DISABILITY RIGHTS
SOUTH CAROLINA

Team Advocacy Inspection

Date: May 7, 2026
Location: Emerald Residential Care Facility I
Conducted by: Sharon Reese, DRSC Team Advocate

Facility Information

Emerald Residential Care Facility I is located at 2244 Browntown Road, Bishopville, SC 29010-9664 (Lee County). The facility is licensed for five. The census was five, with all residents at home. The administrator was not present, but on-site staff assisted the team advocate. The DPH license was posted and current, with an expiration date of March 1, 2027. The administrator license was posted with an expiration date of June 30, 2026, and the listed administrator is Daisy Pollard. In the event of an emergency, the facility will be evacuated to Bishopville Manor, located at 2779 Highway 15 N, Bishopville, SC 29010-7101. The team advocate conducted an exit interview with the lead staff.

Overview of Visit

During the visit, the advocate conducted a walk-through of the site, interviewed three residents, and reviewed the residents' documentation. The advocate also reviewed the medication administration records. The advocate observed the listed lunch, which consisted of a hot dog with chili, French fries, Jell-O, and a beverage of punch. Both a substitute menu and a diabetic menu were posted. The storage area was organized, with ample perishable and non-perishable foods.

Report Summary

The kitchen water met the appropriate temperature. The kitchen was clean and organized, and both a substitute and a diabetic menu were displayed. Throughout the visit, all restrooms were clean, and water temperatures were within the appropriate ranges. Throughout the inspection, staff were observed cleaning and engaging with residents. The dining room was large enough for residents to dine at one time. The den area was clean and tastefully decorated. All bedrooms were clean and organized. Resident A informed the advocate that when other residents exhibit behaviors, they sometimes feel unsafe. However, the resident stated they go to their room until staff can de-escalate the situation. All residents stated that the food is good. The facility's exterior was peaceful, and the yard was well maintained. The front screen door, which was unable to close, was taken down during the inspection and replaced. Medication records were accurate.

Areas of Commendation

- The entire facility was clean, well-lit, and smelled fresh throughout.
- The kitchen was clean and organized.
- The bedrooms were clean, nicely decorated, clutter-free and sized appropriately for the residents in each room.
- The exterior of the facility was spacious and peaceful.
- The May calendar listed various activities such as: Morning chat, family contact, Flea market visit, movie night, facility outing, Root beer float.
- All residents bragged about going to outings in the community.
- The staff were engaged with residents.

Areas of Needed Improvement

Health/Safety

- No concerns noted.

Supervision & Administration

- No concerns noted

Residents' Activities of Daily Living (ADLs)

- No concerns noted.

Medication Storage and Administration

- No concerns noted.

Meals & Food Storage

- No noted concerns noted.

Resident Records

- No concerns noted.

Resident Personal Needs Allowances

- No concerns noted.

Appropriateness of Placement

- No concerns noted

Personnel Records

- No concerns noted.

Housekeeping, Maintenance, Furnishings

- No concerns noted.

Additional Recommendations.

- None

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.

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