the community. Three pills were in a cup, on the medication cart when Team arrived. Staff was unsure why the pills were on the cart. Several items in the refrigerator and freezer were not properly labeled and sealed. The menu only went through November 10<sup>th</sup>. Several items in the pantry had expired. Resident A's most recent individual care plan dated 8/1/15 was not signed by the resident or a responsible party. Resident B's physical examination did not address resident's dietary needs. Resident B's most recent individual care plan dated 9/4/15 did not have any signatures. Resident C's individual care plan did not address whether the resident had an advanced directive. Resident C's personal funds ledger did not include the 2015 COLA increase. Also, the ledger did not include any purchases made for the resident although staff reported cigarette and medication costs. Resident C's quarterly financial report had a zero for expenditures. The refrigerator was dirty. Thick dust was found throughout the facility. One bathroom had a faint urine smell.

#### **Areas of Commendation**

- The facility was very home-like and comfortable. It contained a television, wall-hangings, built-in book shelves and a large backyard. Resident bedrooms were personalized.

- A current recreation calendar was posted. Activities included exercise, shopping, puzzles, gardening, jazz and beauty manicure/pedicure.
- Team observed a good rapport between residents and staff.
- One resident reported “They won’t let anyone hurt me. I like the help here.”
- Staff was very helpful and receptive of Team’s concerns.
- There was an adequate supply of food present.
- One resident reported “The food is good. They serve you on time and try to give you things you like.” Another resident reported “I like what they fix.”
- The water temperatures were in the appropriate ranges.
- A current electrical, HVAC and fire alarm inspection was available for review.
- Current First Aid/CPR training was documented. Necessary SLED checks were completed.
- The controlled substance log coincided with the amount of medication present.
- Emergency evacuation routes were posted throughout the facility.
- Fire drills were completed quarterly.
- Observation notes were current.

## **Areas Needing Improvement**

### **Health/Safety**

- One fire extinguisher was last inspected March 2014 and monitored June 2014.
- One emergency light in the hallway did not illuminate when tested; it buzzed.
- The TB risk assessment was not available for review. [Note: Team received a faxed copy of the form on 11/17/15.]

### **Supervision & Administrator**

- DHEC inspections were unavailable for review.

### **Residents’ Rights**

- No concerns noted.

### **Recreation**

- Residents would like to do more in the community.

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

- One resident wore a shirt filled with holes. [Note: Team observed resident had a vast amount of well-kept clothing to wear.]

### **Medication Storage and Administration**

- Three pills were in a cup, on the medication cart when Team arrived. Staff was unsure why the pills were on the cart.

### **Meals & Food Storage**

- Several items in the refrigerator and freezer were not properly labeled and sealed.
- The menu only went through November 10<sup>th</sup>.
- Several items in the pantry had expired. [Note: Staff began discarding the items while Team was present.]

### **Resident Records**

- Resident A's most recent individual care plan dated 8/1/15 was not signed by the resident or a responsible party.
- Resident B's physical examination did not address resident's dietary needs.
- Resident B's most recent individual care plan dated 9/4/15 did not have any signatures.
- Resident C's individual care plan did not address whether the resident had an advanced directive.

### **Resident Personal Needs Allowances**

- Resident C's personal funds ledger did not include the 2015 COLA increase. Also, the ledger did not include any purchases made for the resident although staff reported cigarette and medication costs. Resident C's quarterly financial report had a zero for expenditures.

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted.

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

- The refrigerator was dirty.
- Thick dust was found throughout the facility.
- One hallway light was inoperable.
- Two bedrooms were cluttered. [Note: Staff reported one resident would not allow resident's belongings to be touched. Another resident reported the thrill of collecting items.]
- One bathroom had a faint urine smell.

### **Additional Recommendations**

- One resident would like to go visit resident's dog.
- One resident 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.