

Team Advocacy Inspection for August 16, 2018
First Choice Home Care Facility
Inspection conducted by Kristy Caldwell, P&A Team Advocate,
and Richard Thompson, Volunteer



Facility Information

First Choice Home Care Facility is located in Charleston County at 2003 Cosgrove Avenue, North Charleston, SC 29405-5702. Team arrived at the facility at 11:24 AM and exited the facility at 1:35 PM. The administrator was not present for the inspection. The facility is operated by Juanita Sanders. There was one staff member present when Team arrived. The facility is licensed for eight beds. The census was eight with seven residents being present on the day of Team's inspection. The DHEC license had an expiration date of October 31, 2018. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Stokes Residential Care, 2525 Saint Matthews Road, Orangeburg, SC 29118.

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 lunch. The posted menu was macaroni salad, green peas, pineapple and a choice of beverage. Staff stated a substitute meal of grilled cheese, ramen noodles, chocolate cupcake, and choice of beverage would be served. A substitute menu was not posted. Team conducted an exit interview with the staff.

Report Summary

The fire extinguishers were not monitored monthly; the last inspection check was January 2017. A fire drill had not been completed during the third shift in 2017 and 2018. The emergency lights by room #4 and the bathroom were inoperable. One of the handrails in the central hallway was loose. The water temperature in the kitchen was 103 degrees. The water temperature in the bathroom was 85 degrees. A current fire alarm inspection was not available for review. One resident reported they did not feel like they were treated with respect at the facility. Two residents reported they did not have access to all of their clothing. One resident stated that the majority of his clothing was being stored in the shed in the backyard. One resident reported that he did not get enough to eat and that seconds were not available. Resident B had a prescription for Atorvastatin 20 mg, take one tablet at bedtime; and Benztropine Mes 2 mg, take one tablet at bedtime. These medications were pre-signed for the 8 PM administration on 8/16/18. There were several items in both the refrigerator and freezer which had either exceeded their 'best by' dates or were not labeled. No resident photographs were present in resident files. No paper towels or bath tissue were present in the bathroom. The shower curtain in the bathroom appeared to have mold on the bottom of it. The shower had soap scum in areas. There was a strong urine smell in the bathroom. Two residents had sheets that had several stains on them, the stains appeared to be dried blood. Gnats were present and flying around the backdoor and bathroom areas.

Areas of Commendation

- The facility contained a television, wall hangings, a bookcase, plants and ceramics. Resident rooms were personalized.
- Team observed a good rapport between residents and staff.
- Residents reported always being treated with respect.
- Residents enjoyed the meals and portions they received.
- Team observed residents coming and going as they pleased.
- There was an adequate supply of food present.
- Individual care plans were current and updated as needed.
- A current HVAC inspection was available for review.
- A current TB risk assessment was available for review.
- Staff records contained current First Aid/CPR training. Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility.

Areas Needing Improvement

Health/Safety

- The fire extinguishers were not monitored monthly; the last inspection check was January 2017.

- A fire drill had not been completed during the third shift in 2017 and 2018.
- The emergency lights by room #4 and the bathroom were inoperable.
- One of the handrails in the central hallway was loose.
- The water temperature in the kitchen was 103 degrees.
- The water temperature in the bathroom was 85 degrees.

Supervision & Administrator

- A current fire alarm inspection was not available for review.

Residents' Rights

- One resident reported they did not feel like they were treated with respect at the facility [Note: The resident did not elaborate further].
- Two residents reported they did not have access to all of their clothing. One resident stated that the majority of his clothing was being stored in the shed in the backyard.
- One resident reported that he did not get enough to eat and that seconds were not available.

Recreation

- No concerns noted.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing laundry detergent. This resident also reported needing a leg brace.
- One resident reported needing toothpaste, soap, body wash, and shampoo.

Medication Storage and Administration

- Resident B had a prescription for Atorvastatin 20 mg, take one tablet at bedtime; and Benztropine Mes 2 mg, take one tablet at bedtime. The MAR for these medications was pre-signed for the 8 PM administration on 8/16/18.

Meals & Food Storage

- Several items in the refrigerator and freezer had exceeded their 'best by' dates.
- Several items in the refrigerator and freezer were not labeled.

Resident Records

- Resident B did not have an observation note for May 2018.
- No resident photographs were present in resident files.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- The bathroom did not have paper towels or bath tissue. [Note: Staff stated that residents must ask staff for these items before going to the restroom.]
- The shower curtain in the bathroom appeared to have mold on the bottom of it. The shower had soap scum in areas.
- There was a strong urine smell in the bathroom.
- Two residents had sheets that had several stains on them, the stains appeared to be dried blood.
- Gnats were present and flying around the backdoor and bathroom areas.

Additional Recommendations

- Two residents 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.