

**Team Advocacy Inspection for January 15, 2019**  
**M&M Residential Care Home**  
**Inspection conducted by Kristy Caldwell, P&A Team Advocate,**  
**and Kristina Heleine, Volunteer**



### **Facility Information**

M&M Residential Care Home is located in Marion County at 408 Holiday Street, Marion, SC 29571-4416. Team arrived at the facility at 11:10 AM and exited the facility at 1:02 PM. The administrator, Tequila Gordon, was not present for the inspection but the owner, Sandy Burgess, was available via telephone. The facility is operated by Sandy Burgess. There was one staff member present when Team arrived. The facility is licensed for five beds. The census was four with three residents being present on the day of Team's inspection. The DHEC license had an expiration date of August 31, 2018. An administrator's license was not posted. The facility had a written emergency plan to evacuate to Marion High School, 1205 S. Main Street, Marion, SC 29571.

### **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. Team did not observe lunch. The posted meal consisted of vegetable soup, a ham sandwich and a drink. Team conducted an exit interview via email with the administrator and owner.

## **Report Summary**

By the backdoor there were exposed wires. An administrator's license was not posted. The posted facility license had an expiration date of 8/31/18. One resident reported not having privacy on the telephone. Two residents reported being locked out of the facility on occasion. One resident reported that he received a \$10 fine whenever he asks about his allowance. One resident reported that staff refuse to take him to the doctor or anger management classes. One resident reported that staff yells at residents. Two residents reported activities not occurring in the facility. Two residents reported they did not have bath towels and had to dry off with either a shirt or washcloth. Resident A was prescribed Hydroxyzine PAM 25 mg, take one tablet twice a day as needed. The medication was not available. Two residents reported meals were mostly provided through Meals-on-Wheels. One resident reported not getting enough to eat. Two residents reported seconds at meals being available "sometimes." Resident C's file photograph was dated 12/2014. Resident C's most recent observation note was dated 11/25/18. Resident C's most recent individual care plan did not indicate a diet. Resident A's personal funds ledger had not been signed by the resident since 10/3/18. In the back bedroom the window blinds were broken. The front porch railing was incredibly wobbly and part of the railing had broken off. There were several handrails in the hall that were loose. The bathroom shower and sink were dirty and stained. One of the shower grab bars was loose. Three broken chairs were on the front porch. A bra and other clothing items were on a chair in the front room.

## **Areas of Commendation**

- A current activity calendar was posted. Activities included board games, social hour, cards and bible study.
- The facility was kept at a comfortable temperature.
- The facility had two different types of fire extinguishers available; they were monitored monthly.
- Food was properly labeled.
- The observation notes were current.
- Fire drills were completed monthly.
- Annual HVAC and fire alarm inspections were available for review.
- Recent DHEC inspections were available for review.
- A current TB risk assessment was available for review.
- A current menu was posted.

## **Areas Needing Improvement**

### **Health/Safety**

- By the backdoor there were exposed wires [Note: Staff reported they were from a door bell that had been removed previously].

### **Supervision & Administrator**

- An administrator's license was not posted.
- The posted facility license had an expiration date of 8/31/18 [Note: The DHEC website showed a current license].

### **Residents' Rights**

- One resident reported not having privacy on the telephone.
- Two residents reported being locked out of the facility on occasion.
- One resident reported that he received a \$10 fine whenever he asks about his allowance.
- One resident reported that staff refuse to take him to the doctor or anger management classes.
- One resident reported that staff yells at residents [Note: Resident did not explain further].

### **Recreation**

- Two residents would like to do more in the community.
- Two residents reported activities not occurring in the facility; they would like to play board games.

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

- Two residents reported they did not have bath towels and had to dry off with either a shirt or washcloth.
- One resident reported needing a dental exam.
- One resident reported that his clothing "gets lost" when washed. He elaborated by saying "other residents will be wearing it [his clothing] and they [residents] say that staff gave it to them."

### **Medication Storage and Administration**

- Resident A was prescribed Hydroxyzine PAM 25 mg, take one tablet twice a day as needed. The medication was not available.

### **Meals & Food Storage**

- Two residents reported meals were mostly provided through Meals-on-Wheels.
- One resident reported not getting enough to eat. Two residents reported seconds at meals being available "sometimes."
- One resident reported meals were not served at the appropriate temperature and were often cold.

### **Resident Records**

- Resident C's file photograph was dated 12/2014 [Note: Photographs should be updated every two years].
- Resident C's most recent observation note was dated 11/25/18.
- Resident C's most recent individual care plan did not indicate a diet.

### **Resident Personal Needs Allowances**

- Resident A's personal funds ledger had not been signed by the resident since 10/3/18.

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted.

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

- In the back bedroom the window blinds were broken.
- The front porch railing was incredibly wobbly and part of the railing had broken off.
- There were several handrails in the hall that were loose.
- The bathroom shower and sink were dirty and stained.
- One of the shower grab bars was loose.
- Three broken chairs were on the front porch.
- A bra and other clothing items were on a chair in the front room.

### **Additional Recommendations**

- One resident reported wanting to work.
- One resident 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.