

**Team Advocacy Inspection for October 4, 2018**  
**Goose Creek Manor #2**  
**Inspection conducted by Kristy Caldwell, P&A Team Advocate,**  
**and Jessica Garrido, Volunteer**



### **Facility Information**

Goose Creek Manor #2 is located in Berkeley County at 104 Marilyn Street, Goose Creek, SC 29445-3104. Team arrived at the facility at 11:20 AM and exited the facility at 2:31 PM. The administrator was present for the inspection. The facility is operated by Star Capital Inc. There were seven staff members present when Team arrived. The facility is licensed for 36 beds. The census was 36 with 30 residents being present on the day of Team's inspection. The DHEC license had an expiration date of June 30, 2019. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Atria Forest Lake Assisted Living Facility, 4405 Forest Drive, Columbia, SC 29206.

### **Overview of Visit**

During Team's visit we interviewed six residents; talked to residents and staff; reviewed six resident records, medications and medication administration records; and toured the facility. Lunch consisted of pulled pork, cabbage, potatoes, carrots, applesauce and a choice of beverage. The meal served matched the meal described on the posted menu. Team conducted an exit interview with the administrator.

### **Report Summary**

Cleaning supplies were found in an unlocked cabinet inside the laundry room. The water temperature in the left hallway bathroom by the kitchen was 125.1 degrees. The water temperature in the right hallway bathroom was 123.3 degrees. The water temperature in the bathroom by the backdoor was 122.4 degrees. Acceptable ranges for bathroom water

temperatures are between 100-120 degrees. One resident reported they were not treated with respect by staff. This resident stated that staff was often rude to them. Two residents reported that the facility did not have any recreational activities. One resident reported needing dentures. This resident also reported needing a dental exam. Two residents reported needing eyeglasses. One of the residents also reported needing an eye exam. One resident reported needing a shower chair. One resident reported needing a hearing aid. Resident D's individual care plan did not address whether the resident had a power of attorney form on file. The closet door in bedroom #2 was jammed and would not open. The left handrail on the backdoor steps was loose.

### **Areas of Commendation**

- The facility contained several large sofas, a nice television, plants, a clean fish tank, reading material, videos and a piano.
- A current recreation calendar was posted. Activities included exercise, bingo, an ice cream party, walks and movies.
- Team observed a good rapport between residents and staff.
- Residents described the food as "good," "pretty good" and "delicious."
- There was an adequate supply of food present.
- The facility was clean and odorless.
- A current HVAC and fire alarm inspection were available for review.
- A current TB risk assessment was available for review.
- Records were very organized.
- The controlled substance count coincided with the amount of medication present.
- Staff records had current First Aid/CPR training. Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility.
- Fire drills were completed quarterly, on different shifts. The fire extinguishers were monitored monthly.

### **Areas Needing Improvement**

#### **Health/Safety**

- Cleaning supplies were found in an unlocked cabinet inside the laundry room.
- The water temperature in the left hallway bathroom by the kitchen was 125.1 degrees. [Note: Acceptable ranges for bathroom water temperatures are between 100-120 degrees.]
- The water temperature in the right hallway bathroom was 123.3 degrees. [Note: Acceptable ranges for bathroom water temperatures are between 100-120 degrees.]
- The water temperature in the bathroom by the backdoor was 122.4 degrees. [Note: Acceptable ranges for bathroom water temperatures are between 100-120 degrees.]

### **Supervision & Administrator**

- No concerns noted.

### **Residents' Rights**

- One resident reported they were not treated with respect by staff. This resident stated that staff was often rude to them.

### **Recreation**

- Two residents reported that the facility did not have any recreational activities.
- One resident would like to make jewelry for a recreational activity.
- Three residents would like more activities to be done in the community.

### **Residents' Activities of Daily Living (ADLs)**

- One resident reported needing dentures. This resident also reported needing a dental exam.
- Two residents reported needing eyeglasses. One of the residents also reported needing an eye exam.
- One resident reported needing a shower chair.
- One resident reported needing a hearing aid.

### **Medication Storage and Administration**

- No concerns noted.

### **Meals & Food Storage**

- No concerns noted.

### **Resident Records**

- Resident D's individual care plan did not address whether the resident had a power of attorney form on file. [Note: The administrator stated that it was an oversight and corrected the Resident's individual care plan during Team's visit.]

### **Resident Personal Needs Allowances**

- No concerns noted.

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted.

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

- The closet door in bedroom #2 was jammed and would not open.

- The bathroom on the right side of the entrance did not have toilet paper. [Note: Staff put toilet paper in the bathroom before Team left.]
- The left handrail on the backdoor steps was loose.

**Additional Recommendations**

- One resident 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.