

**Team Advocacy Inspection for January 9, 2019**  
**Walters Residential Care**  
**Inspection conducted by Kristy Caldwell, P&A Team Advocate,**  
**Alysia Gustavsen, Volunteer and Lauren Smith, Volunteer**

**Facility Information**

Walters Residential Care is located in Richland County at 821 Duke Avenue, Columbia, SC 29203-5651. Team arrived at the facility at 9:30 AM and exited the facility at 12:15 PM. The administrator, Delores Johnson, was present for the inspection. The facility is operated by MIPD INC. Four staff members were present when team arrived. The facility is licensed for 35 beds. The census was 33 with 29 residents present on the day of Team's inspection. The DHEC license had an expiration date of March 31, 2019. An administrator's license was current and posted. The facility had a written emergency plan to evacuate to Westside Residential, 4112 Hertford Street, Columbia, SC 29203.

**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 was a substitution meal consisting of beef, potatoes, green beans, a roll and a choice of beverage. A substitution menu was posted. Team conducted an exit interview with the administrator.

**Report Summary**

The water temperature in the kitchen was 116 degrees. The water temperature in the bathroom of the building housing female residents was 66 degrees. One resident reported not having privacy on the telephone. One resident reported not feeling safe at the facility because they believe another resident stole personal items from them. Two residents reported needing eyeglasses. Two residents reported needing dentures. Three residents reported needing a dental exam. One resident reported needing an eye exam, foot exam, and gynecological exam. One resident did not have at least seven outfits of clothing (in-season). One resident reported seconds not always being available with meals. Resident B's most recent individual care plan had their diet listed as no added salt. In contrast, their most recent physical exam had regular. Resident C's most recent individual care plan had their diet listed as regular. In contrast, their most recent physical exam had regular/heart healthy. Resident E's most recent physical exam did not indicate their diet. Residents D and F did not have photographs in their resident files. Resident F's most recent individual care plan was dated 5/7/18. Two small cockroaches were found in the kitchen area of the building housing women.

## **Areas of Commendation**

- Residents reported being treated with respect.
- Staff was very helpful during the inspection.
- Team observed residents coming and going as they pleased.
- DHEC inspections were available for review.
- Annual HVAC and fire alarm inspections were current.
- The annual TB risk assessment was current.
- Current First Aid/CPR training documentation was present. Necessary SLED background checks were completed.
- Emergency evacuation routes were posted throughout the facility.
- Fire drills were completed monthly and on different shifts.
- Monthly observation notes were current.
- A current activity calendar was posted. Activities included bingo, movie night, card games, and light exercise.

## **Areas Needing Improvement**

### **Health/Safety**

- The water temperature in the kitchen was 116 degrees [Note: Kitchen water temperatures should be 120 degrees or higher].
- The water temperature in the bathroom of the building housing women was 66 degrees [Note: Bathroom water temperatures should be between 100-120 degrees].

### **Supervision & Administrator**

- No concerns noted.

### **Residents' Rights**

- One resident reported not having privacy on the telephone.
- One resident reported not feeling safe at the facility because they believe another resident stole personal items from them.

### **Recreation**

- Two residents would like to do more in the community.

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

- One resident reported needing deodorant.
- Two residents reported needing eyeglasses.
- Two residents reported needing dentures.
- Three residents reported needing a dental exam.
- One resident reported needing an eye exam, foot exam, and gynecological exam.
- One resident did not have at least seven outfits of clothing (in-season).

### **Medication Storage and Administration**

- No concerns noted.

### **Meals & Food Storage**

- One resident reported seconds not always being available with meals.

### **Resident Records**

- Resident B's most recent individual care plan had their diet listed as no added salt. In contrast, their most recent physical exam had regular.
- Resident C's most recent individual care plan had their diet listed as regular. In contrast, their most recent physical exam had regular/heart healthy.
- Resident E's most recent physical exam did not indicate their diet.
- Residents D and F did not have photographs in their resident files.
- Resident F's most recent individual care plan was dated 5/7/18 [Note: Individual care plans should be updated every six months].

### **Resident Personal Needs Allowances**

- No concerns noted.

### **Appropriateness of Placement**

- No concerns noted.

### **Personnel Records**

- No concerns noted.

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

- Two small cockroaches were found in the kitchen area of the building housing women.

### **Additional Recommendations**

- Four 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.