

Team Advocacy Inspection

Date: 4-02-2024

Location: BELL'S PROFESSIONAL RESIDENTIAL HOME CARE

Conducted by: Alicia Kearse, DRSC Team Advocate



Facility Information

BELL'S Professional Residential Home Care, located at 1910 Dalton St., North Charleston, SC 29406-3961, is licensed for 20 beds. At the time of the visit, it housed 17 residents. The facility's DHEC license, posted and current, is set to expire on 05/31/24. The Administrator's license, also posted, belongs to Troy Bell and is valid until 06/30/24. However, the facility's current written emergency plan was not available for review during the inspection. An exit interview was conducted with the staff.

Overview of Visit

Visit Details: during the visit, the team conducted interviews with three residents, one resident was off-site, and additional residents spoke with the team while on-site. Medications were reviewed, and the medication administration record was checked. The facility was toured, and staff members were interviewed. The posted menu for the day included chicken nuggets, onion rings, Jello, and a drink. However, the served meal consisted of chicken nuggets and tater-tots. The team observed the lunch service.

Report Summary

For resident **A's** medication, Levetiracetam 1000 MG Oral Tablet (taken every 12 hrs. at 8 am and 8 pm), resident had only one tablet remaining per review of medication. Per staff, medication was re-ordered, and the scheduled arrival was today at 6/7 pm. The facility's EMAR system noted discrepancies the staff could not explain for resident B's medication. Resident's Memantine HCL 10 MG medication noted a checkmark and an X right below it for resident's 8 pm medication time. Staff could not verify if the resident received medication or if EMAR was signed in advance as another staff member works the PM shift. For resident **C's** medication, Haloperidol 5 MG (per medication package, resident is to take one tab nightly at bedtime) was not on EMAR, and there was no current documentation of the doctor's order onsite. There was no documentation of whether the resident had been receiving medication or when the last dose was given; staff stated that they were unaware that the resident had received medication. Resident **A's** Current Physical Exam and Personal Funds Ledger were unavailable for onsite review. Resident **B's** Current Physical Exam and Personal Funds Ledger were unavailable for onsite review. Resident **C's** current physical and personal funds ledger and care plan were unavailable for onsite review. There were blood stains embedded in the ice from meat improperly stored in the freezer, and numerous bags of beef and improperly stored frozen items were discarded while Advocate was onsite. The most recent DHEC Inspection was not available for review onsite. The most recent HVAC Inspection was not available for review onsite. The most recent sprinkler inspection was not available for review onsite. The Annual TB Risk Assessment and current emergency evacuation Plan were unavailable for onsite review. One resident reported that others were locked out of the facility or in certain rooms. One resident reported not being treated with respect by staff and administration. One resident reports the food is terrible and reports that the food is like "kid's meals." A resident reported that the food served mainly was hotdogs, sandwiches, and chicken. One resident reported not getting enough food. One resident reported getting seconds if the facility had enough. One resident reports food being served cold at times. The floor is weak at the facility entryway and needs to be stabilized. The temperature could not be checked in the facility's sitting area; the thermostat was locked and covered, and there was a note stating not to touch it (T. Bell 6-25-22).

Areas of Commendation

- Staff were available during the inspection.
- The facility had a large yard for the residents.
- The facility had a spacious indoor sitting area for residents with a TV and chairs.
- A current activities calendar was posted, which included Game Day, Social Hour, Bingo, and Sit and Tone.

Areas Needing Improvement

Health/Safety

- The freezer: blood stains embedded in the ice from meat improperly stored in the freezer; numerous bags of beef and improperly stored frozen items were discarded. Whale Advocate was onsite.

Supervision & Administrator

- Most Recent DHEC Inspection was not available for review onsite.
Requested: Not Received.
- Most Recent HVAC Inspection was not available for review onsite.
Requested: Not Received
- Most Recent Sprinkler Inspection was not available for review onsite.
Requested: Not Received
- Annual TB Risk Assessment was not available for review at the site.
Requested: Not Received
- The Current Emergency Evacuation Plan was not available for review onsite.
Requested: Not Received.

Residents' Rights

- One resident reported that others were locked out of the facility or in certain rooms. No additional information was provided.
- One resident reported not being treated with respect by staff and administration. No additional information was provided.

Recreation

- One resident reported wanting to do more in the community.

Residents' Activities of Daily Living (ADLs)

- One resident reported wanting to move.
- One resident report has no privacy.

Medication Storage and Administration

- For resident **A's** medication, Levetiracetam 1000 MG Oral Tablet (taken every 12 hrs. at 8am and 8 pm) resident, per review or medication, resident had only one tablet remaining. Per staff, medication was re-ordered, and the scheduled arrival was today at 6/7 pm.

- For resident **B's** medication, the facility's EMAR system noted discrepancies that staff were not able to explain. The Memantine HCL, 10 MG medication, noted a checkmark and an X right below it for the resident's 8 p.m. medication time. Staff could not verify if the resident received medication in advance or if the EMAR was signed in advance as another staff member works the PM shift.
- For resident **C's** medication, Haloperidol 5 MG (per the medication package, the resident is to take one tab nightly at bedtime) was not on EMAR, and there was no current documentation of the doctor's order onsite for the medication. There was also no documentation of whether the resident had been receiving medication or when the last dose was given; staff stated being unaware if the resident received medication.

Meals & Food Storage

- See below photo of lunch.



- One resident reports the food is terrible. Reports food is like "kid's meals." A resident reported that the food served mainly was hotdogs, sandwiches, and chicken.
- One resident reported not getting enough food.
- One resident reported getting seconds if the facility has enough.
- One resident reported food being served cold at times.

Resident Records

- Resident **A's** Current Physical Exam was not available for review onsite. **Requested Not Received.**
- Resident **Bs** Current Physical Exam was not available for review onsite. **Requested Not Received.**
- Resident **C's** Current Physical was not available for review onsite. **Requested Not Received**
- Resident **C's** Current care plan is incomplete and needs an update. **Requested: Not Received.**

Resident Personal Needs Allowances

- Resident **A's** Personal Funds Ledger was not available for review onsite. **Requested: Not Received.**
- Resident **B's** Personal Funds Ledger was not available for review onsite. **Requested: Not Received.**

- Resident **C's** Personal Funds Ledger was not available for review onsite.
Requested: Not Received.

Appropriateness of Placement

- No concerns noted.

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- The floor at the facility entryway is weak and needs to be stabilized.
- The temperature could not be checked in the facility's sitting area; the thermostat was locked and covered, with a note stating not to touch it (T. Bell 6-25-22).

Additional Recommendations

- Advocate advised cleaning/defrosting of deep freezers. Photos received of cleaned freezers.

Please Note: Residents listed in the report are assigned random gender identification. This is to make the report easier to read. However, the gender does not identify the individuals in the report.

Disability Rights South Carolina

The Protection and Advocacy System for South Carolina
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