

Team Advocacy Inspection for February 11, 2016
Gregory's Community Care #7 – Craven House
Inspection conducted by Nicole Davis, P&A Team Advocate, Bethany Schweer, MSW Intern
and Amanda Denson, Volunteer

Facility Information

Gregory's Community Care #7 – Craven House is located in Greenville County at 10 Ferguson Road Piedmont, SC 29673-8603. Team arrived at the facility at 10:46 AM and exited the facility at 2:38 PM. The administrator, Joyce C. Gregory, was present for the inspection. The facility is also operated by Joyce C. Gregory. There was one staff member present when Team arrived. The facility is licensed for 10 beds. The census was seven on the day of Team's inspection. The DHEC license had an expiration date of January 31, 2017. An administrator's license was current and posted. Team did not have access to the emergency evacuation plan.

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 consisted of sausage dogs, chips and a drink. A current menu was not posted. Team conducted an exit interview with the administrator.

Report Summary

One smoke detector constantly beeped. The emergency light in the hallway did not work. Mouse droppings were in the drawers of a dresser. Windex, bleach, disinfectant wipes and other cleaning supplies were unsecured in the bathroom. Fire extinguishers were not monitored monthly. DHEC inspections were not available for review. An emergency evacuation plan was not available for review. Residents wanted to go to the store. Staff told resident they could only go once per week. The phone in the facility did not work. The posted calendar was dated September 2015. One resident reported needing a vision and a dental exam. One resident not in Team's sample reported needing more clothes. This resident had transferred from another building on the property due to a bed bugs issue; the majority of the resident's clothes were still in the other building. This resident showed Team what appeared to be several bug bites on her body. Two residents reported needing hygiene products. Team observed one resident wearing clothes containing several holes. Two residents reported needing shoes. The shoes one resident wore were very thin. One resident reported needing a dental and a psychiatrist appointment. One resident reported needing vision, dental and psychiatrist appointments. Two residents not in Team's sample reported needing a podiatrist exam. Residents showed Team their feet; their toenails were long, thick, discolored and growing into or under a different toe.

Residents reported their feet were painful. One resident reported needing eyeglasses and dentures. One resident reported needing incontinency supplies. This resident reported never receiving any supplies when requested. Resident A had prescriptions for Clozapine 100 mg tablet, take two tablets by mouth at bedtime; Risperdal 0.5mg tablet, take one tablet by mouth twice daily; Lorazepam 0.5mg tablet, take one tablet by mouth three times daily; and Remeron 15 mg tablet, take one tablet by mouth every bedtime. The MAR had not been signed for administration on 2/8/16 at 7pm. Items in the refrigerator were not labeled. The posted menu was dated September 2015. Resident A's personal funds ledger was not signed for each transaction and an updated balance was not provided. Resident B's personal funds ledger was not signed for each transaction and an updated balance was not provided. Resident C's personal funds ledger was not signed for each transaction and an updated balance was not provided. A male resident appears to need a higher level of care that can be provided at the facility. When Team arrived this resident was walking around the facility with only an adult diaper on, smelling of feces. This resident was very combative towards staff and nonresponsive to Team. Team observed a pile of clothes covered in feces in the kitchen closet, sitting on a dryer. The dryer did not work and the front panel was partially secured. There was no hand drying device in the bathroom. Residents were using body wash as hand soap. The handle on the bathroom door was broken. The handle on the back door of the facility was broken and the door would not stay closed. Team observed a jacket wedged in between the door to keep it closed. The water in the bathtub would not drain. The toilet in one bathroom would not flush. The handrails by the stairs were very loose.

Areas of Commendation

- Team observed a good rapport between residents and staff.
- There was an adequate supply of food present.
- A current HVAC inspection was available for review.
- A current TB risk assessment was available for review.
- Current First Aid/CPR training documentation was present. Necessary SLED checks were completed.
- The controlled substance count was accurate. The log coincided with the amount of medication present.
- Emergency evacuation routes were posted throughout the facility.
- Observation notes were current.

Areas Needing Improvement

Health/Safety

- One smoke detector constantly beeped.
- The emergency light in the hallway did not work.
- Mouse droppings were in the drawers of a dresser.
- Windex, bleach, disinfectant wipes and other cleaning supplies were unsecured in the bathroom.
- Fire extinguishers were not monitored monthly.

Supervision & Administrator

- DHEC inspections were not available for review.
- An emergency evacuation plan was not available for review.

Residents' Rights

- Residents wanted to go to the store. Staff told resident they could only go once per week.
- The phone in the facility did not work.

Recreation

- Residents would like to do more in the community.
- The posted calendar was dated September 2015.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing a vision and a dental exam.
- One resident not in Team's sample reported needing more clothes. This resident had transferred from another building on the property due to a bed bugs issue; the majority of the resident's clothes were still in the other building. This resident showed Team what appeared to be several bug bites on her body.
- Two residents reported needing hygiene products.
- Team observed one resident wearing clothes containing several holes.
- Two residents reported needing shoes. Shoes one resident wore were very thin.
- One resident reported needing a dental and a psychiatrist appointment.
- One resident reported needing vision, dental and psychiatrist appointments.
- Two residents not in Team's sample reported needing a podiatrist exam. Residents showed Team their feet; their toenails were long, thick, discolored and growing into or under a different toe. Residents reported their feet were painful.
- One resident reported needing eyeglasses and dentures.
- One resident reported needing incontinency supplies. This resident reported never receiving any supplies when requested.

Medication Storage and Administration

- Resident A had prescriptions for Clozapine 100 mg tablet, take two tablets by mouth at bedtime; Risperdal 0.5mg tablet, take one tablet by mouth twice daily; Lorazepam 0.5mg tablet, take one tablet by mouth three times daily; and Remeron 15 mg tablet, take one tablet by mouth every bedtime. The MAR had not been signed for administration on 2/8/16 at 7pm.

Meals & Food Storage

- Items in the refrigerator were not labeled.
- The posted menu was dated September 2015.

Resident Records

- No concerns noted.

Resident Personal Needs Allowances

- Resident A's personal funds ledger was not signed for each transaction and an updated balance was not provided.
- Resident B's personal funds ledger was not signed for each transaction and an updated balance was not provided.
- Resident C's personal funds ledger was not signed for each transaction and an updated balance was not provided.

Appropriateness of Placement

- A male resident appears to need a higher level of care that can be provided at the facility. When Team arrived the resident was walking around the facility with only an adult diaper on, smelling of feces. This resident was very combative towards staff and nonresponsive to Team. Team observed a pile of clothes covered in feces in a closet.

Personnel Records

- No concerns noted,

Housekeeping, Maintenance, Furnishings

- Team observed a pile of clothes covered in feces in the kitchen closet, sitting on a dryer. The dryer did not work and the front panel was partially secured.
- There was no hand drying device in the bathroom.
- Residents were using body wash as hand soap.
- The handle on the bathroom door was broken.
- The handle on the back door of the facility was broken and the door would not stay closed. Team observed a jacket wedged in between the door to keep it closed.
- The water in the bathtub would not drain.
- The toilet in one bathroom would not flush.
- The handrails by the stairs were very loose.

Additional Recommendations

- Two residents would like to move. One resident reported needing to go into a nursing home.
- One resident 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.