

Team Advocacy Inspection for June 22, 2017
Quality Care Residential Home
Inspection conducted by Nicole Davis, P&A Team Advocate, and Richard Thompson,
Volunteer



Facility Information

Quality Care Residential Home is located in Berkeley County at 107 Etling Avenue, Goose Creek, SC 29445-3001. Team arrived at the facility at 10:31 AM and exited the facility at 1:11 PM. The administrator, Vernell Dottery, was present for the inspection. The facility is operated by Quality Care Residential Home LLC. There were four staff members present when Team arrived. The facility is licensed for 29 beds. The census was 25 with 24 residents being present on the day of Team's inspection. The DHEC license had an expiration date of January 31, 2018. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Pee Dee Gardens, 3117 W. Palmetto Street, Florence, SC 20501.

Overview of Visit

During Team's visit we interviewed six residents; talked to residents and staff; reviewed six residents' records, medications and medication administration records; and toured the facility. Lunch was a substitution meal consisting of spaghetti, garlic bread, salad, sweet tea and cake. A substitution menu was posted. Team conducted an exit interview with the administrator.

Report Summary

Two residents reported needing vision exams. One resident reported needing a hearing exam. One resident reported needing a dental exam. One resident reported needing a wellness exam. Resident A and Resident E's most recent individual care plan did not address whether the residents had advanced directives or powers of attorney. Resident B did not have a signed service agreement available for review. Resident D's

most recent individual care plan did not address whether the resident had an advanced directive. Resident F's most recent individual care plan was not signed by the resident or a responsible party. The handrail in bathroom #4 was missing from the wall by the toilet. One resident would like a key and a lock for the bedroom door.

Areas of Commendation

- Resident rooms were organized. It was very homelike with wall hangings, plants and season appropriate decorations. There were several sitting areas inside and outside of the facility for residents to use. The yard was well maintained.
- A current activity calendar was posted. Activities included a birthday bash, table games, baking with Betty, hair dresser and bingo.
- A resident was celebrating her birthday on the day of Team's visit. The resident was able to choose the lunch meal for her birthday. Staff announced changes and delays to lunch on the speaker system. Residents reported everyone gets to celebrate their birthday this way.
- Residents reported recreational activities occurring at the facility.
- Residents and family members meet monthly to vote on an employee of the month.
- Staff was very helpful during the inspection.
- Residents appeared to have a good rapport with the staff.
- The facility was kept at a comfortable temperature.
- Water temperatures were in the appropriate range.
- There was an adequate supply of food present.
- DHEC inspections were available for review.
- A current TB risk assessment was available for review.
- Annual HVAC, electrical and fire alarm inspections were current.
- Current First Aid/CPR training documentation was present. SLED checks were completed.
- Prescribed medications were present and the MAR was accurately documented. The controlled substance log coincided with the amount of medication present.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly.
- Observation notes were current. Records were organized.

Areas Needing Improvement

Health/Safety

- No concerns noted.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- No concerns noted.

Recreation

- Residents would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- Two residents reported needing vision exams.
- One resident reported needing a hearing exam.
- One resident reported needing a dental exam.
- One resident reported needing a wellness exam.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- No concerns noted.

Resident Records

- Resident A and Resident E's most recent individual care plan did not address whether the residents had advanced directives or powers of attorney.
- Resident B did not have a signed service agreement available for review.
- Resident D's most recent individual care plan did not address whether the resident had an advanced directive.
- Resident F's most recent individual care plan was not signed by the resident or a responsible party.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- The handrail in bathroom #4 was missing from the wall by the toilet. [Note: The administrator reported maintenance was replacing a previously loose handrail.]

- One resident would like a key and a lock for the bedroom door.

Additional Recommendations

- One resident 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.