

**Team Advocacy Inspection for March 7, 2019
Bishopville Manor**

**Team Advocacy Inspection conducted by Kristy Caldwell, P&A Team Advocate,
Alysia Gustavsen, Volunteer and Lauren Smith, Volunteer**



Facility Information

Bishopville Manor is located in Lee County at 2279 Hwy 15 N, Bishopville, SC 29010-7101. Team entered the facility at 10:00 AM and exited the facility at 1:16 PM. The administrator, Ida Golden, was present during the inspection. The facility is operated by Bishopville Manor Inc. The administrator and staff assisted Team with information and documentation needed for the inspection. Seven staff members were present when Team arrived. The facility was licensed for 44 beds. There were 42 residents living in the facility on the day of Team's inspection. The DHEC license had an expiration of 6/30/19. The administrator's license was current and posted. The facility had a written emergency plan to evacuate to Carriage House of Hartsville, 1131 East Home Avenue, Hartsville, SC 29550.

Report Summary

The emergency light in the hallway by Room #8-15 did not illuminate when tested. The water temperature in bathroom of Room #7 was 131 degrees. The most recent HVAC inspection was dated 3/1/18. One resident reported they do not have privacy on the telephone. One resident reported not being treated with respect by staff. Two residents reported not being able to come and go as they pleased. Two residents reported wanting to change rooms because they did not get along with their roommate. One resident reported needing eyeglasses and dentures. Another resident reported needing a shower chair and two residents reported needing a wheelchair. Several items in the freezer were not labeled and dated. One resident reported they did not get enough to eat and that seconds were not always available with meals. Resident A's individual care plan was last updated on 9/1/18. Resident A's most recent physical exam was dated 3/3/18. Several residents did not have a progress note for February 2019. Resident G did not have a progress note for January and February 2019. Resident E and Resident H needed updated resident photographs for their file. Resident E's most recent physical exam was dated 2/6/18. The door to Room #2 was broken. Miscellaneous cardboard, poles, and furniture were in the backyard.

Overview of Visit

During Team's visit we interviewed six residents and reviewed eight residents' records, medications, and MARs; talked to the administrator and staff; and toured the facility. Team also observed lunch. The posted menu was chicken parmesan, pasta, Tuscan bread, mixed vegetables, garlic bread, frosted cake and a choice of beverage. The meal served was meatloaf, mashed potatoes and gravy, green beans and tea or water. A substitution menu was not posted. Team conducted an exit interview with the administrator.

Areas of Commendation

- The facility was very home-like. It contained season-appropriate decorations, comfortable looking furniture, a television, wall hangings, a fish tank and a basketball goal.
- A current recreation calendar was posted. Activities included checkers, popcorn toss, coloring, birthday party and reading club.
- There was a birthday board acknowledging residents.
- Team observed a good rapport between residents and staff.
- There was an adequate supply of food present.
- A current fire alarm inspection was available for review.
- A current TB risk assessment was available for review.
- Current First Aid/CPR training was present.
- Necessary SLED checks were completed.
- Emergency evacuation routes were posted throughout the facility.
- Fire drills were completed monthly, on different shifts.
- Records reviewed were very organized.
- Residents were served a balanced meal and had time to eat their meal safely. Diabetic diets were posted in the kitchen with seven names listed. Salt and pepper were available at the tables.

Areas Needing Improvement

Health/Safety

- The emergency light in the hallway by Room #8-15 did not illuminate when tested.
- The water temperature in the bathroom of Room #7 was 131 degrees.
- The most recent HVAC inspection was dated 3/1/18.

Supervision & Administrator

- No concerns noted.

Residents' Rights

- One resident reported they do not have privacy on the telephone.
- One resident reported not being treated with respect from staff.
- Two residents reported not being able to come and go as they pleased.
- Two residents reported wanting to change rooms because they did not get along with their roommate.

Recreation

- Three residents reported wanting to do more in the community. One resident would like to have dancing and listening to music added to the facility's recreational activities.

Activities of Daily Living

- One resident reported needing body wash and aftershave. One resident reported needing a coat.
- One resident reported needing eyeglasses and dentures. Another resident reported needing a shower chair and two residents reported needing a wheelchair.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- Several items in the freezer were not labeled and dated.
- One resident reported they did not get enough to eat and that seconds were not always available with meals.

Resident Records

- Resident A's individual care plan was last updated on 9/1/18. Resident A's most recent physical exam was dated 3/3/18.
- Several residents did not have a progress note for February 2019. Resident G did not have a progress note for January and February 2019.
- Resident E and Resident H needed updated resident photographs for their file.
- Resident E's most recent physical exam was dated 2/6/18.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- The door to Room #2 was broken.
- Miscellaneous cardboard, poles, and furniture were in the backyard.

Additional Recommendations

- Two residents would like to work.
- Three 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.