

Team Advocacy Inspection for November 1, 2017

Emerald Residential Care Facility II

**Inspection conducted by Nicole Davis, P&A Advocate; Toni Etheridge, P&A Team Advocate;
and Antwoine Williams, Volunteer**



Facility Information

Emerald Residential Care Facility is located in Lee County at 2262 Browntown Road, Bishopville SC 29010-9664. The Team arrived at the facility at 9:44 AM and exited the facility at 1:30 PM. The administrator, Ella Fortune was present for the inspection. The facility is operated by Santee-Wateree Community Mental Health Center. One staff member was present when Team arrived. The facility is licensed for five beds. On the day of the inspection all five residents were present during the Team's inspection. The DHEC license expiration is April 30, 2018. A current administrator's license was visibly posted. The facility had a written emergency plan to evacuate to Cottonwood Villa Assisted Living. The address is 800 W. Church Street Bishopville, SC 29010.

Overview of Visit

During Team's visit we interviewed three residents; talked to residents and staff, reviewed three residents' records, medications and medication administration records, and toured the facility. The lunch meal was consistent with current posted meal for Wednesday: stewed beef, rice, corn, canned pears and water. The team conducted an exit interview with the administrator.

Report Summary

Exterior hand rails to the outside side steps of the facility are loose and unsecure. One side panel of the screened-in porch is torn. A large, empty unlocked refrigerator is on the back porch restricting the recreational space for the residents. The HVAC unit was inspected 3-18-16. Laundry room was not locked, hazardous cleaning chemicals exposed and accessible. Kitchen sink base was loose. In two bathrooms, shower heads, faucets, knobs and bath rails (grab bars) were not securely fastened. Refrigerated food items were not labeled accurately. There was an insufficient supply of nonperishable food items. Hallway corridor ceiling has signs of a water leak. There was not a current activity calendar posted for November. Staff in-service training not current. Resident B's room has a small hole in the wall near the top of the bed headboard; several used cigarette butts in the resident's top dresser draw; the smoke detector continued to chirp/beep during the duration of the facility inspection and there was a slight cigarette odor. Administrator conveyed that one of the residents' recent dietary update changed from not regular to regular diet. The resident believes their diet is not regular.

Areas of Commendation

- The facility has a neat front, side and back yard areas.
- Resident rooms were tidy, clean, free of indoor bugs or pests and bed sheets not dirty.
- Common living spaces were home like and inviting.
- Emergency hall lights in working condition.
- Staff and administrator were pleasant to the Team during the inspection.
- The interviewed residents shared they are content with the quality of their living conditions.
- The facility temperature was at a comfortable setting.
- The tested water temperatures were within the appropriate water range for indoor use.
- Interviewed residents reported receiving significant meal portions.
- DHEC inspections were available for review.
- Annual HVAC inspection was available and current.
- SLED checks were completed.
- Emergency evacuation routes were posted in two or more visible areas. Fire drills were completed monthly.
- Observation notes were current.
- Residents' personal funds/ledgers were accurate and signed.
- Residents have photos in their Individual Care Plan.

Areas Needing Improvement

Health/Safety

- The laundry room was unlocked and exposed hazardous cleaning supply.
- Meals are sometimes too hot.
- Secure shower heads, faucets, knobs and bath rails in two bathrooms.
- Secure exterior hand railings on outdoor steps.
- In one residents' room the smoke detector continues to chirp or beep.
- The HVAC unit was inspected 3-18-16.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- The administrator conveyed that although one residents' dietary needs had recently changed from diabetic to regular, the facility continues to have the resident on a diabetic diet because of health concerns staff have for the resident. Team suggested speaking with the resident and physician about their concerns.
- One resident experienced negative communication with a staff person, and the staff person gestured a hand movement to the resident that signaled advancing harm. The team shared this with the administrator. The administrator expressed knowledge of the behaviors of both the resident and the staff

person.

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- No concerns noted.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- Insufficient amount of non-perishable items on hand. [Note: Staff reported the delivery truck was scheduled for the day following Team's inspection.]
- One resident shared that meals are sometimes too hot, and sometimes not good.

Resident Records

- No concerns noted.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- Staff in-service training not up to date.

Housekeeping, Maintenance, Furnishings

- Exterior hand rails to the outside side steps of the facility are loose and unsecure.
- One side panel of the screened-in porch is torn.
- Kitchen sink base was loose.
- In two bathrooms: shower heads, faucets, knobs and bath rails (grab bars) were not securely fastened.
- Hallway corridor ceiling has signs of a water leak.
- One resident's room has a small hole in the wall near the top of the bed headboard.

Additional Recommendations

- One resident 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.