

Team Advocacy Inspection for July 14, 2016

Southern Heritage

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

Facility Information

Southern Heritage is located in Lexington County at 1713 Charleston Highway, West Columbia, SC 29169-5051. Team arrived at the facility at 4:27 PM and exited the facility at 6:43 PM. The administrator, Johnathan Douglas Sr., was present for parts of the inspection. The facility is operated by Quality Care Services Inc. There were two staff members present when Team arrived; the administrator arrived approximately one hour after Team. The facility is licensed for 10 beds. The census was 10 with nine residents being present on the day of Team's inspection. The DHEC license had an expiration date of March 31, 2017. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Joy Community Care Home, 6800 Doby Drive, Columbia, SC 29203.

Overview of Visit

During Team's visit we interviewed three residents; talked to residents and staff; reviewed three resident records, medications and medication administration records; and toured the facility. Dinner consisted of a barbecue chicken sandwich, salad, fries, apple sauce and a drink. A current menu was posted. Team conducted an exit interview with the administrator.

Report Summary

The activity calendar did not have a time or location for activities. One resident reported needing eyeglasses and dentures. This resident reported needing vision and dental exams. One resident reported needing shoes and toiletries. One resident reported needing clothes. One resident reported needing a toothbrush, toothpaste and soap. Resident A's most recent individual care plan was only signed by the resident. Resident C did not have a completed individual care plan available for review, the signature page was missing. Resident C's most recent physical examination had the residents' diet listed as low fat. In contrast, the residents individual care plan had the diet listed as regular. Resident C's photos were very blurry. Resident B and Resident C did not have quarterly financial reports available for review. One staff member did not have a health assessment or documentation of a TB test available for review. The bathrooms did not have toilet paper or a hand drying device available when Team arrived. The floor vent near the bathroom in the rear of the facility contained thick dust. In the bathroom at the front of the facility, the sink had a very slow drain. In the bathroom near the rear of the facility, there were broken tiles at the shower entrance. There appeared to be mold in the shower. One resident had stained bed sheets. One bedroom had a urine smell. In one bedroom, the dresser did not have any knobs to open the drawers.

Areas of Commendation

- The facility had seasonal decorations, built-in shelves, comfortable looking furniture and a variety of wall hangings. Resident rooms were personalized.
- There are several seating areas for the residents to use, inside and outside the facility.
- Residents reported feeling safe. One resident reported every room has two people and the building is “locked at night.”
- A current activity calendar was posted. Activities included playing cards, walks, watching movies and Finley Park.
- Staff was very helpful during the inspection.
- Residents appeared to have a good rapport with the staff. One resident reported “it’s like home.” Another reported “they are good with the patients.”
- Staff immediately addressed Team’s concerns.
- The facility had an adequate amount of food. Large portions were served at dinner.
- Prescribed medications were present and accurately documented. The controlled substance log coincided with the amount of medication present.
- Water temperatures were in the appropriate range.
- DHEC inspections were available for review.
- Annual HVAC, electrical, and fire alarm inspections were current.
- Current First Aid/CPR training documentation was present. SLED checks were available for review.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly.
- Observation notes were current.

Areas Needing Improvement

Health/Safety

- No concerns noted.

Supervision & Administrator

- No concerns noted.

Residents’ Rights

- One resident reported “I would like to be able to have more money on me during the week.” Team noted a family member of the resident manages residents’ finances.
- One resident reported “I’m bored here. I would like to get out more often.”

Recreation

- Residents would like to do more in the community.
- The activity calendar did not have a time or location for activities.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing eyeglasses and dentures. This resident reported needing vision and dental exams.
- One resident reported needing shoes and toiletries.
- One resident reported needing clothes.
- One resident reported needing a toothbrush, toothpaste and soap.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- No concerns noted.

Resident Records

- Resident A's most recent individual care plan was only signed by the resident.
- Resident C did not have a completed individual care plan available for review, the signature page was missing. [Note: On 7/15/16 Team received an individual care plan dated 6/1/16 for the resident.]
- Resident C's most recent physical examination had the residents' diet listed as low fat. In contrast, the residents individual care plan had the diet listed as regular.
- Resident C's photos were very blurry. [Note: The administrator reported he would take new photos.]

Resident Personal Needs Allowances

- Resident B and Resident C did not have quarterly financial reports available for review. [Note: On 7/15/16 Team received quarterly financial reports for each resident via fax.]

Appropriateness of Placement

- No concerns noted.

Personnel Records

- One staff member did not have a health assessment or documentation of a TB test available for review. [Note: On 7/15/16 Team received these documents via fax.]

Housekeeping, Maintenance, Furnishings

- The bathrooms did not have toilet paper or a hand drying device available when Team arrived. [Note: Staff immediately placed toilet paper and paper towels in the bathrooms.]
- The floor vent near the bathroom in the rear of the facility contained thick dust.
- In the bathroom at the front of the facility, the sink had a very slow drain.

- In the bathroom near the rear of the facility, there were broken tiles at the shower entrance. There appeared to be mold in the shower.
- One resident had stained bed sheets.
- One bedroom had a urine smell.
- In one bedroom, the dresser did not have any knobs to open the drawers.

Additional Recommendations

- One resident would like to work.

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.