

Team Advocacy Inspection for February 7, 2018
Palmetto Ridge Assisted Living & Memory Care
Inspection conducted by Toni Etheridge, P&A Team Advocate,
and Hayley Cannon, Volunteer

Facility Information

Palmetto Ridge Assisted Living & Memory Care is located in Chesterfield County at 840 Manor Road, Cheraw, South Carolina 29520-4035. Team arrived at the facility at 10:30 AM and exited the facility at 2:30 PM. The administrator, Regina Smith, was present during the inspection. The facility is licensed for 106 beds. The census was 88 with 84 residents present on the day of Team's inspection. The DHEC license had an expiration date of 3-31-18. The administrator's license had an expiration date of 6-30-18.

Overview of Visit

During Team's visit we interviewed seven residents; talked to residents and staff; reviewed staff records, reviewed seven residents' records, medication, and medication administration records, and toured the facility. Team conducted an exit interview with the administrator. There was no photograph taken of the facility because of the heavy rain on that day. The facility had written emergency shelter plans to evacuate to Lower Macedonia Baptist Church located at 5267 Teals Mill Road, Chesterfield, South Carolina 29709 and First Baptist Church at 126 Green Street, Cheraw, South Carolina 29520.

Report Summary

During Team's inspection, the facility's hot water tested at different temperatures. At the sanitizing sink in the kitchen, the water tested low at 160° Fahrenheit. In one residents' hall bathroom, the water tested low at 85.30° Fahrenheit, and, in another hall bathroom, the water tested high at 135° Fahrenheit. The walk-in shower near wing 100 had a loose grab-bar. Three residents did not know where the emergency contact numbers were located. Three residents wanted to move, and three residents wanted more personal involvement in the community. One resident's medical administration record was missing a change order sticker. (In Team's presence, the medical technician placed the change order sticker where it was needed.)

One resident's funds ledger did not reflect the recent January 2018 increase. (In Team's presence, the book keeper explained the mathematical error and adjusted the two-dollar discrepancy and the book keeper advised the administrator.) The handrail near bedroom #102 was not secured.

Areas of Commendation

- The administrator and staff were pleasant, courteous and professional.
- The staff responded promptly to inspection requests.

- The on-duty staff had current in-service training credentials.
- The facility's annual TB risk assessment was documented and current.
- The annual inspection for the facility's fire extinguishers were documented and the extinguishers' card tags were initialed monthly by staff.
- The facility's HVAC, heating and electrical inspections were current.
- The evacuation routes were posted in the facility.
- The facility's fire drills were documented.
- The facility's dining room had enough seating arrangements for the residents.
- The facility was adequately furnished.
- The current food menu was posted.
- The facility was clean, spacious and well ventilated.
- The residents were able to access all living areas of the facility.
- The facility's room temperatures were comfortable.
- Seven residents liked living at the facility and felt safe.
- Six residents liked the food and the extra servings when available.
- Five residents had no complaints about the hot water temperature or its availability.
- Four residents knew where the emergency contact numbers were located.
- One resident stated their dietary needs were met.
- The facility's outdoor space was large and free of debris.

Areas Needing Improvement

Health/Safety

- At the sanitizing sink in the kitchen, the water tested low at 160° Fahrenheit.
- In one residents' hall bathroom the water tested low at 85.3° Fahrenheit.
- In one residents' hall bathroom the water tested high at 135° Fahrenheit.
- The walk-in shower near wing 100 had a loose grab-bar.
- Three residents did not know where the emergency contact numbers were located.

Supervision & Administrator

- No concerns were noted.

Residents' Rights

- Three residents wanted to move.

Recreation

- Three residents wanted more personal involvement in the community.

Residents' Activities of Daily Living (ADLs)

- No concerns were noted.

Medication Storage and Administration

- One resident's medical administration record was missing a change order sticker. (In Teams' presence, the medical technician placed the sticker where it was needed.)

Meals & Food Storage

- No concerns were noted.

Resident Records

- No concerns were noted.

Resident Personal Needs Allowances

- One resident's funds ledger did not reflect the recent January 2018 increase. (In Team's presence, the book keeper explained the mathematical error and adjusted the two-dollar discrepancy, and the book keeper advised the administrator.)

Appropriateness of Placement

- No concerns were noted.

Personnel Records

- No concerns were noted.

Housekeeping, Maintenance, Furnishings

- The hand-rail near bedroom #102 was not secured.

Additional Recommendations

- Check the facility's hot water temperature settings; two residents mentioned not having enough hot water.
- Review with medical technicians on when to apply "change order" stickers. Change order stickers help flag if a brand medication has a generic equivalent.

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.