

## Team Advocacy Inspection for September 15, 2015

### Country Comfort Community Home

Inspection conducted by Nicole Davis, P&A Team Advocate, and Susan Grinnell, Volunteer



### **Facility Information**

Country Comfort Community Home is located in Richland County at 204 Joe Apree Circle, Blythewood, SC 29016-8807. Team arrived at the facility at 9:50 AM and exited the facility at 12:38 PM. The administrator was present for part of the inspection. The facility is operated by Clifford Counts. There was one staff member present when Team arrived. The facility is licensed for nine beds. The census was nine with four residents being present on the day of Team's inspection; two more residents returned around lunchtime. The DHEC license had an expiration date of February 29, 2016. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Killian Elementary School, 2621 Clemson Road, Columbia, SC 29229.

### **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 was a substitute meal consisting of hamburgers, vanilla pudding and koolaid. A substitution menu was not posted. Team conducted an exit interview with the administrator.

### **Report Summary**

Two emergency lights did not illuminate when tested. Another emergency light was very dim and buzzed when tested. Two residents reported not being treated with respect. One resident reported getting "cussed out" and "getting attitude sometimes" from staff. Residents reported not being able to come and go as they please. Team observed the door leading to the smoking area automatically locked when closed;

residents knocked on the door to get back in. One resident reported needing dentures, eyeglasses, underwear and socks. This resident also reported needing eye, podiatrist and dental exams. One resident does not have any teeth and stated “it’s hard to chew.” One resident had slippers with holes in them. One resident reported needing a dental exam. Resident A’s most recent physical examination did not address the resident’s dietary needs. Quarterly financial reports were not available for review. The most recent CPR training for the staff member present was completed 8/29/13. Bedroom 1 had thick dust accumulated on the vent. The showerhead in the men’s bathroom had mold.

## **Areas of Commendation**

- The facility was very home-like and included a television, wall hangings, a front and a back porch. The facility has a large, fenced-in yard. The facility also had two ramps entering the facility.
- Resident rooms were personalized.
- A current recreation calendar was posted. Activities included leisure time, movie night, board games, WWE and sports.
- There was an adequate supply of food present.
- The water temperatures were in the appropriate ranges.
- A current electrical, HVAC, sprinkler and fire alarm inspection was available for review.
- A current TB risk assessment was available for review.
- Fire drills were completed monthly and on different shifts. The fire extinguishers were monitored monthly.
- All prescribed medications were present and the MAR was accurately documented.
- Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility.

## **Areas Needing Improvement**

### **Health/Safety**

- Two emergency lights did not illuminate when tested. Another emergency light was very dim and buzzed when tested. [Note: The administrator reported he was in the process of getting the lights rewired.]

### **Supervision & Administrator**

- No concerns noted.

### **Residents’ Rights**

- Two residents reported not being treated with respect.
- One resident reported getting “cussed out” and “getting attitude sometimes” from staff.

- Residents reported not being able to come and go as they please. Team observed the door leading to the smoking area automatically locked when closed; residents knocked on the door to get back in.

### **Recreation**

- Residents would like to do more in the community.

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

- One resident reported needing dentures, eyeglasses, underwear and socks. This resident also reported needing eye, podiatrist and dental exams.
- One resident does not have any teeth and stated "it's hard to chew."
- One resident had slippers with holes in them.
- One resident reported needing a dental exam.

### **Medication Storage and Administration**

- No concerns noted.

### **Meals & Food Storage**

- A substitution menu was not posted. [Note: The administrator reported the facility fixes what the residents want to eat if they do not want what is on the menu.]

### **Resident Records**

- Resident A's most recent physical examination did not address the resident's dietary needs.

### **Resident Personal Needs Allowances**

- Quarterly financial reports were not available for review.

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- The most recent CPR training for the staff member present was completed 8/29/13. [Note: The administrator reported he's attempted to schedule training and is waiting on a class.]

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

- Bedroom 1 had thick dust accumulated on the vent.
- The showerhead in the men's bathroom had mold.
- Team observed a letter to the facility regarding an inspection concerning bed bugs. The letter stated the first treatment appeared to be successful and a follow up will be conducted. When asked about the

follow up from Pest Control, the administrator reported Pest Control was scheduled to return to the facility at 2pm on 9/15/15.

**Additional Recommendations**

- One resident would like to work.
- One resident would like to move.
- One resident would like a replacement key for his locked nightstand.

**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.