

Team Advocacy Inspection for February 28, 2018
Palmetto Village of Chester
Inspection conducted by Toni Etheridge, P&A Team Advocate,
and Nicole Davis, Volunteer



The Upper Building



The Lower Building

Photo Date 2-28-18

Facility Information

Palmetto Village of Chester is located in Chester County at 570 Center Street, Chester, South Carolina 29706-1342. The facility has two buildings, an Upper and a Lower. The facility is licensed for 100 beds with a facility-wide census of 77. Team arrived at the Upper building at 10:15 AM and exited at 12:26 PM. When Team arrived at the Upper building, 5 staff members were present. The census for the Upper building was 36 with 36 residents present on the day of Team's inspection. Team arrived at the Lower building at 12:30 PM and exited at 2:55 PM. When Team arrived at the Lower building, the administrator, Gloria Watts, was present along with 6 staff members. The census for the Lower building was 41 with 41 residents present on the day of Team's inspection. Team conducted an exit interview with the administrator. The DHEC license had an expiration date of 6-30-18. The administrator's license had an expiration date of 6-30-18.

Overview of Visit

During Team's visit we interviewed eight residents; talked to residents and staff; reviewed staff records, reviewed eight residents' records, medication, and medication administration records, and toured the facility. Two residents did not wish to complete the interviews. Team observed the lunch preparation. The lunch was meat loaf, gravy, baked chicken, beets, (garlic) mashed potatoes, green

beans, white and wheat rolls, ice cream, tea, coffee and water. The facility had a written emergency plan to evacuate to Chester Church of Nazarene at 182 Pinckney Street, Chester, South Carolina 29706.

Report Summary

During Team's inspection, the hot water temperatures in two hall bathrooms exceeded the required 100°- 120° temperatures set by DHEC. (In the Upper building wing A, on the left the water tested at 132°, and on the right the water tested at 131°.) Also, the hot water temperatures in two additional hall bathrooms exceeded the required 100°- 120° temperatures (in the Upper building wing B, on the left the water tested at 134°, and on the right the water tested at 129°). In the Lower building, room 105 had a makeshift latch to hold doors open. In the Lower building, the bathroom in room 104 had a clogged sink.

In the Lower building, the housekeeping area had open chemicals that were not secured. In the Upper building, the emergency exit lights in wings A, B and C needed new light bulbs. Three residents did not know where to locate the emergency contact numbers. Team overheard one staff member using expletives toward another staff member. (Team reported this to the administrator.)

Three residents wanted to be more involved in the community. Six residents complained they spend their day sleeping, watching television or smoking. Two residents needed eye-glasses. One resident wanted a dental exam. One resident wanted to see a gynecologist. One resident needed a hearing aide. Two residents needed in-season clothing. Two residents needed shoes. Two residents needed jackets. Two residents needed socks.

In both buildings the phones were mounted on the wall in the hallway. The areas were not private and did not have chairs, so residents must borrow chairs from nearby rooms when they want to use the phones.

In both buildings, the menus were posted in areas which are inaccessible to residents. (The menus were posted in the kitchens.)

One resident did not have a photograph on file. Two residents had not received personal needs allowances even though one resident has been there since 2007 and the second one has been there since January 2018. In the Upper building, one staff member did not have a current TB test on file to review. In the Lower building, there were strong odors near rooms 200 and 400. (The administrator was aware of the odors and stated they are working on a resolution.)

In the Lower building, the bathroom in room 105 had a loose faucet, and the knobs on the dresser in room 200 were broken. One resident complained that staff does not knock before entering a resident's room. One resident complained that staff gets mad a lot. Two residents complained staff were rude and mean. One resident complained that staff made rude comments about the resident's

weight. One resident complained that they had no activities, "All we do is nap." Four residents did not like living in the facility and three residents did not feel safe. Five residents wanted to move. One resident wanted a private room.

Areas of Commendation

- The administrator and staff were polite and professional.
- The staff responded promptly to inspection requests.
- The annual HVAC, fire alarm and sprinkler inspections were current for both buildings.
- The evacuation routes were posted in both buildings.
- In both buildings, the annual inspections of the fire extinguishers were current.
- In both buildings the fire extinguishers had been checked on a monthly basis. The tags were initialed by staff.
- Fire drills were documented quarterly for both buildings.
- The annual risk assessment for both buildings was current.
- Staff members' in-service training was documented.
- Staff members' SLED background checks were documented.
- There were enough trained staff members in each building to meet the needs of the residents.
- Both buildings had a trained staff member responsible for recreational activities.
- The activity boards in both buildings had a variety of activities posted.
- Serious incident and accident reports were available for review for both buildings.
- Both buildings were clean and adequately furnished.
- The kitchens were clean and organized.
- Food allergies and diets were posted in the kitchens of both buildings.
- In both buildings there were adequate amounts of food available.
- In both buildings the food was properly stored.
- The dining areas in both buildings had enough seats for the residents.
- The facility's laundry room was secured.
- The residents were able to access all living areas of the facility.
- In both buildings the room temperatures were comfortable.
- The annual vaccinations for the dog in the Lower building were current.
- Medications in both buildings were kept in a secured location.
- Five residents liked the food, the extra servings, and the snacks.
- Four residents felt safe in the facility.
- Three residents liked living in the facility, and one resident did not want to move.
- Three residents knew where the emergency contact numbers were located.

Areas Needing Improvement

Health/Safety

- The hot water temperatures in two hall bathrooms exceeded the required 100°- 120° temperatures set by DHEC. (In the Upper building wing A, on the left the water tested at 132°, and on the right the water tested at 131°.)
- The hot water temperatures in two hall bathrooms exceeded the required 100°- 120° temperatures set by DHEC. (In the Upper building wing B, on the left the water tested at 134°, and on the right the water tested at 129°.)
- In the Lower building, room 105 had a makeshift latch to hold the doors open.
- In the Lower building, room 104 had a clogged sink.
- In the Lower building, the housekeeping area had open chemicals that were not secured.
- In the Upper building, the emergency exit lights in wings A, B and C needed new light bulbs.
- Three residents did not know where to locate the emergency contact numbers.

Supervision & Administrator

- Team overheard one staff member using expletives toward another staff member. (Team reported this to the administrator.)

Residents' Rights

- One resident wanted a dental exam.
- One resident wanted to see a gynecologist.
- Two residents needed in-season clothing.
- Two residents needed shoes.
- Two residents needed jackets.
- Two residents needed socks.
- Two residents needed eye-glasses.
- One resident needed a hearing aide.
- One resident complained that staff does not knock before entering a resident's room.
- One resident complained that staff gets mad a lot.
- Two residents complained staff were rude and mean.
- One resident complained that staff made rude comments about the resident's weight.
- One resident complained "We are supposed to have activities, but all we do is nap."
- Four residents did not like living in the facility, three residents did not feel safe.
- Five residents wanted to move.
- One resident wanted a private room.

- In both buildings the phones were mounted on the wall in the hallway. The areas were not private and did not have chairs, so residents must borrow chairs from nearby rooms when they want to use the phones.

Recreation

- Three residents want to be more involved in the community.
- Six residents complained they spend their day sleeping, watching television or smoking.

Residents' Activities of Daily Living (ADLs)

- No concerns were noted.

Medication Storage and Administration

- No concerns were noted.

Meals & Food Storage

- In both buildings, the menus were posted in areas which are inaccessible to residents. (The menus were posted in the kitchens.)

Resident Records

- One resident did not have a photograph on file.

Resident Personal Needs Allowances

- Two residents had not received personal needs allowances even though one resident has been there since 2007 and the second one has been there since January 2018.

Appropriateness of Placement

- No concerns were noted.

Personnel Records

- In the Upper building, one staff member did not have a current TB test on file to review.

Housekeeping, Maintenance, Furnishings

- In the Lower building, there were strong odors near rooms 200 and 400. (The administrator was aware of the odors and stated they are working on a resolution.)
- In the Lower building, the bathroom in room 105 had a loose faucet.
- In the Lower building, the knobs on the dresser in room 200 were broken.

Additional Recommendations

- No additional recommendations.

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.