

Team Advocacy Inspection for January 30, 2019
Faith, Hope and Charity Retirement
Inspection conducted by Kristy Caldwell, P&A Team Advocate,
and Lauren Smith, MSW Intern

Facility Information

Faith, Hope and Charity Retirement is located in Anderson County at 101 Coe Street, Anderson, SC 29624. Team arrived at the facility at 11:55 AM and exited the facility at 2:00 PM. The administrator, Mary Sims Touchton, was not present for the inspection. The facility is operated by Mary Sims Touchton. There were two staff members present when Team arrived. The facility is licensed for 10 beds. The census was eight 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 Full Gospel Lighthouse Church, 1214 New Hope Road, Anderson SC 29264.

Overview of Visit

During Team's visit we interviewed two residents, talked to residents and staff; reviewed three residents' medication records and toured the facility. Team did not have access to any records during the inspection [Note: Some records were received by Team on 2/6/18]. Lunch had already been eaten when Team arrived. The posted lunch menu consisted of salmon patties, stewed potatoes, peas, carrots, biscuit and peach cobbler. Residents confirmed the posted menu matched what was served. Team conducted an exit interview with staff.

Report Summary

A current DHEC inspection was unavailable for review. A current fire alarm inspection was unavailable for review. Only the December 2018 fire drill was available for review. One residents reported no privacy when using the telephone. One resident reported that staff make her keep her toiletries in the bathroom for other residents to use as well. One resident reported not being treated with respect by staff. One resident reported not being able to come and go as she pleased. No activity calendar was posted in the facility. Insulin for a resident was found in a Ziploc bag in the refrigerator. 5 PM and 8 PM medications were prepared prior to Team's arrival. Resident C was prescribed Fluconazole 150 mg, take one tablet every 72 hours. The medication was not available. Resident C was prescribed Tramadol 50 mg, take one tab twice a day. The medication was not available. Several food items in the pantry and refrigerator needed to be labeled and dated. One resident reported seconds not being available with meals. Resident A's records were unavailable for review. Resident photographs were unavailable for review. Observation notes for Resident A and Resident B were unavailable

for review. Resident TB tests were unavailable for review. Resident B's most recent individual care plan had their diet as regular. In contrast, their most recent physical exam listed a diet of 1800 calories. Resident C did not have a current physical available for review. Resident C only had observation notes from October 2018-January 2019 available for review. Resident A's personal funds ledger and quarterly reports were unavailable for review. Resident C's personal funds ledger was only available for December 2018-January 2019. The only quarterly report available was for September-December 2018. Staff medication management training was unavailable for review. There was no toilet paper in either of the bathrooms. There were toiletries in the bathroom sink. There was no soap in the full bathroom.

Areas of Commendation

- Seasonal appropriate decorations were throughout the facility.
- Bedrooms were clean and comfortable. Residents had personal items in their rooms.
- Water temperatures were within the correct ranges.
- There was an adequate supply of food present.
- Emergency evacuation routes were posted throughout the facility.
- Residents reported enjoying the food at the facility.
- Residents reported feeling safe.
- The facility had a current TB risk assessment.
- Necessary SLED checks were completed. Staff have current CPR and First Aid training.

Areas Needing Improvement

Health/Safety

- A current DHEC inspection was unavailable for review.
- A current fire alarm inspection was unavailable for review.
- Only December 2018 fire drill was available for review.

Supervision & Administrator

- No concern noted.

Residents' Rights

- One resident reported no privacy when using the telephone.
- One resident reported that staff make her keep her toiletries in the bathroom for other residents to use as well.
- One resident reported not being treated with respect by staff.
- One resident reported not being able to come and go as she pleased.

Recreation

- Residents would like to do more in the community.
- No activity calendar was posted in the facility.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing dentures.
- One resident reported needing jeans.
- One resident reported needing tennis shoes and toiletry products.
- One resident reported needing dental, physical and gynecological exams.

Medication Storage and Administration

- Insulin for a resident was found in a Ziploc bag in the refrigerator.
- 5 PM and 8 PM medications were prepared prior to Team's arrival.
- Resident C was prescribed Fluconazole 150 mg, take one tablet every 72 hours. The medication was not available.
- Resident C was prescribed Tramadol 50 mg, take one tab twice a day. The medication was not available.

Meals & Food Storage

- Several food items in the pantry and refrigerator needed to be labeled and dated.
- One resident reported seconds not being available with meals.

Resident Records

- Resident A's records were unavailable for review.
- Resident photographs were unavailable for review.
- Observation notes for Resident A and Resident B were unavailable for review.
- Resident TB tests were unavailable for review
- Resident B's most recent individual care plan had their diet as regular. In contrast, their most recent physical exam had a diet of 1800 calories.
- Resident C did not have a current physical available for review.
- Resident C only had observation notes from October 2018-January 2019 available for review.

Resident Personal Needs Allowances

- Resident A's personal funds ledger and quarterly reports were unavailable for review.
- Resident C's personal funds ledger was only available for December 2018-January 2019. The only quarterly report available was for September-December 2018.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- Staff medication management training was unavailable for review.

Housekeeping, Maintenance, Furnishings

- There was no toilet paper in either of the bathrooms.
- There were toiletries in the bathroom sink.
- There was no soap in the full bathroom.

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.