

## **Team Advocacy Inspection for February 25, 2016**

### **We Care Residential**

**Inspection conducted by Nicole Davis, P&A Team Advocate, Bethany Schweer, MSW Intern  
and Kristy Caldwell, Volunteer**



### **Facility Information**

We Care Residential is located in Aiken County at 2370 Williston Road, Aiken, SC 29803-9100. Team arrived at the facility at 10:22 AM and exited the facility at 2:03 PM. The administrator, Shirley Williams, was present for the inspection. The facility is operated by We Care Residential Inc. There were six staff members present when Team arrived. The facility is licensed for 55 beds. The census was 49 with 46 residents being present on the day of Team's inspection. The DHEC license had an expiration date of August 31, 2016. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to South Aiken High School, 701 Pine Log Road, Aiken, SC 29803.

### **Overview of Visit**

During Team's visit we interviewed five residents; talked to residents and staff; reviewed eight resident records, medications and medication administration records; and toured the facility. Lunch consisted of macaroni and cheese, spinach, spam on bread, and water. A current menu was posted. Team conducted an exit interview with the administrator.

### **Report Summary**

The hot water temperatures in two bathrooms were 83° and 94°. Several emergency lights did not illuminate when tested. The crawl space was unsecured and contained shovels, tools and other miscellaneous items. Bedroom 23 contained a broken picture frame. Bedroom 5 contained a cleaning product. Also, when Team arrived Windex was sitting near the front door. Several residents reported not being treated with respect. One resident reported "Staff comes into the room at all hours of the night." Several residents

reported not being able to take a nap in their bed when they wanted. Team observed a staff member waking and scolding a resident for sleeping in the bed. Residents reported they have to get up at 3:30am every morning. One resident reported needing pants. Two residents reported needing a vision exam. Three residents reported needing a dental exam. One resident reported needing dentures. One resident reported needing a hearing aid. One resident reported needing soap. One resident had very long fingernails and wanted them trimmed. One resident reported needing a podiatrist exam. One resident reported needing a psychiatrist exam. The coat one resident wore was stained. One resident would like to purchase a cellphone. Resident D had a prescription for Proair HFA 90mcg inhaler, inhale two puffs four times daily as needed. The medication was not available. Resident H had a prescription for Tamsulosin HCL 0.4mg capsule, take one capsule by mouth ½ hour after every meal. The medication was not available. Resident H also had prescriptions for Acetaminophen 325mg tablet, take two tablets every four hours as needed; Ibuprofen 600mg tablet, take one tablet by mouth three times daily as need; and Ondansetron ODT 4mg tablet, take one tablet every eight hours as needed. The medications were not available. There was not a two day supply of perishable food present. Items in the refrigerator and freezer were not labeled. Items in the pantry had expiration dates of Dec 2014 and Dec 2015. Resident A's most recent semiannual care plan was dated 7/31/15. Resident A's most recent monthly observation note was completed 12/8/15. Resident B and Resident F did not have a written agreement with the facility available for review. Resident C and Resident D's individual care plans did not address whether the residents had advanced directives. Resident C's most recent monthly observation note was completed 12/9/15. Resident D's most recent monthly observation note was completed 12/7/15. Resident E did not have a completed written agreement with the facility; it only had the resident's name on the first page. Resident F's most recent semiannual care plan was dated 7/26/15. Resident G's most recent monthly observation note was completed 12/8/15. Resident H's most recent monthly observation note was completed 12/9/15. Resident A's most recent quarterly financial report was dated 3/16/15. Resident B's most recent quarterly financial report was dated 6/10/15. Resident C's most recent quarterly financial report was dated 3/16/15. Resident D's most recent quarterly financial report was dated 3/17/15. Resident F did not have a quarterly financial report available for review. Resident G did not have a personal funds ledger available. The water pressure on the water fountain was low. The shower in Bathroom 2 did not drain properly. On the floor of the bathroom, the connector strip by the door was loose. Also, the toilet lid was broken and missing pieces. The backyard contained broken chairs, several buckets, a broken satellite dish, broken furniture and wood panels. A wooden swing had exposed nails on the seat area. The flooring in several bathrooms was stained. The flooring in Bedroom 23 was torn.

### **Areas of Commendation**

- The facility was very home-like. It contained season-appropriate decorations, comfortable looking furniture, televisions, wall hangings, plants, fireplaces and a piano. The yard was nicely landscaped.
- Residents' rooms were personalized.
- A current recreation calendar was posted. Activities included calendar sharing, puzzles, coloring, bingo and exercising.
- There was a birthday board acknowledging residents.

- Residents enjoyed living at the facility. They reported “the people are friendly,” “the nurses are nice,” and “the food is really good.”
- A current electrical, HVAC and fire alarm inspection was available for review.
- A current TB risk assessment was available for review.
- Current First Aid/CPR training documentation was present. Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly, on different shifts.
- Residents were served a hefty portion during lunch.

## **Areas Needing Improvement**

### **Health/Safety**

- The hot water temperatures in two bathrooms were 83° and 94°.
- Several emergency lights did not illuminate when tested.
- The crawl space was unsecured and contained shovels, tools and other miscellaneous items.
- Bedroom 23 contained a broken picture frame.
- Bedroom 5 contained a cleaning product. Also, when Team arrived Windex was sitting near the front door. [Note: The Windex was removed during Team’s inspection.]

### **Supervision & Administrator**

- No concerns noted.

### **Residents’ Rights**

- Several residents reported not being treated with respect. One resident reported “Staff comes into the room at all hours of the night.”
- Several residents reported not being able to take a nap in their bed when they wanted. Team observed a staff member waking and scolding a resident for sleeping in the bed.
- Residents reported they have to get up at 3:30am every morning.

### **Recreation**

- Residents would like to do more in the community.

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

- One resident reported needing pants.
- Two residents reported needing a vision exam.
- Three residents reported needing a dental exam.
- One resident reported needing dentures.
- One resident reported needing a hearing aid.
- One resident reported needing soap.

- One resident had very long fingernails and wanted them trimmed.
- One resident reported needing a podiatrist exam.
- One resident reported needing a psychiatrist exam.
- The coat one resident wore was stained.
- One resident would like to purchase a cellphone.

### **Medication Storage and Administration**

- Resident D had a prescription for Proair HFA 90mcg inhaler, inhale two puffs four times daily as needed. The medication was not available.
- Resident H had a prescription for Tamsulosin HCL 0.4mg capsule, take one capsule by mouth ½ hour after every meal. The medication was not available.
- Resident H also had prescriptions for Acetaminophen 325mg tablet, take two tablets every four hours as needed; Ibuprofen 600mg tablet, take one tablet by mouth three times daily as need; and Ondansetron ODT 4mg tablet, take one tablet every eight hours as needed. The medications were not available. [Note: The administrator reported the resident does not use the items and contacted the pharmacy to have the items removed from the MAR. The pharmacy informed the administrator she would need a discontinue order before they could do so.]

### **Meals & Food Storage**

- There was not a two day supply of perishable food present. [Note: The administrator reported food is brought to the facility every Monday.]
- Items in the refrigerator and freezer were not labeled.
- Items in the pantry had expiration dates of Dec 2014 and Dec 2015. [Note: The administrator set the items aside to be thrown away.]

### **Resident Records**

- Resident A's most recent semiannual care plan was dated 7/31/15.
- Resident A's most recent monthly observation note was completed 12/8/15.
- Resident B and Resident F did not have a written agreement with the facility available for review.
- Resident C and Resident D's individual care plan did not address whether the residents had advanced directives.
- Resident C's most recent monthly observation note was completed 12/9/15.
- Resident D's most recent monthly observation note was completed 12/7/15.
- Resident E did not have a completed written agreement with the facility, it only had the resident's name on the first page.
- Resident F's most recent semiannual care plan was dated 7/26/15.
- Resident G's most recent monthly observation note was completed 12/8/15.
- Resident H's most recent monthly observation note was completed 12/9/15.

### **Resident Personal Needs Allowances**

- Resident A's most recent quarterly financial report was dated 3/16/15.
- Resident B's most recent quarterly financial report was dated 6/10/15.
- Resident C's most recent quarterly financial report was dated 3/16/15.
- Resident D's most recent quarterly financial report was dated 3/17/15.
- Resident F did not have a quarterly financial report available for review.
- Resident G did not have a personal funds ledger available. [Note: The administrator reported the resident's family managed the funding; she will ensure to have that documented in the resident's record.]

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted,

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

- The water pressure on the water fountain was low. [Note: Maintenance began working on the fountain immediately.]
- The shower in Bathroom 2 did not drain properly. On the floor of the bathroom, the connector strip by the door was loose. Also, the toilet lid was broken and missing pieces.
- The backyard contained broken chairs, several buckets, a broken satellite dish, broken furniture and wood panels. A wooden swing had exposed nails on the seat area.
- The flooring in several bathrooms was stained. The flooring in Bedroom 23 was torn.

### **Additional Recommendations**

- Four residents would like to move.
- Three residents 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.