

Team Advocacy Inspection for January 5, 2018
Divine Manor Assisted Living Center
Inspection conducted by Toni Etheridge, P&A Team Advocate, Antwoine Williams,
Volunteer and Anne Marie Powell, Volunteer



Photo Date 1-5-18

Service Provider Information

Divine Manor Assisted Living Center is in York County at 2210 Oak Pond Road, Rock Hill, South Carolina 29730-7958. Team arrived at the facility at 10:37 AM and exited the facility at 3:00 PM. The administrator, Doris Afam, was not present during the inspection. There were 4 staff members present when Team arrived. The facility is licensed for 32 beds. The census was 29 with 28 residents present on the day of Team's inspection, (One resident was in the hospital.) The DHEC license had an expiration date of 7-31-18. The administrator's license had an expiration date of 6-30-18. The facility had a written emergency plan to evacuate to Divine Health Academy, College of Health Sciences at 5633 Monroe Road, Charlotte, North Carolina 28212.

Overview of Visit

During Team's visit we interviewed six residents; talked to residents and staff; reviewed staff records, reviewed six residents' records, medication, and medication administration records; and toured the facility. The director, Clifford Afam and staff were present. Lunch consisted of a hamburger with onions on a bun, baked beans, fruit cocktail and tea. The lunch on the posted menu included two items which were not served, potato fries and cookies. A substitute menu was not posted. Staff accompanied Team during the outdoor inspection of the property. Team conducted an exit interview with the director, and staff.

Report Summary

During Team's inspection, the kitchen water temperature tested high at 131° Fahrenheit. In the residents' bathroom near bedrooms N and O, the water tested high at 128° Fahrenheit, and in the other residents' bathroom near bedrooms I and J, the water tested high at 125° Fahrenheit. The kitchen faucet knobs were mislabeled; the hot knob runs cold water and the cold knob runs hot water.

Resident E complained the (hot) water is scalding. Resident F reported personal items had been stolen by other residents, and complained about rodents in the facility. Residents were smoking outside near electrical wires. Residents A, B, C, D, E and F did not know where to locate emergency contact numbers.

Residents A, B and C complained about the lack of privacy, while using the phone. The phone is located in the dining area and it is not a cordless phone.

Resident B wanted a pair of shoes, and a head board for the bed. Resident B also asked that the sheets be washed more than once a week.

Resident C needed in-season clothing.

Resident F wanted better bedroom furniture, and a pair of shoes. Resident F also wanted a haircut, and requested to speak to a lawyer. Resident F also needed in-season clothes and a jacket. Resident F complained the facility, does not stick to the scheduled recreation activities. Resident F wished they would do the planned activities that are posted, and also wanted more bible study time. Resident F complained about being locked out of the facility.

Resident B's personal items were out of reach, which made it difficult for the resident to get a brush or comb. Resident B reported showering twice a week, wanted to shower three times a week. Resident B's sister had heart surgery, and resident B had not heard from sibling; resident B is concerned

Resident B complained the food is not good, does not like it because the same meals are served repeatedly. Resident F complained the food is terrible.

Resident A's most recent physical exam was dated 11-18-17, and it showed a diabetic diagnosis. The prescribed diet listed was regular, not diabetic. In resident A's bedroom, the window, the window blinds, and the blanket needed to be cleaned.

Resident C reported being a diabetic and stated the doctor had stated this to Resident C. (Resident C's most recent physical exam, dated 12-4-17, ordered a regular diet, not diabetic).

Resident D reported the headboard was not sturdy.

The exterior ramp railings in the back of the facility were loose, the exterior door handle near the activity room were loose, and there were two piles of weathered wood in the yard.

Areas of Commendation

- The staff and director were professional and polite.
- The staff and the director responded promptly to inspection requests.
- A current TB risk assessment for the facility was current.
- The facility's evacuation routes were posted in a conspicuous location in the facility, and updated during Team's inspection.

- The documentation for the facility's fire extinguishers showed an annual inspection had been performed.
- The facility's room temperature was comfortable.
- The Laundry room was secured.
- Six residents reported receiving second helpings of food when they requested.
- Four residents reported the food is good.
- Five residents reported having snacks in between meals.
- Five residents stated the administrator treated residents with respect and the residents felt safe.
- Four residents liked their bedrooms.
- One resident liked living at the facility and is not interested in leaving.
- The facility's dining area had enough tables and chairs for the residents.
- The medication administration records had staff signatures.
- No medicine was found in the residents' bedrooms.
- Residents were able to access all living areas in the facility.
- There were enough perishable and non-perishable food items available.

Areas Needing Improvement

Health/Safety

- The kitchen water temperature tested high at 131° Fahrenheit.
- The kitchen faucet knobs were mislabeled; the hot knob runs cold water and the cold knob runs hot water.
- In the residents' bathroom near bedrooms N and O, the water tested high at 128° Fahrenheit.
- In the residents' bathroom near bedrooms I and J, the water tested high at 125° Fahrenheit.
- Resident E complained the hot water is scalding.
- Resident F reported personal items had been stolen by other residents, and complained about rodents in the facility.
- Residents were smoking outside near electrical wires.
- Residents A, B, C, D, E and F did not know where to locate emergency contact numbers.

Supervision & Administrator

- No concerns were noted.

Residents' Rights

- Residents A, B and C complained about the lack of privacy while on the phone. The phone is located in the dining area and it is not a cordless phone.
- Resident B wanted a pair of shoes, and a head board for the bed. Resident B also asked that the sheets be washed more than once a week.
- Resident C needed in-season clothing.

- Resident F wanted better bedroom furniture, and a pair of shoes. Resident F also wanted a haircut, and requested to speak to a lawyer. Resident F also needed in-season clothes and a jacket.

Recreation

- Resident F complained the facility does not stick to the scheduled recreation activities. Resident F wished they would do the planned activities that are posted, and the resident wanted more bible study.

Residents' Activities of Daily Living (ADLs)

- Resident B's personal items were out of reach, which made it difficult for the resident to get a brush or comb. Resident B reported showering twice a week, wanted to shower three times a week.

Medication Storage and Administration

- No concerns were noted.

Meals & Food Storage

- Resident B complained the food is not good, and the same meals are served repeatedly.
- Resident F complained the food is terrible.

Resident Records

- Resident A's most recent physical exam was dated 11-18-17, and it showed a diabetic diagnosis. The prescribed diet listed was regular, not diabetic.
- Resident C reported being a diabetic and stated the doctor had stated this to Resident C. (Resident C's most recent physical exam, dated 12-4-17, ordered a regular diet, not diabetic).

Resident Personal Needs Allowances

- No concerns were noted.

Appropriateness of Placement

- No concerns were noted.

Personnel Records

- No concerns were noted.

Housekeeping, Maintenance, Furnishings

- In resident A's bedroom the window, the window blinds and the blanket needed to be cleaned.

- In resident D's bedroom the headboard was not sturdy.
- The exterior ramp railings in the back of the property were loose.
- The exterior door handle near the activity room was loose.
- In the yard were two piles of weathered wood.

Additional Recommendations

- The emergency contact numbers for poison control, ambulance service, fire and police departments needed to be posted in a conspicuous location in the facility as established in the DHEC 2015 Standards for Licensing Community Residential Care Facilities.
- Develop an internal process for residents to communicate with family. Resident B's sister had heart surgery, and resident B had not heard from sibling; resident B is concerned.
- Develop an internal process that will avoid residents from being locked out of the facility. Resident F complained of being locked out of the facility.

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.