

Team Advocacy Inspection for September 16, 2016
Carriage House Senior Living of Florence
Inspection conducted by Nicole Davis, P&A Team Advocate, and Antwoine Williams,
Volunteer

Facility Information

Carriage House Senior Living of Florence is located in Florence County at 739 S Parker Drive, Florence, SC 29501-6062. Team arrived at the facility at 10:19 AM and exited the facility at 1:57 PM. The administrator, Mary Singletary, was present for the inspection. The facility is operated by Carriage House Senior Living of Florence, Inc. There were 11 staff members present on the day of the inspection. The facility is licensed for 80 beds. The census was 72 with 71 residents being present on the day of Team's inspection. The DHEC license had an expiration date of January 31, 2017. An administrator's license was current and posted. The facility had a written emergency plan to evacuate residents between Carriage House Senior Living of Sumter, 431 N Main Street, Sumter, SC 29150 and Carriage House Senior Living of Hartsville, 1131 E Home Avenue, Hartsville, SC 29550.

Overview of Visit

During Team's visit we interviewed seven residents; talked to residents and staff; reviewed eight residents' records, medications and medication administration records; and toured the facility. Lunch consisted of ham, black eyed peas and rice, mustard greens, cake, cornbread and a drink. A current menu was posted. Team conducted an exit interview with the administrator and staff.

Report Summary

The hot water temperatures on the second hallway was 150°. Two emergency lights did not illuminate when tested. One resident reported feeling ill one evening and asking staff to bring dinner to her room. Resident reported staff refused, so the resident did not eat that night. One resident reported needing eyeglasses and dentures. One resident reported needing a cane or a walker. One resident reported needing clothes. This resident also had holes in his shoes. Food in the freezer was not properly stored. The lid of the flour container was cracked/broken. Residents were only served one utensil, a spoon or fork during lunch. Resident G's most recent physical examination had "yes" circled next to the question "Does the person require daily care of a registered or licensed practical nurse?" Resident G's most recent physical examination had the resident's diet listed as cardiac. In contrast, the resident's individual care plan had the diet listed as regular. Flies were present throughout the facility. Team observed bedbugs in bedroom 5. The countertop and cabinets in the dining room were dirty and sticky from the coffee/tea machines. The headboard in bedroom 76 was loose. The sheets in bedroom 76 were dirty. The men's bathroom on the second hallway had urine on the floor. There was a strong feces smell by the medication room when Team arrived. Outside at the end of hallway two there was a strong urine smell. Mattresses, bedframes and dresser parts were in piles on the side of the facility.

Areas of Commendation

- The yard was well maintained.
- Residents had their own rooms; they were personalized.
- A current activity calendar was posted. Activities included bingo, music and dance.
- Staff was very helpful during the inspection.
- Residents appeared to have a good rapport with the staff. One resident reported “it’s getting better here.” Another resident reported “Ms. Singletary is trying to help.”
- The facility was kept at a comfortable temperature.
- DHEC inspections were available for review.
- Staff was easily identifiable with uniforms and nametags.
- There was an adequate supply of food. Alternate meals were available for residents not wanting the scheduled lunch.
- Annual HVAC, electrical, and fire alarm inspections were current.
- A current TB risk assessment was available.
- Current First Aid/CPR training documentation was present. SLED checks were completed.
- Prescribed medications were present and the MAR accurately documented. The controlled substance count was accurate and coincided with the log.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly, on different shifts.
- Observation notes were current.

Areas Needing Improvement

Health/Safety

- The hot water temperatures on the second hallway was 150°.
- Two emergency lights did not illuminate when tested.

Supervision & Administrator

- No concerns noted.

Residents’ Rights

- One resident reported feeling ill one evening and asking staff to bring dinner to her room. Resident reported staff refused, so the resident did not eat that night.

Recreation

- Residents would like to do more in the community. One resident would like to attend church in the community.

Residents’ Activities of Daily Living (ADLs)

- One resident reported needing eyeglasses and dentures.
- One resident reported needing a cane or a walker.
- One resident reported needing a podiatrist appointment.
- One resident reported needing clothes. This resident also had holes in his shoes.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- Food in the freezer was not properly stored.
- The lid of the flour container was cracked/broken.
- Residents were only served one utensil, a spoon or fork during lunch. Staff reported additional utensils were not available. [Note: The administrator showed Team additional utensils and will ensure staff knows where they are located.]

Resident Records

- Resident G's most recent physical examination had "yes" circled next to the question "Does the person require daily care of a registered or licensed practical nurse?" [Note: The administrator reported this was incorrect and she would get it fixed immediately.]
- Resident G's most recent physical examination had the resident's diet listed as cardiac. In contrast, the resident's individual care plan had the diet listed as regular.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- Flies were present throughout the facility.
- Team observed bedbugs in bedroom 5. [Note: The administrator was already aware of this and reported inspecting and treating for the bugs daily.]
- The countertop and cabinets in the dining room were dirty and sticky from the coffee/tea machines. [Note: Staff immediately began wiping down the cabinets.]
- The headboard in bedroom 76 was loose.

- The sheets in bedroom 76 were dirty. [Note: Staff was cleaning and doing laundry during Team's inspection.]
- The men's bathroom on the second hallway had urine on the floor. [Note: Staff immediately cleaned up the mess.]
- There was a strong feces smell by the medication room when Team arrived. [Note: Staff cleaned the area prior to Team leaving.]
- Outside at the end of hallway two there was a strong urine smell.
- Mattresses, bedframes and dresser parts were in piles on the side of the facility.

Additional Recommendations

- Four 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.