

Team Advocacy Inspection for October 25, 2016

Crossroads at Catawba

Inspection conducted by Nicole Davis, P&A Team Advocate, and Laura Currie, Volunteer

Facility Information

Crossroads at Catawba is located in York County at 400 Rowells Road, Catawba, SC 29704-8769. Team arrived at the facility at 10:01 AM and exited the facility at 2:31 PM. The administrator, James Edwards, was not present for the inspection. The facility is operated by Crossroads at Catawba LLC. There were six staff members present when Team arrived; two more staff members arrived shortly after Team. The facility is licensed for 72 beds. The census was 51 with 46 residents being present on the day of Team's inspection. The DHEC license had an expiration date of May 31, 2017. An administrator's license was current and posted. Staff reported the facility had an emergency plan to evacuate to Super 8 Motel, 888 Riverview Road, Rock Hill, SC 29730.

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 was a substitution meal consisting of chicken and rice, mixed vegetables, a roll and a drink. A substitution menu was not posted. Team conducted an exit interview with the staff.

Report Summary

The most recent HVAC inspection was completed 2/2/15. On hallway D, the water fire extinguisher was overcharged. In the activity room, a stainless steel cleaner can and a paint/primer can sat in the open on a shelf. In the smaller facility, the floor vent was not secured, causing a trip hazard. Several boards on the porches and steps on the facility grounds were loose. The porch handrails near bedroom 22 were very loose. In the backyard, two small picnic tables under the gazebo were very loose/wobbly. An annual TB risk assessment was not available for review. Documentation of fire drills completed during the second quarter were unavailable for review. A signed agreement with the sheltering facility during an emergency evacuation was not available for review. Resident A had a prescription for Symbicort 160-4.5 mcg inhale, inhale two puffs by mouth twice a day. The medication was not available. Staff reported the resident often refuses this medication but refusals were not documented on the MAR. Resident A had Nystatin 100,000 units, apply one application three times daily for 14 days present. The order was dated 9/22/16 and should have been completed by the day of Team's inspection. Resident A had an order to have weight checked on Mondays and Thursdays. The MAR showed 10/17/16 as the only day the weight was checked; no explanations were given for the blanks. Resident A had a prescription for Calcium 600 Vitamin D 400mg tablet, take one tablet by mouth two times a day. The MAR had not been signed for administration the mornings of 10/15/16 and 10/16/16. Resident A had a prescription for Dorzolamide HCL 2% Eye Drop, instill one drop into each eye three

times day. The MAR had not been signed for the 1PM administration on 10/24/16. Resident B had an order to have weight checked on Mondays, Wednesdays and Fridays. The MAR showed 10/3/16, 10/5/16, 10/7/16 and 10/17/16 as the only days the weight was checked; no explanations were given for the blanks. Resident B had a prescription for Visine Original 0.05% Eye Drop, place one drop into each eye three times daily. The MAR had not been signed for the 1PM administration on 10/20/16. Resident C had an order to have her heart rate checked twice a day. The MAR showed 10/3/16, 10/3/16, 10/4/16 and 10/8/16 as the only days the heart rate was checked; no explanations were given for the blanks. Resident C had an order to have her blood pressure checked weekly. There was no documentation showing the checks were being completed. Resident D's MAR was not signed for the 7AM administration on 10/24/16. Resident F had an order to have her heart rate checked daily and her blood pressure checked weekly. There was no documentation showing the checks were being completed. Resident F had prescriptions for Oxybutynin CL ER 10 mg tablet, take one tablet by mouth at bedtime and Symbicort 160-4.5 mcg inhale, use two puffs daily. The MAR had not been signed for the 7PM administration on 10/16/16 for either medication. Resident H had a prescription for Demeclocycline 300 mg tablet, take one tablet by mouth twice a day. The medication was not available. Several residents had their MAR's initialed and circled; no explanation was given for these instances. Bedroom 22 had Spectravite Multivitamin sitting on the dresser. A substitution menu was not posted. Resident A's most recent observation note was dated 7/14/16. Team also observed the notes were not completed consistently prior to that date. Resident B's most recent observation note was dated 5/3/16. Resident D's most recent individual care plan did not address the resident's dietary needs. Resident E's most recent physical examination was dated 9/29/15. Resident E's physical examination had the resident's diet listed as regular. In contrast, the individual care plan had the resident's diet listed as low salt. Resident G's most recent observation note was dated 6/10/16. Resident H's most recent physical examination date, 3/12/16, had "yes" checked next to the question "Does this person require daily care of a registered or licensed practical nurse?" The quarterly financial reports reviewed were not signed by the resident, only a staff member. Bathroom F is locked and out of order. One resident reported "that bathroom stays out of order". Bathroom E had different bar soaps on the sink, a dirty shower chair, an unsecured shower drain cover, and mildew in the shower. Bedroom 18 had a strong urine smell. The television room at the rear of hallway D had a very worn/thin chair cushion. The flooring was soft in several locations in the facility. In the room with the piano, one chair had a broken arm. Bathroom I had exposed pipes and wood panels underneath the sink. In bathroom K (in the smaller, connecting building) the toilet was clogged, urine was on the floor, there was no hand drying device available and the baseboards were hanging off the wall. Staff reported an ongoing septic issue. This was the only bathroom available in this building; the other was locked and under construction. The bedroom across from Bathroom K had a bed with a very loose headboard and a very unsteady chair. The lights in the sitting area of the smaller building were inoperable.

Areas of Commendation

- The facility was decorated with wall hangings, plants and season appropriate decorations. There were several sitting areas inside and outside of the facility for residents to use.
- Residents' artwork was displayed throughout the facility.
- Residents were able to personalize their bedrooms.

- A current activity calendar was posted. Activities included praise and worship, bingo, walking, trick or treat social and a donut social.
- Staff was very helpful during the inspection.
- Staff was cleaning when Team arrived.
- Residents appeared to have a good rapport with the staff.
- The facility was kept at a comfortable temperature.
- There was an adequate supply of food.
- Water temperatures were in the appropriate range.
- DHEC inspections were available for review.
- Annual electrical and fire alarm inspections were current.
- Current First Aid/CPR training documentation was present. SLED checks were completed.
- The amount of controlled substance medication present coincided with the controlled substance log.
- Emergency evacuation routes were posted throughout the facility.

Areas Needing Improvement

Health/Safety

- The most recent HVAC inspection was completed 2/2/15. [Note: Team observed a letter from the inspecting company with a scheduled inspection date of 12/17/16.]
- On hallway D, the water fire extinguisher was overcharged.
- In the activity room, a stainless steel cleaner can and a paint/primer can sat in the open on a shelf.
- In the smaller facility, the floor vent was not secured, causing a trip hazard.
- Several boards on the porches and steps on the facility grounds were loose. The porch handrails near bedroom 22 were very loose.
- In the backyard, two small picnic tables under the gazebo were very loose/wobbly.
- An annual TB risk assessment was not available for review.
- Documentation of fire drills completed during the second quarter were unavailable for review.

Supervision & Administrator

- A signed agreement with the sheltering facility during an emergency evacuation was not available for review.

Residents' Rights

- No concerns noted.

Recreation

- Residents would like to do more in the community.
- Residents would like to participate in more activities at the facility.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing socks, underwear and soap.
- One resident reported needing a vision exam.
- One resident reported needing more pants.
- One resident reported needing deodorant.
- One resident reported needing tennis shoes.
- One resident reported needing a podiatrist exam.
- One resident reported needing more clothes.
- Two residents reported needing eyeglasses.
- One resident reported needing dentures.

Medication Storage and Administration

- Resident A had a prescription for Symbicort 160-4.5 mcg inhale, inhale two puffs by mouth twice a day. The medication was not available. Staff reported the resident often refuses this medication but refusals were not documented on the MAR.
- Resident A had Nystatin 100,000 units, apply one application three times daily for 14 days present. The order was dated 9/22/16 and should have been completed by the day of Team's inspection. [Note: Staff removed the medication from the cart and reported it would be discarded.]
- Resident A had an order to have weight checked on Mondays and Thursdays. The MAR showed 10/17/16 as the only day the weight was checked; no explanations were given for the blanks.
- Resident A had a prescription for Calcium 600 Vitamin D 400mg tablet, take one tablet by mouth two times a day. The MAR had not been signed for administration the mornings of 10/15/16 and 10/16/16.
- Resident A had a prescription for Dorzolamide HCL 2% Eye Drop, instill one drop into each eye three times day. The MAR had not been signed for the 1PM administration on 10/24/16.
- Resident B had an order to have weight checked on Mondays, Wednesdays and Fridays. The MAR showed 10/3/16, 10/5/16, 10/7/16 and 10/17/16 as the only days the weight was checked; no explanations were given for the blanks.
- Resident B had a prescription for Visine Original 0.05% Eye Drop, place one drop into each eye three times daily. The MAR had not been signed for the 1PM administration on 10/20/16.
- Resident C had an order to have her heart rate checked twice a day. The MAR showed 10/3/16, 10/3/16, 10/4/16 and 10/8/16 as the only days the heart rate was checked; no explanations were given for the blanks.
- Resident C had an order to have her blood pressure checked weekly. There was no documentation showing the checks were being completed.
- Resident D's MAR was not signed for the 7AM administration on 10/24/16.
- Resident F had an order to have her heart rate checked daily and her blood pressure checked weekly. There was no documentation showing the checks were being completed.
- Resident F had prescriptions for Oxybutynin CL ER 10 mg tablet, take one tablet by mouth at bedtime and Symbicort 160-4.5 mcg inhale, use two puffs daily. The MAR had not been signed for the 7PM administration on 10/16/16 for either medication.
- Resident H had a prescription for Demeclocycline 300 mg tablet, take one tablet by mouth twice a day. The medication was not available. [Note: Staff reported numerous unsuccessful attempts on

contacting the prescribing physician to receive a discontinued order. Team suggested emailing or faxing the office to document attempts.]

- Several residents had their MAR's initialed and circled; no explanation was given for these instances.
- Bedroom 22 had Spectravite Multivitamin sitting on the dresser.

Meals & Food Storage

- A substitution menu was not posted.

Resident Records

- Resident A's most recent observation note was dated 7/14/16. Team also observed the notes were not completed consistently prior to that date.
- Resident B's most recent observation note was dated 5/3/16.
- Resident D's most recent individual care plan did not address the resident's dietary needs.
- Resident E's most recent physical examination was dated 9/29/15.
- Resident E's physical examination had the resident's diet listed as regular. In contrast, the individual care plan had the resident's diet listed as low salt.
- Resident G's most recent observation note was dated 6/10/16.
- Resident H's most recent physical examination date, 3/12/16, had "yes" checked next to the question "Does this person require daily care of a registered or licensed practical nurse?" [Note: Staff reported this was inaccurate and would be corrected.]

Resident Personal Needs Allowances

- The quarterly financial reports reviewed were not signed by the resident, only a staff member.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- Bathroom F is locked and out of order. One resident reported "that bathroom stays out of order".
- Bathroom E had different bar soaps on the sink, a dirty shower chair, an unsecured shower drain cover, and mildew in the shower.
- Bedroom 18 had a strong urine smell. [Note: Staff cleaned the bedroom and opened the window while Team was present.]
- The television room at the rear of hallway D had a very worn/thin chair cushion.
- The flooring was soft in several locations in the facility.
- In the room with the piano, one chair had a broken arm.

- Bathroom I had exposed pipes and wood panels underneath the sink. [Note: Team observed a sign “Danger please do not use the shower or tub, under construction.”]
- In bathroom K (in the smaller, connecting building) the toilet was clogged, urine was on the floor, there was no hand drying device available and the baseboards were hanging off the wall. Staff reported an ongoing septic issue. This was the only bathroom available in this building; the other was locked and under construction.
- The bedroom across from Bathroom K had a bed with a very loose headboard and a very unsteady chair.
- The lights in the sitting area of the smaller building were inoperable.

Additional Recommendations

- Six residents would like to move.
- Two residents would like to work.

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.