

Team Advocacy Inspection for February 8, 2016

Laurens Estates

Inspection conducted by Nicole Davis, P&A Team Advocate, and Amanda Denson, Volunteer



Facility Information

Laurens Estates (previously called LaForrest Community Care Center) is located in Laurens County at 2841 Bypass 127, Laurens, SC 29360-8332. Team arrived at the facility at 10:15 AM and exited the facility at 1:57 PM. The administrator, Mary Dunmoyer, was present for the inspection. The facility is operated by Laurens Estates LLC. There were three staff members present when Team arrived; the administrator and owner arrived shortly after Team. The facility is licensed for 34 beds. The census was 21 on the day of Team's inspection. The DHEC license had an expiration date of August 31, 2016. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Fountain Inn 1st Baptist Church, 206 North Weston Street, Fountain Inn, SC 29644.

Overview of Visit

During Team's visit we interviewed six residents; talked to residents and staff; reviewed six resident records, medications and medication administration records; and toured the facility. Lunch consisted of fried chicken, green beans, potato salad and a drink. A current menu was posted. Team conducted an exit interview with the administrator and owner.

Report Summary

The doorknob to the laundry room was broken; Bleach was unsecured on the shelf. Team observed a posted notice in the dining room stating "Residents, please note. Only emergency calls will be put through to

you personally. If you want a phone, ask your family to provide a cell phone. The doctor tried to call in medication for over an hour today and could not get through because a resident had the phone tied up.” Team observed two residents wearing clothing that were dirty. One resident had a strong body odor. Two residents reported needing soap. One resident reported needing a vision exam. One resident reported needing more underwear and a jacket. One resident reported needing a winter coat and jogging suits. One resident had bed sheets that were stained. Resident F had a prescription for Atorvastatin 20mg tablet, take one tablet at bedtime. The MAR had not been signed on 2/7/16. Seconds were not available for lunch. Team observed one resident ask for more chicken, staff informed resident “you get portions so everyone else can eat.” Residents were served one piece of chicken. Resident A and Resident E had signed admission agreements that did not include a rate. Resident A did not have a physical examination available for review. Resident D’s most recent physical examination had residents diet listed as regular. In contrast, Resident D’s individual care plan had the diet listed as diabetic. Resident E’s most recent physical examination had residents diet listed as normal. In contrast, Resident E’s individual care plan had the diet listed as diabetic. A receipt book for the month of February 2016 was the only documentation available regarding the financial records of residents. Residents reported not getting an allowance although they previously did. Several handrails throughout the building were loose or the wall brackets were broken. The flooring in Bedroom 5 was soft and sunk when stepped on. The room also had a faint feces smell. The bathtub in Bedroom 6 did not have a hot water knob; a rag was stuffed in the wall where the knob should have been. The flooring in this bedroom slanted. The room also had a strong smell – like that of cleaning chemicals. The two bathrooms near the dining room did not have a hand drying device available. One bathroom had a toilet constantly running. The vent in the other bathroom had a thick accumulation of dust and had bar soap on the sink. The hallway near the double digit rooms was very cool; Team observed the heater unplugged. Several floor tiles were cracked or broken throughout the facility. Bedroom 11 smelled like smoke. The bathmat and bathtub in Bedroom 15 was dirty. There was a hole in the shower wall, between the temperature control knobs. The side yard contained an unlocked shed with miscellaneous items such as bed frames, mattresses, chairs, walkers and boxes etc. Some of the same items were also stored behind the shed. On the other side of the facility there were bedrails and a toilet chair in the yard. In the back yard was a small, fenced sitting area. The door of the fence was missing; nails were exposed where the hinges would be connected. In the rear of the laundry room, the flooring sunk when stepped on. Water stains were on the ceiling in certain parts of the facility. Dead bugs were inside the light fixtures in certain parts of the facility.

Areas of Commendation

- The facility contained a television, a sectional and a piano. The dining room tables had table cloths.
- A current recreation calendar was posted. Activities included movies, corn hole, word searches, trivia and bingo. Residents reported the activities occur at the facility.
- Team observed a resident being assisted with eating during lunch.
- The administrator and operator were receptive of Teams concerns. They were already aware of some of the maintenance issues.

- There was an adequate supply of food present.
- A current electrical, HVAC and fire alarm inspection was available for review.
- A current TB risk assessment was available for review.
- Current First Aid/CPR training was present. Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly, on different shifts.
- Fire extinguishers were monitored monthly.
- The controlled substance log was accurately documented. The amount of medication present coincided with the log.
- Observation notes were current and detailed.
- Records reviewed were very organized.
- Residents' special diets were posted.

Areas Needing Improvement

Health/Safety

- The doorknob to the laundry room was broken; Bleach was unsecured on the shelf.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- Team observed a posted notice in the dining room stating "Residents, please note. Only emergency calls will be put through to you personally. If you want a phone, ask your family to provide a cell phone. The doctor tried to call in medication for over an hour today and could not get through because a resident had the phone tied up."

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- Team observed two residents wearing clothing that were dirty.
- One resident had a strong body odor.
- Two residents reported needing soap.
- One resident reported needing a vision exam.
- One resident reported needing more underwear and a jacket.
- One resident reported needing a winter coat and jogging suits.
- One resident had bed sheets that were stained.

Medication Storage and Administration

- Resident F had a prescription for Atorvastatin 20mg tablet, take one tablet at bedtime. The MAR had not been signed on 2/7/16.

Meals & Food Storage

- Seconds were not available for lunch. Team observed one resident ask for more chicken, staff informed resident “you get portions so everyone else can eat.” Residents were served one piece of chicken.

Resident Records

- Resident A and Resident E had signed admission agreements that did not include a rate. [Note: The administrator reported she was awaiting OSS approval to include a rate on the agreements.]
- Resident A did not have a physical examination available for review. [Note: The administrator reported one had been completed and she would fax a copy to Team. As of 2/16/16 Team had not received a copy.]
- Resident D’s most recent physical examination had residents diet listed as regular. In contrast, Resident D’s individual care plan had the diet listed as diabetic. [Note: The administrator reported the resident has always had a diabetic diet and she would look into the matter.]
- Resident E’s most recent physical examination had residents diet listed as normal. In contrast, Resident E’s individual care plan had the diet listed as diabetic. [Note: The administrator reported the resident has always had a diabetic diet and she would look into the matter.]

Resident Personal Needs Allowances

- A receipt book for the month of February 2016 was the only documentation available regarding the financial records of residents. [Note: The owners reported they were starting a new system for financial records, there were no financial records in place when they purchased the facility.]
- Residents reported not getting an allowance although they previously did. [Note: The administrator reported two residents were still awaiting OSS approval.]

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted,

Housekeeping, Maintenance, Furnishings

- Several handrails throughout the building were loose or the wall brackets were broken.
- The flooring in Bedroom 5 was soft and sunk when stepped on. The room also had a faint feces smell.

- The bathtub in Bedroom 6 did not have a hot water knob; a rag was stuffed in the wall where the knob should have been. The flooring in this bedroom slanted. The room also had strong smell-like cleaning chemicals.
- The two bathrooms near the dining room did not have a hand drying device available. One bathroom had a toilet constantly running. The vent in the other bathroom had a thick accumulation of dust and had bar soap on the sink.
- The hallway near the double digit rooms was very cool; Team observed the heater unplugged. [Note: Residents had heaters in their bedrooms. The administrator reported the hallway heater was in the process of being repaired.]
- Several floor tiles were cracked or broken throughout the facility.
- Bedroom 11 smelled like smoke.
- The bathmat and bathtub in Bedroom 15 was dirty. There was a hole in the shower wall in between the temperature control knobs.
- The side yard contained an unlocked shed with miscellaneous items such as bed frames, mattresses, chairs, walkers and boxes etc. Some of the same items were also stored behind the shed.
- On the other side of the facility there were bedrails and a toilet chair in the yard.
- In the back yard was a small, fenced sitting area. The door of the fence was missing; nails were exposed where the hinges would be connected.
- In the rear of the laundry room, the flooring sunk when stepped on.
- Water stains were on the ceiling in certain parts of the facility.
- Dead bugs were inside the light fixtures in certain parts of the facility.

Additional Recommendations

- Four residents would like to move.
- Five residents would like to work. One resident was interested in Vocational Rehabilitation services.

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.