

Team Advocacy Inspection for March 21, 2016

Rapha Residential Care Inc.

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



Facility Information

Rapha Residential Care Inc. is located in Lexington County at 3959 Fish Hatchery Road, Gaston, SC 29053-9038. Team arrived at the facility at 10:27 AM and exited the facility at 2:55 PM. The administrator, Paula C. Prosser, was present for the inspection. The facility is operated by Mastermind Limited Partnership LLC. There were 17 staff members present when Team arrived. The facility is licensed for 92 beds. The census was 66 with 62 residents being present on the day of Team's inspection. The DHEC license had an expiration date of April 30, 2016. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Twilite Manor, 2306 Forest Road, Cayce, SC 29033; Ashley River Plantation Five Star Senior Living, 2333 Ashley River Road, Charleston, SC 29414; and Reformation Lutheran Church, 1118 Union Street, Columbia, SC 29201.

Overview of Visit

During Team's visit we interviewed seven residents; talked to residents and staff; reviewed eight resident records, medications and medication administration records; and toured the facility. Residents were given the opportunity to decide between pork chops or liver and onions for lunch. The rest of the lunch meal consisted of rice with gravy, squash, cornbread, yellow cake with icing and a drink of choice. A current menu was posted. Team conducted an exit interview with the administrator.

Report Summary

Fire extinguishers were last monitored December 2015. The emergency light in the activity room did not illuminate when tested. Rat droppings were in the dry goods storage area. The hot water temperature in two

bathrooms were 72° and 76°. Residents reported no privacy when using the telephone; it is in an open room. One resident reported not being treated with respect by two staff members who “don’t understand the mentally ill.” One resident needed hygiene products. Two residents reported needing dentures. One resident reported needing eyeglasses. Two residents did not have at least seven items of clothing. One of the residents wore shoes that were torn. One resident reported needing more pants and tops. Three residents reported needing dental exams. One resident would like to meet with a psychologist. One resident reported needing a mammogram and vision exam. Resident C had a prescription for Q Tussin 100 mg/5 ml syrup, take two teaspoonfuls by mouth every six hours as needed for cough. The medication was not available. Resident D had a prescription for Meloxicam 15 mg tablet, take one tablet daily by mouth. The MAR had the medication dosage as 7.5 mg. Resident E had the medications Hydrocodone/Acetaminophen 5-3257B, take one to two tablets by mouth every four as needed for moderate pain and SF 5000 Plus Toothpaste, use as directed once a day present. The medications were not listed on the MAR. Resident H had a prescription for Olanzapine ODT 5 mg tablet, take one tablet by mouth at bedtime. The medication was not available. Canned oranges and peaches had the expiration dates of 12/14/15 and 7/30/15. Items in the refrigerator were not properly labeled and/or covered. Several residents reported the facility does not accommodate their diabetic diets. One resident reported “only if I request it.” Another resident reported “there’s too much pasta and bread.” Resident B’s most recent physical examination had “yes” circled in response to the resident requiring 24 hour care by a licensed nurse. Resident B’s most recent individual care plan was not signed by the resident or a representative. Resident C’s most recent physical examination was dated 3/12/15. Resident D’s most recent physical examination was dated 12/16/14. Resident D did not have monthly observation notes for January 2016 available. Resident E’s most recent individual care plan was not signed by the resident or a representative. Resident E only had observation notes for February 2016 available for review, nothing prior. Resident H did not have documentation of the bill of rights, complaints or grievances being reviewed with the resident. Some bathrooms had strong urine smells. One sitting area had a strong smoke smell. One bathroom did not contain toilet paper. Several vents contained thick dust.

Areas of Commendation

- The facility was nicely decorated. Season appropriate decorations were inside and outside of the facility. The yard was nicely landscaped and included a garden. There was a nice bird cage indoors.
- A current activity calendar was posted. Activities included bingo, shopping trips, news and review, trivia and crafts.
- Bingo was announced over the intercom a few minutes prior to starting.
- Staff was very helpful during the inspection and addressed most concerns immediately.
- Staff were easily identifiable by name tags.
- 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.
- Records were very organized.
- 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. At lunch, residents had two choices of meat from which to choose.
- Lunch looked and smelled appetizing.

Areas Needing Improvement

Health/Safety

- Fire extinguishers were last monitored December 2015.
- The emergency light in the activity room did not illuminate when tested.
- Rat droppings were in the dry goods storage area.
- The hot water temperature in two bathrooms were 72° and 76°.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- Residents reported no privacy when using the telephone; it is in an open room.
- One resident reported not being treated with respect by two staff members who "don't understand the mentally ill."

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- One resident needed hygiene products.
- Two residents reported needing dentures.
- One resident reported needing eyeglasses.
- Two residents did not have at least seven items of clothing. One of the residents wore shoes that were torn.
- One resident reported needing more pants and tops.
- Three residents reported needing dental exams.
- One resident would like to meet with a psychologist.
- One resident reported needing a mammogram and vision exam.

Medication Storage and Administration

- Resident C had a prescription for Q Tussin 100 mg/5 ml syrup, take two teaspoonfuls by mouth every six hours as needed for cough. The medication was not available. [Note: Staff ordered the medication while Team was present.]

- Resident D had a prescription for Meloxicam 15 mg tablet, take one tablet daily by mouth. The MAR had the medication dosage as 7.5 mg. [Note: Staff corrected the MAR while Team was present.]
- Resident E had the medications Hydrocodone/Acetaminophen 5-3257B, take one to two tablets by mouth every four as needed for moderate pain and SF 5000 Plus Toothpaste, use as directed once a day present. The medications were not listed on the MAR. [Note: Staff added the medications to the MAR immediately.]
- Resident H had a prescription for Olanzapine ODT 5 mg tablet, take one tablet by mouth at bedtime. The medication was not available. [Note: Staff showed Team an order and confirmation form showing the medication had been ordered prior to Team's arrival and was scheduled for delivery the evening of Team's inspection.]

Meals & Food Storage

- Canned oranges and peaches had the expiration dates of 12/14/15 and 7/30/15.
- Items in the refrigerator were not properly labeled and/or covered.
- Several residents reported the facility does not accommodate their diabetic diets. One resident reported "only if I request it." Another resident reported "there's too much pasta and bread."

Resident Records

- Resident B's most recent physical examination had "yes" circled in response to the resident requiring 24 hour care by a licensed nurse.
- Resident B's most recent individual care plan was not signed by the resident or a representative. [Note: The plan did document a phone conversation with the resident's daughter.]
- Resident C's most recent physical examination was dated 3/12/15. [Note: The administrator reported the resident had an appointment for 3/24/16.]
- Resident D's most recent physical examination was dated 12/16/14. [Note: The administrator reported the resident had an appointment for 3/24/16.]
- Resident D did not monthly observation notes for January 2016 available.
- Resident E's most recent individual care plan was not signed by the resident or a representative. [Note: The plan did document a phone conversation with the resident's sister.]
- Resident E only had observation notes for February 2016 available for review, nothing prior.
- Resident H did not have documentation of the bill of rights, complaints or grievances being reviewed with the resident. [Note: On 3/23/16, the administrator faxed Team the signed documents after meeting with the resident.]

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- Some bathrooms had strong urine smells.
- One sitting area had a strong smoke smell.
- One bathroom did not contain toilet paper.
- Several vents contained thick dust.

Additional Recommendations

- One resident would like to move.
- One resident would like a dog. Another resident would like his own cat.

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.