

Team Advocacy Inspection for September 28, 2015

First Choice Home Care Facility

Inspection conducted by Nicole Davis, P&A Team Advocate, and Cosandra Moten, Volunteer



Facility Information

First Choice Home Care Facility is located in Charleston County at 2003 Cosgrove Avenue, North Charleston, SC 29405-5702. Team arrived at the facility at 10:49 AM and exited the facility at 1:06 PM. The administrator was not present for the inspection. The facility is operated by Wilhelmina Rellora. There was one staff member present when Team arrived. The facility is licensed for eight beds. The census was eight with four residents being present on the day of Team's inspection. The DHEC license had an expiration date of October 31, 2015. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Stokes Residential Care, 2525 Saint Matthews Road, Orangeburg, SC 29118.

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. Team did not observe lunch. The posted menu was a substitution of sloppy joes, cole-slaw, apple tarts, coke or water. Team conducted an exit interview with the staff.

Report Summary

The fire extinguishers were not monitored monthly. The hot water temperature in the residents' bathroom was 127.7°. The hallway closet was unlocked and contained chemicals such as Bug Stop, Pine Sol, Hot Spot and Lysol Toilet Bowl Cleaner. The dog was in the kitchen when Team arrived. The most recent documented fire drill was dated 3/27/15. The posted calendar was dated August 2015. Resident B had a prescription for Doxazosin Mesylate 4mg tablet, take one tablet orally at bedtime. The MAR was last signed for administration on 9/17/15. Resident C's MAR listed the medication Namenda 5mg tablet, take one tablet orally once daily.

The medication was not present and was last signed for administration on 9/28/15. Several items in the freezer were not properly labeled and sealed. Several items in the pantry and refrigerator had expired. The dates ranged from 2005, 2009, 2014 and the beginning of 2015. The posted menu was dated 8/24/15-8/30/15. The most recent observation notes of records reviewed were completed 7/15/15. Resident B's most recent quarterly financial report was not signed by the resident. The bathroom sink contained feces. Cockroaches were in the pantry, coming out of the open box items.

Areas of Commendation

- The facility contained a television, wall hangings, a bookcase, plants and ceramics. It was well lit and had a pleasant smell. Resident rooms were personalized.
- The 2015 COLA increase was posted.
- Team observed a good rapport between residents and staff.
- Residents reported always being treated with respect.
- Residents enjoyed the meals and portions they received stating "it taste good" and "we get a lot."
- Team observed residents coming and going as they pleased.
- There was an adequate supply of food present.
- The facility had current vaccination records for the dog on site.
- Individual care plans were current and updated as needed.
- A current electrical, HVAC and fire alarm inspection was available for review.
- A current TB risk assessment was available for review.
- Staff records contained current First Aid/CPR training. Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility.

Areas Needing Improvement

Health/Safety

- The fire extinguishers were not monitored monthly.
- The hot water temperature in the residents' bathroom was 127.7°.
- The hallway closet was unlocked and contained chemicals such as Bug Stop, Pine Sol, Hot Spot and Lysol Toilet Bowl Cleaner.
- The dog was in the kitchen when Team arrived.
- The most recent documented fire drill was dated 3/27/15.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- No concerns noted.

Recreation

- The posted calendar was dated August 2015. [Note: Staff hung the September calendar while Team was present.]

Residents' Activities of Daily Living (ADLs)

- One resident reported his clothing was too small.
- One resident reported needing toothpaste and soap.

Medication Storage and Administration

- Resident B had a prescription for Doxazosin Mesylate 4mg tablet, take one tablet orally at bedtime. The MAR was last signed for administration on 9/17/15.
- Resident C's MAR listed the medication Namenda 5mg tablet, take one tablet orally once daily. The medication was not present and was last signed for administration on 9/28/15. [Note: Staff reported the medication had been discontinued on 9/25/15 and contacted the doctor's office for a discontinued order. The office faxed the order while Team was present, showing the medication was discontinued on 9/25/15.]

Meals & Food Storage

- Several items in the freezer were not properly labeled and sealed.
- Several items in the pantry and refrigerator had expired. The dates ranged from 2005, 2009, 2014 and the beginning of 2015. [Note: Staff began discarding the items while Team was present.]
- The posted menu was dated 8/24/15-8/30/15. [Note: Staff hung a substitution menu shortly after Team's arrival.]

Resident Records

- The most recent observation notes of records reviewed were completed 7/15/15.

Resident Personal Needs Allowances

- Resident B's most recent quarterly financial report was not signed by the resident.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- The bathroom sink contained feces. [Note: Staff immediately cleaned the sink once informed.]
- Cockroaches were in the pantry, coming out of the open box items.

Additional Recommendations

- One resident 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.