

## Team Advocacy Inspection for October 19, 2017

### Quiet Acres Retirement Home

Inspection conducted by Nicole Davis, P&A Team Advocate, and Michael Zuch, Volunteer



### **Facility Information**

Quiet Acres Retirement Home is located in Abbeville County at 2968 Old Douglas Mill Road, Hodges, SC 29653-8930. Team arrived at the facility at 10:51 AM and exited the facility at 12:57 PM. The administrator, Stephanie Mullins, was present at the beginning of the inspection. The facility is operated by Promises Kept Customer Service LLC. There were two staff members present when Team arrived. The facility is licensed for ten beds. The census was eight with seven residents present on the day of Team's inspection. The DHEC license had an expiration date of May 31, 2018. A current administrators license was posted. The facility had a written emergency plan to evacuate to Fairfield Baptist Church, 401 Fairfield Church Road, Abbeville, SC 29620.

### **Overview of Visit**

During Team's visit we interviewed three residents; talked to residents and staff; reviewed three residents' records, medications and medication administration records; and toured the facility. Lunch consisted of ham with raisin sauce, creamy au gratin potatoes, green beans, baked roll and a soft snicker doodle. A current menu was posted. Team conducted an exit interview with the staff.

### **Report Summary**

Cleaning supplies were stored in an unlocked, bathroom closet. One fire extinguisher had not been serviced since February 2016. One resident reported needing a hearing aid. One resident reported needing a hearing aid and eyeglasses. Resident A had prescriptions for Citalopram 20 mg tablet, take one tablet by mouth once a day; Pravastatin 80 mg tablet, take one tablet by mouth at bedtime; Ranitidine 150 mg tablet, take one tablet by mouth twice a day; Trazadone 150 mg tablet, take one tablet by mouth at bedtime; and

Vesicare 10 mg table, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 10/14/17 at 8PM for any of the medications. Resident A had a prescription for Naproxen 250 mg tablet, use as needed. The medication was not available. Resident B had prescriptions for Amlodipine 10 mg tablet, take one tablet by mouth every evening and Risperidone 0.5 mg tablet, take one tablet by mouth twice a day. The MAR had not been signed for administration on 10/14/17 at 8PM for any of the medications. Resident C had prescriptions for Atorvastatin 40 mg tablet, take one tablet by mouth at bedtime; Docusate SOD 100 mg capsule, take one capsule by mouth twice a day; Eliquis 5 mg tablet, take one tablet by mouth twice a day; Metformin 500 mg tablet, take one tablet by mouth twice a day; and Risperidone 2 mg tablet, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 10/12/17 or 10/14/17 at 8PM for any of the medications. Canned goods had best buy dates of May 2016. Resident C's most recent physical had the resident's diet listed as "regular". In contrast, the resident's most recent individual care plan had the diet listed as "low sodium, low sugar".

## **Areas of Commendation**

- The facility has a spacious yard. Resident rooms were clean.
- A current activity calendar was posted. Activities included bingo, pet therapy, music therapy and Halloween arts and crafts. Residents reported recreational activities occurring at the facility.
- Staff was very helpful during the inspection.
- A resident participated in pet therapy while Team was present and reported enjoying it.
- Residents appeared to have a good rapport with the staff.
- The facility was kept at a comfortable temperature.
- Water temperatures were within the appropriate ranges.
- 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 and fire alarm inspections were current.
- Current First Aid/CPR training was present. SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility. Fire drills were completed monthly.
- Observation notes were current, typed and very detailed.

## **Areas Needing Improvement**

### **Health/Safety**

- Cleaning supplies were stored in an unlocked, bathroom closet.
- One fire extinguisher had not been serviced since February 2016.

### **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)**

- One resident reported needing a hearing aid.
- One resident reported needing a hearing aid and eyeglasses.

### **Medication Storage and Administration**

- Resident A had prescriptions for Citalopram 20 mg tablet, take one tablet by mouth once a day; Pravastatin 80 mg tablet, take one tablet by mouth at bedtime; Ranitidine 150 mg tablet, take one tablet by mouth twice a day; Trazadone 150 mg tablet, take one tablet by mouth at bedtime; and Vesicare 10 mg table, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 10/14/17 at 8PM for any of the medications.
- Resident A had a prescription for Naproxen 250 mg tablet, use as needed. The medication was not available.
- Resident B had prescriptions for Amlodipine 10 mg tablet, take one tablet by mouth every evening and Risperidone 0.5 mg tablet, take one tablet by mouth twice a day. The MAR had not been signed for administration on 10/14/17 at 8PM for any of the medications.
- Resident C had prescriptions for Atorvastatin 40 mg tablet, take one tablet by mouth at bedtime; Docusate SOD 100 mg capsule, take one capsule by mouth twice a day; Eliquis 5 mg tablet, take one tablet by mouth twice a day; Metformin 500 mg tablet, take one tablet by mouth twice a day; and Risperidone 2 mg tablet, take one tablet by mouth at bedtime. The MAR had not been signed for administration on 10/12/17 or 10/14/17 at 8PM for any of the medications.

### **Meals & Food Storage**

- Canned goods had best buy dates of May 2016.

### **Resident Records**

- Resident C's most recent physical had the resident's diet listed as "regular". In contrast, the resident's most recent individual care plan had the diet listed as "low sodium, low sugar".

### **Resident Personal Needs Allowances**

- No concerns noted.

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted.

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

- No concerns noted.

### **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.