

Team Advocacy Inspection for August 19, 2015

Reid House

Inspection conducted by Nicole Davis, P&A Team Advocate, and Melissa Creasy, Volunteer

Facility Information

Reid House is located in Spartanburg County at 117 Dodd Street, Wellford, SC 29385-9475. Team arrived at the facility at 10:51 AM and exited the facility at 2:22 PM. The administrator was not present for the inspection. The facility is operated by Keisha Daniels. There were three staff member present when Team arrived. The facility is licensed for 42 beds. The census was 37 with 34 residents being present on the day of Team's inspection. The DHEC license had an expiration date of March 31, 2016. An administrator's license was current and posted. A written emergency plan was not available for Team to review.

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. Lunch consisted of a turkey and cheese sandwich, chips and tea. The posted menu consisted of club sandwiches, chips, applesauce and punch or water. Team conducted an exit interview with the staff.

Report Summary

The hot water temperatures in several resident bathrooms were 129.2°, 131.1°, 133°, and 135.3°. The fire extinguishers were last monitored March 2015. The cleaning closet was unsecured. Residents were playing with six stray cats. The most recent sprinkler inspection was dated 8/24/12. There were three staff members and 34 residents present. One resident wanted to switch rooms. One resident reported needing pants, sneakers, shirts and socks. Another resident reported needing sneakers. One resident reported needing short sleeved shirts, shoes and socks. One resident also reported needing a dental exam, dentures and eyeglasses. Another resident reported needing eyeglasses, bath soap and lotion. One resident reported needing dentures, a hearing aid and a walker. Resident F had a prescription for MAPAP 325mg, take two tablets by mouth every six hours as needed. The medication was not available. Resident G had a prescription for Tramadol HCL 50mg tablet, take two tablets by mouth twice daily. The medication was not available. There was not a one-week supply of staple food present. Residents described the food as "rough," "edible" and "not good". Residents complained of eating turkey sandwiches regularly. Resident A did not have a service agreement available for review. Resident C had a physical that did not include a date, diagnosis nor did it address the resident's dietary needs. This resident also did not have a service agreement available for review. Resident D's most recent individual care plan dated 3/25/15 was blank and signed by a staff member. Also, Resident D's most recent physical examination available was dated 9/22/10. Resident E's most recent individual care plan was dated 2/7/15 and did not address whether resident has an advanced directive. Resident G's most recent physical examination was dated 1/23/12. Resident H's most recent physical examination was dated 1/20/14. Also,

Resident H's most recent individual care plan was dated 6/6/14. Observation notes were not completed on a monthly basis. Resident A's most recent transaction on the personal funds ledger was dated 6/9/15. Also, Resident A's most recent quarterly report was not signed by the resident. Resident B did not have a ledger available for review. Resident D's most recent quarterly report was dated 2014. Resident E's most recent transaction on the personal funds ledger was dated 4/8/15 and none of the transactions included the 2015 COLA increase. Resident F's most recent transaction was dated 4/7/15 and none of the transactions included the 2015 COLA increase. Also, Resident F's record did not have a quarterly report available for review. Resident H's most recent transaction on the ledger was dated 6/7/15 and was not signed by the resident. Staff records were locked in the administrator's office; staff did not have access. Several rolls of sticky fly paper were hanging inside and outside of the facility, covered with flies. The toilet in Bedroom #4 was not secured to the floor, the bathroom had a strong urine smell and the shower was dirty. There were several broken dresser drawers in the bedroom. The bathroom in Bedroom #21 had cobwebs in the doorway leading into the bedroom. The bathroom in Bedroom #8 had a dirty shower and had mildew on the shower curtain. The bathroom in Bedroom #10 was dirty; the bedroom smelled like smoke. The bathroom in Bedroom #14 had Scrubbing Bubbles 5-in-1 Bleach Cleaner sitting on the toilet.

Areas of Commendation

- The facility had a flat screen television, plants, wall hanging and numerous couches and chairs. There was also a keyboard and treadmill; a resident reported using the items occasionally. Resident rooms were personalized.
- A current recreation calendar was posted. Activities included bowling, exercising and bible study.
- Team observed a good rapport between residents and staff.
- Residents reported being treated with respect.
- One resident reported "It's a nice place to stay." Other residents described the facility as "comfortable" and "nice and quiet."
- A current electrical, HVAC and fire alarm inspection was available for review.
- A current TB risk assessment was available for review.
- Emergency evacuation routes were posted throughout the facility.

Areas Needing Improvement

Health/Safety

- The hot water temperatures in several resident bathrooms were 129.2°, 131.1°, 133°, and 135.3°.
- The fire extinguishers were last monitored March 2015.
- The cleaning closet was unsecured.
- Residents were playing with six stray cats. [Note: Staff reported animal control had previously removed some cats, but more keep appearing.]

- The most recent sprinkler inspection was dated 8/24/12. [Note: Staff reported an inspection was recently completed and the report may have been in the locked office.]
- The bathroom in Bedroom #14 had Scrubbing Bubbles 5-in-1 Bleach Cleaner sitting on the toilet.

Supervision & Administrator

- There were three staff members and 34 residents present.

Residents' Rights

- One resident wanted to switch rooms.

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing pants, sneakers, shirts and socks.
- Another resident reported needing sneakers.
- One resident reported needing short sleeved shirts, shoes and socks. This resident also reported needing a dental exam, dentures and eyeglasses.
- Another resident reported needing eyeglasses, bath soap and lotion.
- One resident reported needing dentures, a hearing aid and a walker.

Medication Storage and Administration

- Resident F had a prescription for MAPAP 325mg, take two tablets by mouth every six hours as needed. The medication was not available.
- Resident G had a prescription for Tramadol HCL 50mg tablet, take two tablets by mouth twice daily. The medication was not available. [Note: Staff reported the medication had been ordered but is usually sent to the home of the son of the resident, who then brings it to the facility. Team suggested staff attempt to have medicine sent directly to facility as to not cause a lapse in usage.]

Meals & Food Storage

- There was not a one-week supply of staple food present. [Note: Food is kept at the neighboring CRCF licensed for 23 beds, in a locked pantry. Staff did not have a key to the pantry; Team looked into the pantry through the door. The pantry contained shelves of canned goods, two deep freezers and one refrigerator. The amounts of food on the shelves were not enough for both facilities, for a week. Staff at the neighboring facility reported food deliveries occurred on Thursday, the day after Team's inspection.]
- Residents described the food as "rough," "edible" and "not good". Residents complained of eating turkey sandwiches regularly.

Resident Records

- Resident A did not have a service agreement available for review.
- Resident C had a physical that did not include a date, diagnosis nor did it address the resident's dietary needs. This resident also did not have a service agreement available for review.
- Resident D's most recent individual care plan dated 3/25/15 was blank and signed by a staff member. Also, Resident D's most recent physical examination available was dated 9/22/10.
- Resident E's most recent individual care plan was dated 2/7/15 and did not address whether resident has an advanced directive.
- Resident G's most recent physical examination was dated 1/23/12.
- Resident H's most recent physical examination was dated 1/20/14. Also, Resident H's most recent individual care plan was dated 6/6/14.
- Observation notes were not completed on a monthly basis.

Resident Personal Needs Allowances

- Resident A's most recent transaction on the personal funds ledger was dated 6/9/15. Also, resident's most recent quarterly report was not signed by the resident.
- Resident B did not have a ledger available for review. [Note: Team observed an OSS approval letter dated 6/1/15.]
- Resident D's most recent quarterly report was dated 2014.
- Resident E's most recent transaction on the ledger was dated 4/8/15 and none of the transactions included the 2015 COLA increase.
- Resident F's most recent transaction on the personal funds ledger was dated 4/7/15 and none of the transactions included the 2015 COLA increase. Also, resident's record did not have a quarterly report available for review.
- Resident H's most recent transaction on the ledger was dated 6/7/15 and was not signed by the resident.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- Staff records were locked in the administrator's office; staff did not have access.

Housekeeping, Maintenance, Furnishings

- Several rolls of sticky fly paper were hanging inside and outside of the facility, covered with flies.
- Several showers were dirty.
- The toilet in Bedroom #4 was not secured to the floor, the bathroom had a strong urine smell and the shower was dirty. There were several broken dresser drawers in the bedroom.
- The bathroom in Bedroom #21 had cobwebs in the doorway leading into the bedroom.
- The bathroom in Bedroom #8 had a dirty shower and had mildew on the shower curtain.

- The bathroom in Bedroom #10 was dirty; the bedroom smelled like smoke.

Additional Recommendations

- One resident would like to work.
- Residents would like to play horse shoe.
- Two residents would like to move.

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.