

Team Advocacy Inspection for September 14, 2016

Joanne's Community Care Home #1

Inspection conducted by Nicole Davis, P&A Team Advocate, and Susan Grinnell, Volunteer



Facility Information

Joanne's Community Care Home #1 is located in Richland County at 5048 Percival Road, Elgin, SC 29045-9156. Team arrived at the facility at 4:41 PM and exited the facility at 6:44 PM. The administrator, Joanna Caldwell, was not present for the inspection. The facility is operated by Joanne Caldwell. There was one staff member and one volunteer present when Team arrived, the assistant administrator arrived shortly after Team. The facility is licensed for 10 beds. The census was nine on the day of Team's inspection. The DHEC license had an expiration date of June 30, 2017. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Rockhaven Community Care Home, 524 Rockhaven Drive, Columbia, SC 29223.

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. Dinner was a substitution meal consisting of greens, beef/macaroni casserole, rolls, applesauce and a drink. A substitution menu was not posted. Team conducted an exit interview with the staff.

Report Summary

Residents reported not being able to use the telephone before 5pm. They would like to use it before then and without other residents standing over them. One resident would like to volunteer at Harvest Hope. One resident reported needing dentures. One resident reported needing shoes, the heel of the shoe worn was broken. One resident would like to keep personal toiletries in the bedroom rather than the office. Resident B

had a prescription for Gabapentin 300mg capsule, take two capsules by mouth three times a day. The medication was not listed on the MAR. A substitution menu was not posted. One resident would like to assist with food preparation. Food in the refrigerator and freezer was not properly stored and labeled. One resident would like more turkey meals. The most recent observation note of all records reviewed was dated 6/9/16. The volunteer did not have any records available to review. The hallway bathroom did not have toilet paper available. The bathroom in bedroom #2 had a loose shower drain cover.

Areas of Commendation

- The facility has several sitting areas inside and outside for the residents to use. It was well lit, clean and comfortable.
- A current activity calendar was posted. Activities included a nature walk, word search, crafts, poetry and socials.
- Staff was very helpful during the inspection.
- Residents appeared to have a good rapport with the staff. One resident reported "If something is not right, they'll make sure it's taken care of." Another resident reported "they treat me well."
- Staff was receptive to Team's concerns.
- Water temperatures were in the appropriate range.
- DHEC inspections were available for review.
- Personal funds ledgers and quarterly financial reports were current and properly documented.
- The controlled substance count was current and coincided with the log.
- Annual HVAC, electrical, and fire alarm inspections were current.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly.
- Dinner looked and smelled appetizing. Seconds were available.

Areas Needing Improvement

Health/Safety

- No concerns noted.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- Residents reported not being able to use the telephone before 5pm. They would like to use it before then and without other residents standing over them.

Recreation

- Residents would like to do more in the community. One resident would like to volunteer at Harvest Hope.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing dentures. [Note: Resident reported the dentures had already been ordered.]
- One resident reported needing shoes, the heel of the shoe worn was broken.
- One resident would like to keep personal toiletries in the bedroom rather than the office.

Medication Storage and Administration

- Resident B had a prescription for Gabapentin 300mg capsule, take two capsules by mouth three times a day. The medication was not listed on the MAR.

Meals & Food Storage

- A substitution menu was not posted.
- One resident would like to assist with food preparation.
- Food in the refrigerator and freezer was not properly stored and labeled. [Note: Staff immediately discarded a cut tomato sitting on the shelf and an open bag of bagels.]
- One resident would like more turkey meals.

Resident Records

- The most recent observation note of all records reviewed was dated 6/9/16.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- The volunteer did not have any records available to review.

Housekeeping, Maintenance, Furnishings

- The hallway bathroom did not have toilet paper available. [Note: Staff immediately replaced the empty roll.]
- The bathroom in bedroom #2 had a loose shower drain cover.

Additional Recommendations

- 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.