

Team Advocacy Inspection for August 24, 2016

Helms-Gordon Residential Care Home

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



Facility Information

Helms-Gordon Residential Care Home is located in Chester County at 714 Funderburke Road, Fort Lawn, SC 29714-8593. Team arrived at the facility at 9:44 AM and exited the facility at 12:15 PM. The administrator, Melissa Gordon, was present for parts of the inspection. The facility is operated by Melissa Gordon. There were four staff members present when Team arrived; the administrator arrived approximately an hour after Team. The facility is licensed for 32 beds. The census was 28 on the day of Team's inspection. The DHEC license had an expiration date of July 31, 2017. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Fort Lawn Community Center, 5554 Main Street, Fort Lawn, SC 29714.

Overview of Visit

During Team's visit we interviewed five residents; talked to residents and staff; reviewed six residents' records, medications and medication administration records; and toured the facility. Staff was preparing scalloped potatoes mixed with ground beef, brussel sprouts, rolls, mixed fruit and tea for lunch. A current menu was not posted. Team conducted an exit interview with the administrator.

Report Summary

The most recent fire drill was conducted 2/29/16. The most recent HVAC inspection was conducted 4/16/15. Fire extinguishers were last monitored 6/24/16. One resident reported "the boss woman has a high temper and scares me to death." Another resident reported "staff snaps at you." An activity calendar was not available. One resident reported needing a vision exam. Two residents reported needing to see their primary care physician. An explanation was not given on the MAR when as-needed medications were administered. A

menu was not available. Resident B's most recent individual care plan was dated 1/10/16. Resident C's most recent individual care plan was dated 12/19/15. Resident D's most recent individual care plan was dated 9/10/15. Resident E's most recent individual care plan was dated 11/21/15. Resident E's most recent physical examination had the resident's diet listed as regular. In contrast, the resident's individual care plan had the diet listed as "no added salt." Resident F's most recent individual care plan was dated 12/8/15. Monthly observation notes were not available for review. Residents were concerned about not receiving an allowance. Team noted the facility did not manage any of the residents' finances, their family members did. Two staff members on shift did not have any records available for review. Two staff members did not have medication training available for review; one of these staff members administered medication. In Bedroom 17, one closet was missing pieces of the doorknob. Two showers were missing showerheads and knobs.

Areas of Commendation

- The facility has a nice front porch and side patio area for residents to use. Inside there were two different seating areas with flat screen televisions, plants, wall hangings, placemats and a piano. Inspirational sayings were hung throughout the facility. Cameras were observed in the public sitting areas.
- Resident rooms were personalized.
- Staff members were cleaning and assisting residents with bathing when Team arrived. Staff were easily identified with their uniforms.
- There is a beauty shop in the facility. Several residents got their hair washed and styled while Team was present. The residents seemed to enjoy themselves in the shop.
- Staff was very helpful during the inspection.
- Residents described the food as "well balanced meals," "ok," and "good."
- There was an adequate amount of food.
- The facility was kept at a comfortable temperature.
- Water temperatures were in the appropriate range.
- DHEC inspections were available for review.
- Annual electrical and fire alarm inspections were current.
- The annual TB risk assessment was current.
- Prescribed medications were present. The controlled substance count was accurate and coincided with the log.
- Emergency evacuation routes were posted throughout the facility.

Areas Needing Improvement

Health/Safety

- The most recent fire drill was conducted 2/29/16.
- The most recent HVAC inspection was conducted 4/16/15.
- Fire extinguishers were last monitored 6/24/16.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- One resident reported "the boss woman has a high temper and scares me to death." Another resident reported "staff snaps at you."

Recreation

- An activity calendar was not available. [Note: Staff reported it was being updated.]

Residents' Activities of Daily Living (ADLs)

- One resident reported needing a vision exam.
- Two residents reported needing to see their primary care physician.

Medication Storage and Administration

- An explanation was not given on the MAR when as-needed medications were administered.

Meals & Food Storage

- A menu was not available. [Note: Staff reported it was being updated.]

Resident Records

- Resident B's most recent individual care plan was dated 1/10/16.
- Resident C's most recent individual care plan was dated 12/19/15.
- Resident D's most recent individual care plan was dated 9/10/15.
- Resident E's most recent individual care plan was dated 11/21/15.
- Resident E's most recent physical examination had the resident's diet listed as regular. In contrast, the resident's individual care plan had the diet listed as "no added salt. "
- Resident F's most recent individual care plan was dated 12/8/15.
- Monthly observation notes were not available for review. [Note: The administrator reported she needed to print them out.]

Resident Personal Needs Allowances

- Residents were concerned about not receiving an allowance. Team noted the facility did not manage any of the residents' finances, their family members did.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- Two staff members on shift did not have any records available for review.
- Two staff members did not have medication training available for review; one of these staff members administered medication.

Housekeeping, Maintenance, Furnishings

- In Bedroom 17, one closet was missing pieces of the doorknob.
- Two showers were missing showerheads and knobs. [Note: The administrator reported this is done to prevent residents from getting into the shower without assistance, resulting in falls. There were two other bathrooms with functioning parts.]

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.