

**Team Advocacy Inspection for February 8, 2017**  
**Heritage at Lowman Residential Care**  
**Inspection conducted by Nicole Davis, P&A Team Advocate and Kristen Kinney, Amber Stewart and Anne Greene, Volunteers**

**Facility Information**

Heritage at Lowman Residential Care is located in Richland County at 2101 Dutch Fork Road, Chapin, SC 29036. Team arrived at the facility at 9:38 AM and exited the facility at 2:21 PM. The administrator, Melissa Yetter, was present during the inspection. The facility is operated by Lutheran Homes of South Carolina Inc. The facility is divided into three buildings named Bethany, Haltwanger and Taylor although it is licensed as one facility. The buildings are spread across a nice campus. There were 15 staff members present when Team arrived; the administrator arrived shortly after Team. The facility is licensed for 132 beds. There were 96 residents living in the facility on the day of Team's inspection. The DHEC license had an expiration date of 9/30/2017. The administrator's license was current and posted. The facility had a written emergency plan to evacuate to Crooked Creek Recreation Center located at 1098 Old Lexington Highway Chapin, SC 29036.

**Overview of Visit**

During Team's visit we interviewed seven residents; talked to residents and staff; reviewed eight residents' records, medications and medication administration records; and toured the facility. Lunch consisted of fried chicken, macaroni and cheese, green beans, biscuit/margarine, cake and a beverage of choice. A current menu was posted in each building with the exception of the Bethany building. Team conducted an exit interview with staff.

**Report Summary**

The Bethany building did not have a menu posted. The Haltwanger building did not have a current menu posted. Resident A had the medication Levocetirizine 5 mg tablet, take one tablet orally once a day present. The medication was not listed on the MAR. Resident C had a prescription for Nasal Spray Sinus 0.05%, one puff as needed. The medication was not available. Resident D had prescriptions for Clonidine HCL 0.2mg, take one tablet as needed; Clotrimazole 1%, apply cream as needed; Tums 200 mg calcium, take two tablets as needed; Tylenol 650 mg, take one tablet as needed; and Tucks topical pads, use twice daily as needed. The medications were not available. Resident F had a prescription for Senexon-S 8.6-50 mg tablet, take two tablets daily. The medication did not have the dosage on the label. Resident G had a prescription for Toprol XL 25 mg tablet, take one tablet daily; Levemir Flexpen 40 units at night; and Loratadine 10 mg tablet, take one tablet daily. The medications were not available. Resident G had a prescription for HumLOG 100 units/mL subcutaneous solution (10 units). In contrast, the MAR had the medication listed as 5 units. Also, the frequency of the medication was not listed on the prescription. Resident H had a prescription for MAPAP Arthritis Pain 650 mg, take one tablet three times daily. The medication was not available. One resident reported needing a vision exam. One resident reported needing underwear. One resident reported needing new eyeglasses and new

dentures. One resident reported needing a hearing aid replaced and needing a knee brace. Resident D's most recent individual care plan was not signed by the resident or a responsible party. Resident H's most recent individual care plan was not signed by the resident or a responsible party.

### **Areas of Commendation**

- Staff was very helpful during the inspection. Staff wore uniforms and name tags; making them easily identifiable.
- Residents appeared to have a good rapport with the staff. Residents appeared really trusting of the staff and felt confident that they could count on the staff for help with their needs.
- The facility was clean and free of any odors. Resident rooms were organized. It was very homelike with wall hangings, and season appropriate decorations. There were several sitting areas inside and outside of the facility for residents to use.
- Each building had resident appropriate activities at several times throughout each day. Staff announced the start of each activity over the intercom.
- A current activity calendar was posted throughout each building; activities varied in each building. Activities included: hand massages, bread tastings, aerobics, games, a mardi gras concert and arthritis exercises.
- Records were very well organized.
- Current First Aid/CPR training documentation was present. SLED checks were completed annually.
- The facilities were all kept at a comfortable temperature.
- Facilities had good integration of technology to use for resident entertainment.
- Residents reported positive feelings towards living in the facility.
- Residents reported getting enough food.
- Water temperatures were kept in the appropriate range.
- A current HVAC, fire alarm and sprinkler inspection was available for review
- A current TB risk assessment was available for review.
- Emergency evacuation routes were posted throughout the buildings. Fire drills were completed quarterly.
- A resident birthday calendar was posted.
- One resident reported "I like it here... I like my stay and I like the people".
- Observation notes were current and documented very frequently.

### **Areas Needing Improvement**

#### **Health/Safety**

- No concerns noted.

#### **Supervision & Administrator**

- No concerns noted.

#### **Residents' Rights**

- No concerns noted.

## **Recreation**

- Residents reported a desire to do more in the community.

## **Residents' Activities of Daily Living (ADLs)**

- One resident reported needing a vision exam.
- One resident reported needing underwear.
- One resident reported needing new eyeglasses and new dentures.
- One resident reported needing a hearing aid replaced and needing a knee brace.

## **Medication Storage and Administration**

- Resident A had the medication Levocetirizine 5 mg tablet, take one tablet orally once a day present. The medication was not listed on the MAR. [Note: Staff reported they were waiting on the discontinued order from the doctor. Staff showed Team a message where the doctor told staff to stop giving the medication.]
- Resident C had a prescription for Nasal Spray Sinus 0.05%, one puff as needed. The medication was not available.
- Resident D had prescriptions for Clonidine HCL 0.2mg, take one tablet as needed; Clotrimazole 1%, apply cream as needed; Tums 200 mg calcium, take two tablets as needed; Tylenol 650 mg, take one tablet as needed; and Tucks topical pads, use twice daily as needed. The medications were not available.
- Resident F had a prescription for Senexon-S 8.6-50 mg tablet, take two tablets daily. The medication did not have the dosage on the label.
- Resident G had a prescription for Toprol XL 25 mg tablet, take one tablet daily; Levemir Flexpen 40 units at night; and Loratadine 10 mg tablet, take one tablet daily. The medications were not available.
- Resident G had a prescription for HumLOG 100 units/mL subcutaneous solution (10 units). In contrast, the MAR had the medication listed as 5 units. Also, the frequency of the medication was not listed on the prescription.
- Resident H had a prescription for MAPAP Arthritis Pain 650 mg, take one tablet three times daily. The medication was not available.

## **Meals & Food Storage**

- The Bethany building did not have a menu posted. Staff did provide Team with a copy of the menu.
- The Haltwanger building did not have a current menu posted. [Note: Staff posted the current week's menu while Team was present.]

## **Resident Records**

- Resident D's most recent individual care plan was not signed by the resident or a responsible party.
- Resident H's most recent individual care plan was not signed by the resident or a responsible party.

## **Resident Personal Needs Allowances**

- No concerns noted.

#### **Appropriateness of Placement**

- No concerns noted.

#### **Personnel Records**

- No concerns noted.

#### **Housekeeping, Maintenance, Furnishings**

- No concerns noted.

#### **Additional Recommendations**

- One resident reported a desire 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.