

## **Team Advocacy Inspection for January 23, 2017**

### **Rouse Community Care Home #2**

**Inspection conducted by Nicole Davis, P&A Team Advocate, and Susan Grinnell, Volunteer**

#### **Facility Information**

Rouse Community Care Home #2 is located in Richland County at 8809 Wilson Boulevard, Columbia, SC 29203-9769. Team arrived at the facility at 5:44 PM and exited the facility at 7:42 PM. The administrator, Sarah Addison-Doctor, was present for the inspection. The facility is operated by Rouse Community Care Home Inc. There was one staff member present when Team arrived; the administrator arrived shortly after Team. The facility is licensed for nine beds. The census was seven with six residents being present on the day of Team's inspection. The DHEC license had an expiration date of December 31, 2017. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Rouse Community Care Home #1, 102 Ballenton Road, Columbia, SC 29203.

#### **Overview of Visit**

During Team's visit we interviewed two residents; talked to residents and staff; reviewed three residents' records, medications and medication administration records; and toured the facility. Team arrived as residents were completing dinner. Dinner consisted of stewed chicken, noodles, broccoli and a drink; a menu was posted. Team conducted an exit interview with the administrator.

#### **Report Summary**

The most recent HVAC inspection was completed 11/13/15. The hot water temperatures in the bathrooms were 128° and 126°. One resident reported needing eyeglasses and dentures. One resident reported needing a vision exam. One resident reported needing underwear. Two residents had badly stained pillows. Resident B had prescriptions for Fish Oil 1000 mg capsule, take two capsules by mouth twice a day and Glucosamine Chondroitin capsule, take two capsules by mouth twice a day. The medications were not labeled. Resident C's MAR listed Divalproex ER 500 tablet, take three tablets by mouth at bedtime. The MAR had been signed throughout month although staff showed Team a discontinued order dated 11/31/16 for the medication. Resident A did not have monthly observation notes available for September 2016, November 2016 or December 2016. Resident B did not have monthly observation notes available for December 2016. Resident B's most recent physical examination listed the residents' diet as low sodium. In contrast, the resident individual care plan had the diet listed as regular. Resident C did not have monthly observation notes available for September 2016 and November 2016. Resident C's individual care plan dated 12/1/16 was not signed by the resident or a responsible party. The most recent quarterly financial report for records reviewed was dated September 2016. Resident C's personal funds ledger was not signed in November 2016 or December 2016. The handle on the refrigerator was broken.

#### **Areas of Commendation**

- The facility was clean and free of any odors. Resident rooms were organized. It was very homelike with wall hangings, plants and season appropriate decorations.
- A current activity calendar was posted. Activities included senior-cise, bingo, yoga and art & crafts.
- Staff was very helpful during the inspection.
- Residents appeared to have a good rapport with the staff. Residents reported “they treat me nice” and “I feel safe and trusted”.
- Staff immediately addressed Team’s concerns.
- The facility was kept at a comfortable temperature.
- Residents reported recreational activities occurring at the facility.
- DHEC inspections were available for review.
- A current TB risk assessment was available for review.
- Current First Aid/CPR training documentation was present. SLED checks were completed.
- All prescribed medications were present. The controlled substance log coincided with the amount of medication present.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly.

## **Areas Needing Improvement**

### **Health/Safety**

- The most recent HVAC inspection was completed 11/13/15.
- The hot water temperatures in the bathrooms were 128° and 126°.

### **Supervision & Administrator**

- No concerns noted.

### **Residents’ Rights**

- No concerns noted.

### **Recreation**

- No concerns noted.

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

- One resident reported needing eyeglasses and dentures.
- One resident reported needing a vision exam.
- One resident reported needing underwear.
- Two residents had badly stained pillows.

### **Medication Storage and Administration**

- Resident B had prescriptions for Fish Oil 1000 mg capsule, take two capsules by mouth twice a day and Glucosamine Chondroitin capsule, take two capsules by mouth twice a day. The medications were not labeled. [Note: Staff labeled the medications while Team was present.]
- Resident C's MAR listed Divalproex ER 500 tablet, take three tablets by mouth at bedtime. The MAR had been signed throughout month although staff showed Team a discontinued order dated 11/31/16 for the medication.

### **Meals & Food Storage**

- No concerns noted.

### **Resident Records**

- Resident A did not have monthly observation notes available for September 2016, November 2016 or December 2016.
- Resident B did not have monthly observation notes available for December 2016.
- Resident B's most recent physical examination listed the residents' diet as low sodium. In contrast, the resident individual care plan had the diet listed as regular.
- Resident C did not have monthly observation notes available for September 2016 and November 2016.
- Resident C's individual care plan dated 12/1/16 was not signed by the resident or a responsible party. [Note: The administrator reviewed the care plan with resident while Team was present.]

### **Resident Personal Needs Allowances**

- The most recent quarterly financial report for records reviewed was dated September 2016.
- Resident C's personal funds ledger was not signed in November 2016 or December 2016. [Note: The administrator and the resident started reviewing the document while Team was present.]

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted.

### **Housekeeping, Maintenance, Furnishings**

- The handle on the refrigerator was broken.

### **Additional Recommendations**

- None

**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.