

Team Advocacy Inspection for January 25, 2019
Palmetto Gardens
Inspection conducted by Kristy Caldwell, P&A Team Advocate and
Janette Chen-Rodriguez, Volunteer

Facility Information

Palmetto Gardens located in Newberry County at 425 S. Wheeler Avenue, Prosperity, SC 29127-9347. Team arrived at the facility at 10:00 AM and exited the facility at 12:48 PM. The administrator, Tiffany Peoples was present during the inspection. The facility is operated by Yvonne Harrison. There were four staff members present when Team arrived. The facility is licensed for 30 beds. The census was 25 with 23 residents being present on the day of Team's inspection. The DHEC license had an expiration date of 04/30/2019. The administrator's license was current and posted. The facility had a written emergency plan to evacuate to Lighthouse Residential Care Facility, 4033 Delree Street, West Columbia, SC 29170.

Overview of Visit

During Team's visit we interviewed six residents; talked to residents and the administrator; reviewed six residents' records, medication, and medication administration records; and toured the facility. A substitution menu of ham, beans, rice, vanilla pudding and water was posted. The served meal matched the posted menu. Team conducted an exit interview with the owner.

Report Summary

The emergency light above Room #6 did not illuminate when tested. The toilet seats in both women's restrooms were very loose. The women's restroom by Room #4 did not have a shower curtain. Both men's restrooms had beeping smoke detectors indicating that new batteries are needed. The fire extinguisher between Rooms #11 and #12 was missing its monthly inspection tag. One resident reported not being treated with respect by staff. One resident reported not being able to come and go as they pleased. One resident reported not having anyone to talk to if they had a problem. Unlocked medication was found in a kitchen cabinet and in the refrigerator. The facility did not have seven days of non-perishable foods available when Team arrived. Resident A's most recent individual care plan had their diet as diabetic. In contrast, their most recent physical had a "heart healthy" diet listed. Resident C's most recent individual care plan had their diet as regular. In contrast, their most recent physical had a heart healthy diet listed. Resident D's most recent individual care plan had their diet as regular. In contrast, their most recent physical had a low sodium diet listed. Resident D's most recent physical exam was dated 12/18/17. Resident B's personal funds ledger was last updated 8/9/18, the resident had not signed the ledger since 5/9/18. Quarterly reports for July-September 2018 and October-December 2018 were also missing. One resident had questions about their allowance and would like staff to explain their charges and financial situation. The women's restroom by Room #4 had toiletries stored under the sink. In the hallway by the men's restrooms there was a loose handrail. In the first men's bathroom the baseboard was separating from the wall by the toilet.

Areas of Commendation

- The facility was home-like with multiple sitting spaces and pictures on the wall.
- The facility had a spacious yard with a sitting area.
- Team observed a good rapport between staff and residents.
- The facility was kept at a comfortable temperature.
- Residents had access to a private phone.
- All prescribed medications were present and the MAR was properly documented. The controlled substance log coincided with the amount of medication present.
- The facility had two types of fire extinguishers available.
- Fire drills were conducted monthly.
- A current TB risk assessment was available for review.
- Annual HVAC and fire alarm inspections were available for review.

Areas Needing Improvement

Health/Safety

- The emergency light above Room #6 did not illuminate when tested.
- The toilet seats in both women's restrooms were very loose.
- The women's restroom by Room #4 did not have a shower curtain.
- Both men's restrooms had beeping smoke detectors indicating that new batteries are needed.
- The fire extinguisher between Rooms #11 and #12 was missing its monthly inspection tag.

Supervision & Administrator

- No concerns noted

Residents' Rights

- One resident reported not being treated with respect by staff [Note: The resident did not elaborate further.]
- One resident reported not being able to come and go as they pleased.
- One resident reported not having anyone to talk to if they had a problem.

Recreation

- Three residents would like to do more in the community.
- One resident would like to go to the library.

Residents' Activities of Daily Living (ADLs)

- One resident reported needing dentures.
- Two residents reported needing a dental exam.

- Two residents reported needing a vision exam.
- One resident reported they cannot always wear clean clothes (free of stains or holes).
- One resident had a strong body odor. This resident also wore stained clothing and two tears in them.

Medication Storage and Administration

- Unlocked medication was found in a kitchen cabinet and in the refrigerator.

Meals & Food Storage

- The facility did not have seven days of non-perishable foods available when Team arrived.
- Three items in the pantry had exceeded their best-by dates.
- One resident reported that food was sometimes not served at correct temperatures.
- One resident reported they only get water with meals. The resident would like more variety.

Resident Records

- Resident A's most recent individual care plan had their diet as diabetic. In contrast, their most recent physical had a heart healthy diet listed. [Note: The forms were corrected during Team's visit and now match and indicate the correct diet needed.]
- Resident C's most recent individual care plan had their diet as regular. In contrast, their most recent physical had a heart healthy diet listed. [Note: The forms were corrected during Team's visit and now match and indicate the correct diet needed.]
- Resident D's most recent individual care plan had their diet as regular. In contrast, their most recent physical had a low sodium diet listed. [Note: The forms were corrected during Team's visit and now match and indicate the correct diet needed.]
- Resident D's most recent physical exam was dated 12/18/17.

Resident Personal Needs Allowances

- Resident B's personal funds ledger was last updated 8/9/18, the resident had not signed the ledger since 5/9/18. Quarterly reports for July-September 2018 and October-December 2018 were also missing. [Note: The owner and resident completed the monthly funds ledger and quarterly reports during Team's visit. The resident confirmed they had received their allowance during the undocumented months.]
- One resident had questions about their allowance and would like staff to explain their charges and financial situation.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- The women's restroom by Room #4 had toiletries stored under the sink.
- In the hallway by the men's restrooms, there was a loose handrail.
- In the first men's bathroom the baseboard was separating from the wall by the toilet.

Additional Recommendations

- Three residents reported a desire 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.