

Team Advocacy Inspection for March 14, 2018
West End Retirement Center Inc.
Inspection conducted by Toni Etheridge, P&A Team Advocate,
and Monique Garvin, Volunteer



Photo Date 3-14-18

Facility Information

West End Retirement Center Inc. is located in Pickens County at 200 S. 5th Street, Easley, South Carolina 29640-2826. Team arrived at the facility at 11:00 AM and exited the facility at 2:55 PM. The administrator, Amber Owens, was present during the inspection. There were 6 staff members present when team arrived. The facility is licensed for 34 beds. The census was 24 with 19 residents present on the day of Team's inspection. The DHEC license had an expiration date of 8-31-18. The administrator's license had an expiration date of 6-30-18.

Overview of Visit

During Team's visit we interviewed six residents; talked to residents and staff; reviewed staff records, reviewed six residents' records, medication, and medication administration records, and toured the facility. Team observed lunch. Lunch was egg salad, vegetable soup, saltine crackers, lettuce, tomatoes, peach cups, tea and water. Team conducted an exit interview with staff. The facility had a written emergency plan to evacuate to Saint Andrew United Methodist Church at 309 Pelzer Highway, Easley, South Carolina, 29642.

Report Summary

In the kitchen, the hot water temperature tested at 118° and again at 117°, below the 120° required by DHEC. One staff member's TB tests were not available for review. The facility's annual TB risk assessment was not available for review. (Staff stated current TB

information had been provided on the DHEC website.) In the pantry, there were three cans of food that did not have a Best Used by Date on the cans. (Staff contacted the delivery company and left a message while Team was present.) In the bathroom near the game cabinet, there was no soap in the dispenser and the water in the sink drained slowly. Also, the shower head and the grab-bar were loose. Three residents did not know where to locate the emergency contact numbers. The piano's mirror had broken glass.

Three residents wanted to see the eye doctor. Two residents wanted to see a dentist. One resident wanted a discussion group to talk about resident concerns. One resident complained there should be a little more staff interaction with the residents. One resident wanted shampoo. Four residents would like to move to an independent setting.

Three residents complained about wanting to do more in the community. One resident wanted to exercise and go fishing. Two residents reported they spend their time napping, coloring, reading, watching television or volunteering to help out around the facility.

In the bathroom near the game cabinet, one of the assistive bathing benches was not sturdy. One resident's medication administration record was not initialed by staff at 8 AM on March 13, 2018. (Staff confirmed resident did receive the medication.) One resident's medication administration record was not initialed by staff at 8 AM on March 14, 2018. (Staff confirmed resident did receive the medication.) Two residents' medication administration records had been pre-initialed by staff for March 15, 2018. Team was at the facility on 3/14/18. (Staff confirmed, resident did not receive the medication.)

One resident's current Individual Care Plan dated 9-21-17, did not indicate if there was an advance directive. In the bathroom near the game cabinet, the commode seat was broken. In the kitchen, one emergency exit light bulb needed to be replaced. A few dining room chairs were not sturdy. Two storm screens were torn and needed to be replaced. The refrigerator in the dining room had visible rust stains that covered the door.

At the shed, the refrigerator had dust settled inside of the rubber rim sealing the door. The facility's back door handle (to the smoking area) was loose. In the television room, the ceiling fan blades needed to be dusted. The bathroom next to bedroom #11 and the bathroom near the television room were out of order. Repairs had been scheduled prior to Team's arrival. In the bathroom across from bedroom # 14, the baseboards needed to be reinforced. At the back exterior, one handrail was loose. The facility's gutters were filled with debris. The facility's front porch had wood planks that were not secured, and the concrete front steps showed significant signs of weathering and needed repairs.

Areas of Commendation

- The staff were polite and professional.
- The staff responded promptly to inspection requests.
- The facility's annual HVAC and fire alarm inspections were current.
- DHEC inspections were available for review.
- The facility's fire extinguishers had an annual inspection and was current.
- Fire drills were documented.
- The evacuation routes were posted.
- The facility had a secondary emergency plan for review.
- The Resident's Bill of Rights was posted.
- Staff members' in-service trainings were documented.
- Staff members' SLED background checks were documented.
- The facility was adequately furnished.
- The facility was free from strong offensive odors.
- The dining area had enough seats for the residents.
- The kitchen was organized.
- The laundry room chemicals were secured.
- The lunch menu was posted.
- There was an adequate amount of food available.
- There were enough trained staff members to meet the needs of the residents.
- There was one staff member responsible for recreational activities.
- All medications were kept in a secure location.
- Residents have access to a phone in a private location.
- Residents' personal funds ledgers were available for review.
- The facility's room temperatures were comfortable.
- The residents were able to access all living areas of the facility.
- The facility's activity calendar was posted.
- The facility's outdoor property was neat.
- Six residents liked living in the facility and felt safe.
- Six residents liked the food, the extra servings, and the snacks.
- Two residents did not want to move.
- Three residents knew where to locate the emergency contact numbers.

Areas Needing Improvement

Health/Safety

- In the kitchen, the hot water temperature tested at 118° and again at 117°, below the 120° required by DHEC°.
- One staff member's TB tests were not available for review.
- The facility's annual TB risk assessment was not available for review. (Staff stated current TB information had been provided on the DHEC website.)
- In the pantry, there were three cans of food that did not have a Best Used by Date on the cans. (Staff contacted the deliverer, and left a message while Team was present.)
- In the bathroom near the game cabinet, there was no soap in the dispenser and the water in the sink drained slowly. Also, the shower head and the grab-bar were loose.
- Three residents did not know where to locate the emergency contact numbers.
- The piano's mirror had broken glass.

Supervision & Administrator

- No concerns were noted.

Residents' Rights

- Three residents wanted to see the eye doctor.
- Two residents wanted to see a dentist.
- One resident wanted a discussion group to talk about resident concerns.
- One resident complained there should be a little more staff interaction with the residents.
- One resident wanted shampoo.
- Four residents would like to move to an independent setting.

Recreation

- Three residents complained about wanting to do more in the community.
- One resident wanted to exercise and go fishing.
- Two residents reported they spend their time napping, coloring, reading, watching television or volunteering to help out around the facility.

Residents' Activities of Daily Living (ADLs)

- In the bathroom near the game cabinet, one of the assistive bathing benches was not sturdy.

Medication Storage and Administration

- One resident's medication administration record was not initialed by staff at 8 AM on March 13, 2018. (Staff confirmed resident did receive the medication.)
- One resident's medication administration record was not initialed by staff at 8 AM on March 14, 2018. (Staff confirmed resident did receive the medication.)
- Two residents' medication administration records had been pre-initialed by staff for March 15, 2018, for an afternoon administration. Team was at the facility on 3/14/18. (Staff confirmed resident did not receive the medication.)

Meals & Food Storage

- No concerns were noted.

Resident Records

- One resident's current Individual Care Plan dated 9-21-17 did not indicate if there was an advance directive.

Resident Personal Needs Allowances

- No concerns were noted.

Appropriateness of Placement

- No concerns were noted.

Personnel Records

- No concerns were noted.

Housekeeping, Maintenance, Furnishings

- In the bathroom near the game cabinet, the commode seat was broken.
- In the kitchen, one emergency exit light bulb needed to be replaced.
- A few dining room chairs were not sturdy.
- Two storm screens were torn and needed to be replaced.
- The refrigerator in the dining room had visible rust stains that covered the door.
- At the shed, the refrigerator had dust settled inside of the rubber rim sealing the door.
- The facility's back door handle (to the smoking area) was loose.
- In the television room, the ceiling fan blades needed to be dusted.
- The bathroom next to bedroom #11 and the bathroom near the television room were out of order. Repairs had been scheduled prior to Team's arrival.
- In the bathroom across from bedroom # 14, the baseboards needed to be reinforced.
- At the back exterior, one handrail was loose.

- The facility's gutters were filled with debris.
- The facility's front porch had wood planks that were not secured, and the concrete front steps showed significant signs of weathering and needed repairs.

Additional Recommendations

- No additional recommendations.

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.