

Team Advocacy Inspection for March 17, 2016

Cottonwood Villas

**Inspection conducted by Nicole Davis, P&A Team Advocate, Kristy Caldwell, MSW Intern,
and Amanda Denson, Volunteer**

Facility Information

Cottonwood Villas is located in Lee County at 800 West Church Street, Bishopville, SC 29010-1054. Team arrived at the facility at 10:10 AM and exited the facility at 2:55 PM. The facility is operated by Lakefield Properties LLC. The administrator, Felicia Gainey, was present during our inspection. There were nine staff members present when Team arrived. The facility is licensed for 71 beds. The census was currently 58. The DHEC license had an expiration date of June 30, 2016. The administrator's license was current and posted. The facility had a written emergency plan to evacuate to Cooke Associates of Bishopville (also known as McCoy Memorial Nursing Center), 207 Chappell Drive, Bishopville, SC 29010.

Overview of Visit

During Team's visit we interviewed eight residents; talked to residents and the administrator; reviewed eight residents' records, medication, and medication administration records; and toured the facility. Lunch was a substitute meal consisting of brussel sprouts, beef stew and rice, broccoli, rolls and a drink of choice. A substitution menu was not posted. Team conducted an exit interview with the administrator.

Report Summary

The most recent HVAC and electrical inspection was conducted 3/5/15. The fire extinguisher by room 26 had not been monitored since 12/7/15. The crawl space was unsecured. Residents reported no privacy when using the telephone. The phones are corded and located in the tv room. Residents reported not being treated with respect. After observing the meal and walking out of the dining room, Team overheard a staff member tell the residents "if you had anything to say, that was your chance." One resident reported needing a dental exam due to an ailing tooth that needed to be pulled. One resident reported needing lotion and soap. Three residents reported needing vision exams. Two residents reported needing more underwear. One resident reported needing more pants. One resident reported needing soap, shampoo and deodorant. One resident reported needing a podiatrist exam. This resident also reported needing toenails cut. One resident had a bed that was very low to the ground. The resident struggled to get out of the bed and would like the bed raised. Resident A had a prescription for Enteric low aspirin 81mg tablet, take one tablet by mouth every day. The pack was empty; the MAR was last signed for administration at 8 AM on the day of Team's inspection. Resident D had a prescription for Quetiapine Fumarate 200 mg tablet, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 3/16/16. Resident E had a prescription for Paliperidone ER 9 mg tablet ER 24, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 3/16/16. Several items in the refrigerator were not labeled and dated. A few items in the kitchen had expired.

Resident A's most recent individual care plan was dated 8/2/15. Resident B did not have documentation of service agreement, bill of rights or grievance procedures available for review. Resident B's most recent individual care plan did not address resident's dietary needs. Resident C did not have monthly observation notes for December 2015 and February 2016 available for review. Resident D's most recent individual care plan was dated 2/27/15. None of Resident D's admission documents were signed by the resident or a representative. Resident G's most recent individual care plan was not signed by the resident or a representative. Resident G did not have monthly observation notes for October 2015, November 2015 and February 2016 available for review. Resident H's most recent individual care plan was dated 9/9/15. The physical examination for several residents did not address the resident's dietary needs. First aid training of the staff records reviewed were last conducted 3/2/15 and 3/5/15. The Beauty/barbershop had a strong urine smell, had hair brushes with leftover hair in them and contained trash on the floor. A motorized wheelchair sitting at the end of hallway 2 was covered with cobwebs and dirty. Some of the showers were dirty.

Areas of Commendation

- There were several seating areas for the residents to use. The facility had a well maintained yard and contained season appropriate decorations.
- Staff reported an upcoming Easter Party with a live DJ is planned for Friday.
- The facility hosted a St. Patrick's Day social while Team was present.
- A current activity calendar was posted. Activities included shopping, devotional, puzzles, bingo and disco.
- Residents are able to take a nap whenever they like.
- A current TB risk assessment and fire alarm inspection was available for review.
- DHEC inspections were available for review.
- There was an adequate supply of food available.
- Two residents reported that the food served is "okay".
- The water temperatures in the residents' bathroom were within the proper range.
- The laundry room was clean and organized.
- The facility had over 10 cats. All of the cats had documentation of vaccination.

Areas Needing Improvement

Health/Safety

- The most recent HVAC and electrical inspection was conducted 3/5/15.
- The fire extinguisher by room 26 had not been monitored since 12/7/15.
- The crawl space was unsecured.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- Residents reported no privacy when using the telephone. The phones are corded and located in the tv room.
- Residents reported not being treated with respect. After observing the meal and walking out of the dining room, Team overheard a staff member tell the residents "if you had anything to say, that was your chance."

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing a dental exam due to an ailing tooth that needed to be pulled.
- One resident reported needing lotion and soap.
- Three residents reported needing vision exams.
- Two residents reported needing more underwear.
- One resident reported needing more pants.
- One resident reported needing soap, shampoo and deodorant.
- One resident reported needing a podiatrist exam. This resident also reported needing toenails cut.
- One resident had a bed that was very low to the ground. The resident struggled to get out of the bed and would like the bed raised.
- One resident reported difficulty getting in and out of the shower. The resident reported "staff won't help me stand up and walk because they don't want to get sued if I fall."

Medication Storage and Administration

- Resident A had a prescription for Enteric Low Aspirin 81 mg tablet, take one tablet by mouth every day. The pack was empty; the MAR was last signed for administration at 8 AM on the day of Team's inspection. [Note: The administrator reported the medication had been ordered.]
- Resident D had a prescription for Quetiapine Fumarate 200 mg tablet, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 3/16/16.
- Resident E had a prescription for Paliperidone ER 9 mg tablet ER 24, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 3/16/16.

Meals & Food Storage

- Several items in the refrigerator were not labeled and dated.
- A few items in the kitchen had expired.

Resident Records

- Resident A's most recent individual care plan was dated 8/2/15.

- Resident B did not have documentation of service agreement, bill of rights or grievance procedures available for review.
- Resident B's most recent individual care plan did not address resident's dietary needs.
- Resident C did not have monthly observation notes for December 2015 and February 2016 available for review.
- Resident D's most recent individual care plan was dated 2/27/15.
- None of Resident D's admission documents were signed by the resident or a representative.
- Resident G's most recent individual care plan was not signed by the resident or a representative.
- Resident G did not have monthly observation notes for October 2015, November 2015 and February 2016 available for review.
- Resident H's most recent individual care plan was dated 9/9/15.
- The physical examination for several residents did not address the residents' dietary needs.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- First aid training of the staff records reviewed were last conducted 3/2/15 and 3/5/15. [Note: The administrator reported she has been trying to get a training scheduled.]

Housekeeping, Maintenance, Furnishings

- The Beauty/barbershop had a strong urine smell, had hair brushes with leftover hair in them and contained trash on the floor.
- A motorized wheelchair sitting at the end of hallway 2 was covered with cobwebs and dirty.
- Some of the showers were dirty.

Additional Recommendations

- Three 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.