

Team Advocacy Inspection for May 23, 2018
Williams Community Care Home
Inspection conducted by Kristy Caldwell, P&A Team Advocate,
and Clarissa Guerrero, Volunteer

Facility Information

Williams Community Care Home is located in Richland County at 7705 Richard Street, Columbia, SC 29209-3733. Team arrived at the facility at 1:48 PM and exited the facility at 4:26 PM. The administrator, Charles Williams, was present for the inspection. The facility is operated by Charles A. Williams Sr. There were two staff members present when Team arrived. The facility is licensed for nine beds. The census was nine with seven residents being present on the day of Team's inspection. The DHEC license had an expiration date of November 30, 2018. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Davis Community Care Home, 2306 Heyward Brockington Road, 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. Team did not observe a meal. The posted menu had fish sticks, coleslaw, peas, and a choice of water or tea. Team conducted an exit interview with the administrator.

Report Summary

No HVAC inspection reports were available for review. A can of Raid bug spray was found on top of the washing machine in the hallway. Room #1 had a cracked window. Residents reported that the overhead light in Room #1 has "been out for months" and that "there is only a small lamp at night." Room #2 did not have a source of lighting, the light bulb was missing from the overhead light and no lamps were in the room. There was a hole in the ceiling of Room #3. One resident reported they could not come and go as they pleased. Residents shared dressers and closets. One resident reported not having privacy on the telephone. One resident reported not receiving snacks in between meals. One resident did not have at least seven outfits of seasonally appropriate clothing. The facility did not have at least seven days of nonperishable food available. Resident A's individual care plan was last updated on 11/3/17. Resident B and Resident C did not have photographs in their files. Resident B's and Resident C's most recent individual care plans did not indicate if the residents had advance directives or address the residents' dietary needs. Likewise, the most recent physical examinations for these residents did not address the residents' dietary needs. The facility did not have the Residents' quarterly financial reports available for review. One staff member's in-service training form did not include the dates when trainings were completed. This staff member also did not have current CPR or basic first aid training documentation available. The last medication management training was dated 4/16/17. The window blinds in Room #1 were

broken in places. A layer of dust had accumulated on the air vent in Room #1. The wallpaper in the bathroom of Room #2 was lifting from the wall and held in place by thumbtacks. The bathroom in Room #2 did not have a trash can. Several crumpled used paper towels were left on the sink.

Areas of Commendation

- The facility was homelike. There were several plants, wall hangings and a clean fish tank.
- Team observed a good rapport between residents and staff.
- Staff was very helpful during the inspection.
- Team observed residents coming and going as they pleased.
- The water temperatures were in the appropriate ranges.
- Prescribed medications were present and the MAR was accurately documented. The controlled substance log coincided with the amount of medication present.
- DHEC inspections were available for review.
- Fire extinguishers were monitored monthly.
- Residents enjoyed the food served.
- Emergency evacuation routes were posted throughout the facility.
- Fire drills were completed monthly.
- All necessary SLED background checks were completed.

Areas Needing Improvement

Health/Safety

- No HVAC inspection reports were available for review [Note: The administrator stated they would request a copy of the most recent inspection and fax to Team, as of 5/30/18 no documentation has been received].
- A can of Raid bug spray was found on top of the washing machine in the hallway.
- Room #1 had a cracked window.
- Residents reported that the overhead light in Room #1 has “been out for months” and that “there is only a small lamp at night.”
- Room #2 did not have a source of lighting, the light bulb was missing from the overhead light and no lamps were in the room [Note: The administrator reported the facility was in the process of switching out light fixtures and the work in this room would be completed that day].
- There was a hole in the ceiling of Room #3. [Note: Administrator reported the facility was in the process of switching out light fixtures.]

Supervision & Administrator

- No concerns noted.

Residents' Rights

- One resident reported they could not come and go as they pleased.
- Residents shared dressers and closets.
- One resident reported not having privacy on the telephone.
- One resident reported not receiving snacks in between meals.

Recreation

- One resident would like to do more in the community.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing shampoo.
- Two residents reported needing soap.
- Two residents reported needing eyeglasses.
- One resident reported needing to see their eye doctor and primary care doctor.
- One resident reported needing dentures. This resident also reported needing a dental exam and physical. [Note: Resident records showed that the resident had a physical within the last year.]
- One resident would like to see a dermatologist.
- One resident did not like their roommate and would like to switch rooms.
- One resident did not have at least seven outfits of seasonally appropriate clothing. This resident reported needing short-sleeved shirts.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- The facility did not have at least seven days of nonperishable food available.
- One item of nonperishable food had exceeded its 'best by' date.
- One item in the refrigerator was not labeled and dated appropriately. [Note: Staff corrected on site.]

Resident Records

- Resident A's individual care plan was last updated on 11/3/17.
- Resident B and Resident C did not have photographs in their files.
- Resident B's and Resident C's most recent individual care plans did not indicate if the residents had an advance directive or address the residents' dietary needs.
- Resident B's most recent physical examination was 11/1/17. The physical did not address the resident's dietary needs.
- Resident C's most recent physical examination was 11/24/18. The physical did not address the resident's dietary needs.

Resident Personal Needs Allowances

- The facility did not have the Residents' quarterly financial reports available for review.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- One staff member's in-service training form did not include the dates when trainings were completed. This staff member also did not have current CPR or basic first aid training documentation available. The last medication management training was dated 4/16/17. [Note: The administrator stated he would fax documentation that the staff is current on all their in-service trainings including medication management, basic first aid, and CPR. As of 5/30/18 no documentation has been received.]

Housekeeping, Maintenance, Furnishings

- The window blinds in Room #1 were broken in places.
- A layer of dust had accumulated on the air vent in Room #1.
- The wallpaper in the bathroom of Room #2 was lifting from the wall and held in place by thumbtacks. [Note: The administrator stated that the bathroom was being redone.]
- The bathroom in Room #2 did not have a trash can. Several crumpled used paper towels were left on the sink.
- There was a slight odor in Room #2.
- There was some clutter in the back area of the home from the ongoing renovations.

Additional Recommendations

- Two residents would like to move.
- 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.