

**P&A**

**PROTECTION & ADVOCACY  
FOR PEOPLE WITH DISABILITIES, INC.**

*The Protection & Advocacy System for South Carolina*

# TEAM ADVOCACY PROJECT

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**ANNUAL REPORT 2017-2018**

**August 6, 2018**

## **EXECUTIVE SUMMARY**

The Team Advocacy Project was created in response to repeatedly expressed concerns about the quality of resident living conditions in South Carolina Community Residential Care Facilities (CRCFs). Team Advocacy has successfully conducted over 1,611 unannounced inspections since the project started 32 years ago in 1986. The success of Team Advocacy would not have been possible without the dedication of trained volunteers who interview residents and assist the Team Advocate during inspections. P&A would like to take this opportunity to thank its funding sources and volunteers for their continuing support of the Team Advocacy Project. Together, we are advocating for improved quality of life for residents living in Community Residential Care Facilities in South Carolina.

### **GLOSSARY OF ACRONYMS**

Below is a brief legend of acronyms found throughout this report. Please refer to this to understand any abbreviated terms.

CRCF – Community Residential Care Facility  
DHEC – Department of Health and Environmental Control  
DMH – Department of Mental Health  
P&A - Protection & Advocacy for People with Disabilities, Inc.  
PAIMI - Protection & Advocacy for Individuals with Mental Illness

## **OVERVIEW OF TEAM ADVOCACY**

This report reflects the 2017-2018 Team Advocacy Project, specifically July 1, 2017 through June 30, 2018.<sup>1</sup> This year's inspections continued to focus on resident quality of life and the cleanliness and safety of the facilities. Team Advocacy members also assessed resident access to medical care, accessibility, transportation, adaptive equipment, medications, and monthly personal needs allowances.

The contract between DMH and P&A stipulated 72 CRCFs would be inspected during the 2017-2018 contract year. Team Advocacy generally focused inspections on facilities that had not been inspected in the last two years throughout South Carolina's 46 counties.

A written report of each inspection was completed and distributed to:

Administrator of each Facility  
South Carolina Attorney General's Office  
South Carolina Board of Long Term Health Care Administrators  
South Carolina Department of Disabilities and Special Needs  
South Carolina Department of Health and Environmental Control  
South Carolina Department of Health and Human Services  
South Carolina Department of Mental Health  
South Carolina Department of Social Services  
Long Term Care Ombudsman  
Mental Health America of South Carolina  
National Alliance on Mental Illness  
South Carolina Self-Help Association Regarding Emotions  
South Carolina Department of Veterans Affairs

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<sup>1</sup> This period of time reflects the contract year as designated in the Team Advocacy contract between P&A and SC DMH.

## **FACILITIES**

Team Advocacy conducted 72 inspections during the 2017-2018 contract year. Below is a list of the facilities inspected from July 1, 2017 to June 30, 2018:

Willie S II Residential Care Facility  
Miller's Place\*  
Cabading Homes #2  
Long's Residential Care Center  
CLS Care Home  
Ivory's Loving Care Residential Facility  
S&S Assistance Housing  
B&J Residential Care Facility  
Daltons CMC Residential Care Facility\*  
Oakview Boarding Home  
Joshua's Foundation\*

Stephanie's Residential Care Facility  
Pondview Residential Care Home #2  
Sherman Residential Care  
Quiet Acres Retirement Home\*  
Joy Community Care Home\*  
Generations of Monetta\*  
Emerald Resident Care Facility II  
Maria's Priority Care Home I\*  
Wright's Residential Care #2 A&B\*  
Golden Years  
Harmony House  
Anointed Residential Care\*  
Anointed Residential Care #2\*  
Cabading Homes #1\*  
Lemonaide House\*

Easy Living\*  
Divine Manor\*  
Gracelyn Residential Care Facility\*  
Beard's Residential Care Facility #3\*  
Rockhaven Community Care Home\*  
Serenity of Holly Hill\*  
Burgess Residential Care  
Community Residential Care Facility\*  
Good Samaritan Residential Care  
Tyler Restmore Home #2\*  
Palmetto Ridge Assisted Living & Memory Center\*  
Stokes Residential Care\*  
Dowdy's Community Care Home #2  
Mary's Residential Care Facility\*  
Laurens Estates  
Kiva Lodge  
Gregory's Community Care House #7 Craven House\*  
Palmetto Village of Chester\*

Joanne's Community Care Home II\*  
Briana's Residential Care Facility\*  
Brian's Residential Care II  
West End Retirement  
Countrywood\*  
Piedmont Pathways Community Residential Care Facility\*  
Dreamland Residential Care\*

Brook Pine Community Residential Care Facility\*  
Victorian House  
Passionate Care Community Center\*  
Turning Point Community Residential Care Facility  
Myers Residential Care Facility  
Myers Residential Care Facility II  
Dixon's Community Care Home  
Southern Heritage  
Greene's Residential Care Facility II  
JJ Residential Care  
Jolly Rest More  
L&B Care Home\*  
Country Comfort Community Home  
Rouse Community Care Home #3  
Williams Community Care Home  
Nichols Residential Care Facility  
Angelic's Place  
Gregory's Community Care Home #5 Malone House\*  
Alexander's Golden-Starr Community Care Home\*  
Davis Community Care Home  
Walters Brothers Residential Care Facility Inc.\*

\* Administrators at homes marked with an \* responded to the Team Advocacy inspection as of the writing of this report.

### **Counties with Facilities Inspected by Team Advocacy in 2017-2018**

Inspections were completed at facilities located in 23 of the 46 counties in South Carolina. These counties were:

Abbeville  
Aiken  
Allendale  
Berkeley  
Calhoun  
Charleston  
Chester  
Chesterfield

Darlington  
Fairfield  
Florence  
Greenville  
Kershaw  
Laurens  
Lee  
Lexington

Orangeburg  
Richland  
Saluda  
Spartanburg  
Sumter  
Williamsburg  
York

The smallest facility inspected was licensed for 5 residents; the largest was licensed for 106.

## **INSPECTION RESULTS**

- **35 (48%)** facility administrators submitted a letter of response to Team Advocacy. Letters included plans of correction in response to the concerns listed in the inspection reports and were shared with Team Advocacy report recipients.

## **RESIDENTS**

Records of 280 residents were reviewed and 266 residents were interviewed at the 72 facilities where inspections were conducted. Because of these record reviews and resident interviews, Team Advocacy found the following:

- **51 (19%) reported and were observed to need some type of clothing,** including shoes, pants, shirts, pajamas, socks, underwear, and a jacket or coat.
- **23 (9%) reported and were observed to need hygiene supplies,** including toothpaste, a toothbrush, deodorant, shampoo, soap, and mouthwash.
- **98 (37%) reported that they would like to move from their current CRCF,** including moving “back home,” to another CRCF or living independently.
- **68 (26%) reported needing equipment,** including eyeglasses, dentures, wheelchairs, walkers, canes, crutches, etc.
- **50 (19%) reported needing an eye exam.**
- **51 (19%) reported needing a dental exam.**
- **45 (17%) reported wanting to work.**
- **101 (38%) reported wanting to do more in the community.**

Residents commonly reported the following problems they encountered:

- Lack of privacy when using the telephone
- Limited freedom of movement in the facility and community
- Lack of second helpings available after meals
- Limited access to community activities (unless provided by a sponsoring agency)
- Limited activities at the facility
- Lack of spending money for personal items
- Lack of support and access to resources needed to move out of the facility
- Limited access to work opportunities.

## **VOLUNTEERS**

Volunteers are a vital part of the success of the Team Advocacy Project. Trained volunteers are required by law to comprise part of the “team” during an inspection.

Section 43-33-350(4) of the South Carolina Code of Law states:  
“Inspections must be completed by the system's staff and trained volunteers.”

This year eight new volunteers were recruited from all over the state of South Carolina. Team currently has 21 active volunteers.

## **SUPPORT**

P&A has received financial support for the Team Advocacy Project through a contract with DMH since 1994. Prior to this, the Project was funded through the South Carolina Joint Legislative Governor’s Committee on Mental Health and Mental Retardation.

During the 2017-2018 contract year, P&A received \$75,000 from DMH towards the cost of Team Advocacy.

## **FEEDBACK ABOUT TEAM ADVOCACY**

P&A conducted two feedback surveys at the end of the 2017-2018 contract year. One survey was sent to inspection volunteers who participated in Team Advocacy inspections in 2017-2018. The survey was created to understand the volunteers’ perspective of Team Advocacy inspections. These responses were collected anonymously to encourage full volunteer participation.

Another survey was sent to recipients of Team Advocacy reports representing 12 different organizations. This survey strived to collect general feedback about the reports and ideas or suggestions report recipients might have concerning the inspections.

### ***Volunteer Survey***

- **4%** of the volunteers responded.
- **100%** of the volunteer respondents agreed that inspecting assisted living facilities in South Carolina is meaningful and worthwhile work.
- **100%** of the respondents plan to continue to volunteer for Team Advocacy for as long as possible.
- Some volunteers stated they would like to spend all of their time during an inspection with the residents; while others would like to be more involved with all areas of the inspection. Volunteers also noted they felt that the walk through of the facility was also important.
- **100%** of the volunteer respondents felt they had a basic understanding of the laws that govern Team Advocacy.
- **100%** felt they had adequate training to successfully complete their volunteer work.

Below are some excerpts taken directly from volunteer response surveys:

*“I find the time spent very rewarding and extremely important. I feel my time is put to good use in working with the P&A Team.”*

*“Team Advocacy is doing important and meaning work.”*

### ***Report Recipient Survey***

- **2%** of the individual report recipients responded.
- **100%** of respondents stated they received Team Advocacy reports on a regular basis.
- **100%** of respondents stated they usually read the report.
- **100%** of respondents indicated they participate in some form of follow-up after receiving a Team Advocacy report noting serious concerns for residents.
- Respondents commented on the Team Advocacy reports stating the reports were very comprehensive and useful.

Below are some excerpts taken directly from report recipient responses to surveys:

*“The reports give insightful information that is valuable to the safety, health, and individual choice of the residents.”*

*“The reports provide a good overview of the day to day operation of the facility.”*

*“The highlighted areas of concern are helpful; it is also nice to see the positive comments.”*

## **CONCLUSION**

P&A believes that there is a continued need for the Team Advocacy Project to inspect the conditions of CRCFs in South Carolina. While conditions may have improved in the facilities over time, there continue to be residents who are not receiving the quality care to which they are entitled. In conjunction with other entities, Team Advocacy will continue to inspect CRCFs in an effort to keep vulnerable adults and people with disabilities free from abuse and neglect.