

**Team Advocacy Inspection for March 23, 2016**  
**Northwoods Senior Living & Memory Care**  
**Inspection conducted by Nicole Davis, P&A Team Advocate, Kristy Caldwell, MSW Intern,**  
**and Bethany Schweer, Volunteer**

**Facility Information**

Northwoods Senior Living & Memory Care is located in Sumter County at 1267 N Main Street, Sumter, SC 29153-2138. Team arrived at the facility at 10:19 AM and exited the facility at 2:57 PM. The administrator, Kaley Patterson, was present for the inspection. The facility is operated by Empowered Personal Care Home Health Alliance Inc. There was 18 staff members present when Team arrived. The facility is licensed for 79 beds. The census was 73 with 72 residents being present on the day of Team's inspection. The DHEC license had an expiration date of May 31, 2016. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Covenant Baptist Church, 200 Evangel Road, Spartanburg, SC 29301.

**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 pork tenderloin, new potatoes, steamed broccoli, a baked roll and ice cream. A current menu was posted. Team conducted an exit interview with the administrator.

**Report Summary**

The hot water temperature in two bathrooms was 126° and 125°. The emergency light by room 418 did not illuminate when tested. After lunch, the flooring on the locked unit was very wet. There was no wet floor sign posted, warning the residents. In the back yard, broken glass, an old mini fridge, drywall and other miscellaneous items were accessible to the residents. The laundry room was not locked, giving residents access to plant food, mildew remover and sanitizer. One resident reported having items stolen on several occasions. Three residents reported needing dentures. Two residents reported needing eyeglasses. One resident reported needing a shower chair. Three residents reported needing dental exams. One resident reported needing a dental exam. One resident reported needing a psychiatrist appointment. One resident reported wanting an appointment with her caseworker. Resident C had a prescription for Ibuprofen 800 mg, take as needed. The medication was not available. Resident C also had a prescription for Fluoxetine 40 mg capsule, take one capsule by mouth daily. The MAR had the medication listed as 20 mg. Resident G had a prescription for Kaletra Sol, administer 5ml by mouth daily. The medication was not present. Resident F had a prescription for Ventolin HFA ER. The medication was not present. Resident F also had a prescription for Gold Bond Lot Ultimate, apply topically under both axilla daily. The medication was not present. Several canned items had expiration dates of 2014 and 2015. Resident B's most recent physical examination did not address whether the resident could be cared for in this type of facility. The question was blank. Resident B's most

recent individual care plan was dated 8/4/15. Resident C assists in the kitchen, the dining room and at the front desk of the facility. This information was not documented on the resident's individual care plan. Resident E's most recent physical examination did not address whether the resident could be cared for in this type of facility. The question was blank. Resident F's most recent physical examination did not address whether the resident could be cared for in this type of facility. The question was blank. Resident F's most recent physical examination listed the resident's diet as regular. In contrast, the resident's individual care plan listed the resident's diet as mechanical soft. Resident G's most recent physical examination did not address whether the resident could be cared for in this type of facility and whether the resident could enter/exit the facility unassisted. The questions were blank. Resident G's most recent physical examination listed the resident's diet as regular. In contrast, the resident's individual care plan listed the resident's diet as low sodium. The personal funds ledgers of the records reviewed did not have the resident's signature for each transaction. One resident reported not receiving an allowance. The most recent medication training for two staff members was dated 1/16/15. One hallway had a strong smoke smell. The locked unit had a strong, rancid odor. In a bathroom on the 200 hall the sink was pulling away from the wall and the bathroom needed cleaning.

### **Areas of Commendation**

- The facility was nicely decorated with season appropriate decorations, nice furniture, wall hangings and plants. The yard was nicely landscaped.
- The carpet in the entire facility was being replaced. A sign was posted at the entrance of the building informing visitors of the work being conducted.
- Residents practice independent living skills by volunteering at the facility. Those that volunteer have a facility shirt and a "work schedule" made by the resident. There were also physician notes approving the activities.
- A current activity calendar was posted. Activities included life skills, exercise, dominos, trivia and bingo. A copy of the calendar was also posted in each bedroom.
- There was a birthday board to celebrate the residents' birthdays.
- Staff members were very helpful during the inspection..
- Residents reported feeling safe.
- The facility was kept at a comfortable temperature.
- DHEC inspections were available for review.
- Annual HVAC, electrical, sprinkler and fire alarm inspections were current.
- Current First Aid/CPR training documentation was present. SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly.
- There was an adequate supply of food present.
- Lunch looked and smelled appetizing.

### **Areas Needing Improvement**

#### **Health/Safety**

- The hot water temperature in two bathrooms was 126° and 125°.

- The emergency light by room 418 did not illuminate when tested.
- After lunch, the flooring on the locked unit was very wet. There was no wet floor sign posted, warning the residents.
- In the back yard, broken glass, an old mini fridge, drywall and other miscellaneous items were accessible to the residents.
- The laundry room was not locked, giving residents access to plant food, mildew remover and sanitizer.

### **Supervision & Administrator**

- No concerns noted.

### **Residents' Rights**

- One resident reported having items stolen on several occasions. The resident reported the facility replaced some of the items.

### **Recreation**

- Residents would like to do more in the community.

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

- Three residents reported needing dentures.
- Two residents reported needing eyeglasses.
- One resident reported needing a shower chair.
- Three residents reported needing dental exams.
- One resident reported needing a dental exam.
- One resident reported needing a psychiatrist appointment.
- One resident reported wanting an appointment with her caseworker.

### **Medication Storage and Administration**

- Resident C had a prescription for Ibuprofen 800 mg, take as needed. The medication was not available.
- Resident C also had a prescription for Fluoxetine 40 mg capsule, take one capsule by mouth daily. The MAR had the medication listed as 20 mg.
- Resident G had a prescription for Kaletra Sol, administer 5ml by mouth daily. The medication was not present. [Note: The administrator reported due to resident's insurance, the prescription was not scheduled to be refilled. On 3/23/16 Team received documentation from the pharmacy with the available refill date of 3/31/16.]
- Resident F had a prescription for Ventolin HFA ER. The medication was not present. [Note: The medication had been ordered the day of Team's inspection.]
- Resident F also had a prescription for Gold Bond Lot Ultimate, apply topically under both axilla daily. The medication was not present.

## **Meals & Food Storage**

- Several canned items had expiration dates of 2014 and 2015.

## **Resident Records**

- Resident B's most recent physical examination did not address whether the resident could be cared for in this type of facility. The question was blank.
- Resident B's most recent individual care plan was dated 8/4/15.
- Resident C assists in the kitchen, the dining room and at the front desk of the facility. This information was not documented on the resident's individual care plan. [Note: Team did observe a physician note clearing the resident to engage in these activities. Team received an updated plan via fax on 3/23/16.]
- Resident E's most recent physical examination did not address whether the resident could be cared for in this type of facility. The question was blank.
- Resident F's most recent physical examination did not address whether the resident could be cared for in this type of facility. The question was blank.
- Resident F's most recent physical examination listed the resident's diet as regular. In contrast, the resident's individual care plan listed the resident's diet as mechanical soft.
- Resident G's most recent physical examination did not address whether the resident could be cared for in this type of facility and whether the resident could enter/exit the facility unassisted. The questions were blank.
- Resident G's most recent physical examination listed the resident's diet as regular. In contrast, the resident's individual care plan listed the resident's diet as low sodium.

## **Resident Personal Needs Allowances**

- The personal funds ledgers of the records reviewed did not have the resident's signature for each transaction.
- One resident reported not receiving an allowance.

## **Appropriateness of Placement**

- No concerns noted.

## **Personnel Records**

- The most recent medication training documentation for two staff members was dated 1/16/15.

## **Housekeeping, Maintenance, Furnishings**

- One hallway had a strong smoke smell.
- The locked unit had a strong, rancid odor.
- In a bathroom on the 200 hall the sink was pulling away from the wall and the bathroom needed cleaning.

## **Additional Recommendations**

- Six residents would like to move.
- 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.