

## **Team Advocacy Inspection**

Date: October 16, 2024

Location: Divine Manor Assisted Living Center

Conducted by: Alicia Kearse, DRSC Team Advocate



## **Facility Information**

Divine Manor Assisted Living Center is located at 2210 Oak Pond Rd. Rock Hill, SC 29730-7958 in York County. The facility is licensed for 32 beds. During the visit, the facility had 25 residents. The posted DHEC license was current and set to expire on July 31, 2025. The posted Administrator's license was current, and the Administrator is listed as Doris Afam. The Administrator license will expire on June 30, 2025. The written emergency plan was current and available. In the event of an emergency, the facility will evacuate to Divine Health Academy College of Health Sciences located at 5633 Monroe Rd. Charlotte NC 28212. An exit interview was conducted with the Administrator.

## **Overview of Visit**

During the visit, residents were interviewed, and the Medication Administration Record (MAR) were reviewed. The posted menu included: pizza, salad and a fruit cup. The menu served included: spaghetti, salad, and garlic bread. There was no substitution menu posted, and the Team observed lunch. Listed below is a photo of the lunch served (Meal/Food Storage Section).

## Report Summary

The facility's water temperature was 122.8 degrees. Throughout the facility, there was no evacuation routes posted. The current DHEC license was not available for review. The annual fire alarm inspection was not available for review. The annual HVAC inspection was not available for review. The annual sprinkler inspection was not available for review. The current TB risk assessment was not available for review. Quarterly fire drills were not completed and were not available for review. For medication errors, please see the medication storage and administration section. Resident A, B, C, D E and F's updated physical exam was not available for review. Resident A, B, C, D E and F's updated care plan were not available for review. Resident A, B, C, D E and F's personal funds ledger/quarterly report was not available for review. The Team requested the current CPR/First Aid Card for the staff (U.D). Outside of the facility's entrance, there were several spider webs and spiders that needed to be removed.

### Areas of Commendation

- Staff were available during the inspection.
- The facility had several areas with seating for residents.
- The facility had a large well-maintained lawn with shade trees.
- The facility's sitting areas included wall-art, a television, and sitting chairs for the residents.
- A current activities calendar was not posted.

### Areas Needing Improvement

#### Health/Safety

- Throughout the facility, evacuation routes were not posted. The staff advised they would post the information.

#### Supervision & Administrator

- The current DHEC license was not available for review. Requested Received.
- The fire alarm inspection was not available for review. Requested Received.
- The HVAC inspection was not available for review. Requested Received.
- The sprinkler inspection was not available for review. Requested Received.
- The current TB risk assessment was not available for review. Requested: Received.
- Quarterly fire drills were not completed and were not available for review. Requested: Received

#### Residents' Rights

- No concerns noted.

#### Recreation

- No concerns noted.

## Medication Storage and Administration

- Per Resident A MAR, the team found there was no staff signature present to confirm medication was given for numerous dates. There were no staff signatures present for Resident A 8am dose of Amlodipine Besylate 10 Mg Tab, for the following dates: October 4th, 5th, 6th 10th and 14<sup>th</sup>. There were no staff signatures present on October 3rd through the 16th for the am dose and October 1st through the 15th for the pm dose of Benztropine Mes 0.5 Mg tab (for Benztropine Mes 0.5 Mg tab per staff medication had been DC' d). There was no D/C order onsite, and staff documented that Resident A received the medication for two days. There was no staff signature for the Resident A 8pm dose of Divalproex Sod Dr 250 Mg Tab (October 1st through October 12th and 14 and 15<sup>th</sup>). There was no staff signature present for the Resident's 5pm dose of Famotidine 20 Mg Tab for October 1st through October 15th. There were no staff signature for the Resident's 8am dose for the following medications: Hydrochlorothiazide 12.5 Mg Cap, Levothyroxine 50 Mcg Tabs, Venlafaxine Hcl Er 150 Mg Cap, and Vitamin D3 2000 Unit Softgel (October 4th 5th, 6th, 10th, and 14<sup>th</sup>). There were no staff signatures for Resident A 8pm dose of Risperidone 4 Mg Tab for October 1st through 12th and October 14th and 15th. Resident A medication Senna-s (two tabs 2x daily) was not onsite however the staff documented that the resident received the medication on the following dates: October 1st through the 3<sup>rd</sup>, Oct 7th through 9th, Oct 11th through 13th and Oct 15<sup>th</sup> through 16<sup>th</sup>. A staff signature was present for the pm dose on October 13th. Resident A medication Albuterol Sulfate HFA 90 MCG Inhaler was not onsite (per staff medication has been DC' d) D/C order was not onsite, and medication was active on MAR, staff will send D/C order. Resident A Diclofenac Sodium 1% Gel was onsite for review. Resident A PRN medications Mucus-Chest Cong 200 mg/10MI and Ondansetron HCL 4 Mg tabs were not onsite for review. The staff stated that they will verify what medications are needed. Per MAR Resident A Trazodone 100 Mg Tab is PRN at bedtime. The medication is listed and is part of Resident A nightly medication. A current pill pack was provided for the onsite review. Medication order needed to verify how medication should be given to Resident A.
- Per Resident B MAR, there were no staff signatures present for numerous dates. The Team was unable to verify if Resident B received various medications. There were no staff signature present for the following dates: October 4th, 5th, 6<sup>th</sup>, 10th and 14<sup>th</sup> to determine if the resident received 8am doses of Allery (loratadine) 10 Mg tab, Amlodipine Besylate 5 MG Tab, Aspirin Ec 81 Mg Tab, Azithromycin 500 MG Tab, Omeprazole Dr 20 Mg Cap, and Vitamin D3 1000 Unit Tab. Per the staff report, there were several medications listed on the MAR that were D/Cd. No D/C order was provided onsite. The staff stated that a D/C order will be sent to the team. Medications without a D/C include Cyanocobalamin 1000 Mcg/ml. PRN medications with no D/C order include Gavilax Powder and Trazodone 100 MG Tab. Per the

MAR, Trazadone has been D/Cd but the medication is currently active and included in Resident B pill pack. Trazadone's D/C order and Medication Order have been requested as they were not onsite for review.

- Per Resident C MAR, there were no staff signatures present on numerous dates. The Team was unable to determine if Resident C received various medications. There were no staff signatures present on October 4th, 5th, 6th, 10th and 14th. The Team was unable to determine if Resident C received their 8am dose Amlodipine Besylate 2.5 MG Tab, Vitamin D3 2000 Unit Softgel and Symbicort Hfa Inh 160/4.5 mcg. For Resident C medication Symbicort Hfa Inh 160/4.5 mcg and Fenofibrate 145 Mg Tab 8pm doses, the staff signature was documented on October 13th. Resident C Acetaminophen 325 Mg tab was not available for review onsite.
- Per Resident D MAR, there were no staff signatures present on numerous dates to be able to determine they received various medications. For Resident D medication Benadryl Cr Extra Strength 2% 1 oz (apply to affected area 2x daily for 7 days then change as needed), the Team found that the medication was never opened. Per the staff, Resident D refuses the medication, however there is no supporting documentation. As of October 16th, there were no staff signatures for the 8am and 8pm dose. Resident D Benztropine Mes 1 Mg Tab is duplicated 4Xs on the MAR. Per the staff report, this is an error they are working to correct. Advocate is unsure if Resident D received multiple doses of the medication. Per the MAR, there are no staff signatures for Benztropine Mes 1 Mg Tab (1-tab 2x daily) for the 8AM dose on October 4th, 5th, 6th, 10th and 14th. There are no signatures available for the PM dose for October 1st through 12th. There was no signature present for Resident D medication Docusate Sodium 100 Mg Soft gel am or pm doses dated for October 4th, 5th, 6th, 10th and 14th. For medications Loratadine 10 Mg Tab and Lurasidone Hcl 120 Mg Tab, there were no staff signatures for the pm dose on October 1st through 12th and October 14th through 15th. For the medication Tri-Sprintec Tab, there were no signatures for the 8am dose on October 4th, 5th, 6th, 10th and 14th. Additionally listed on the MAR, Resident D shower is listed to be completed on Tuesday and Friday (2nd Shift). However, there is no documentation/staff signature to verify if the shower was received.
- Per review of Resident E MAR, there was no staff signature present on numerous dates to verify if medications were received. There were no staff signature present to note if Resident E received their blood check, Amlodipine Besylate 10 Mg Tab, Lantus Pen Solo Star 5x3ml (injection), Lisinopril 20 Mg tab, Mupirocin Oint 2% 22 gm and Senn Laxative 8.6 Mg doses on October 4th, 5th, 6th, 10th and 14th. The 8am dose of Vitamin D2 1.25 Mg (50,000), there was no staff signature for October 1st through 6th and October 8th through 16th. For Resident E medication Carvedilol 6.25 Mg tab there was no staff signature for the am dose on October 4th, 5th, 6th, 10th and 14th. Additionally, there was no staff signature on October 1st through 12th and

October 14th and 15th to determine if the resident received the medication. Resident E medication Hydralazine 25 Mg Tab (Take 1 Tab 3X daily), there were no staff signature for the am or 2pm dose on October 4th, 5th, 6th, 10th and 14th . While on site for the 2pm dose, the EMR system was under maintenance during med pass. The EMAR was not signed. The Team inquired about options when systems are down or under maintenance (such as paper MAR). Staff advised that the paper MAR was available but is currently not used. For the PM doses dated October 1st through 12th and October 14th and 15th there were no staff signatures to determine if Resident E received the medication. For the medication Levetiracetam 500 Mg tab 8AM doses dated October 4th, 5th, 6th 10th and 14th and pm doses dated October 1st through 12th and October 14th and 15th, there was no staff signature to determine if the resident received the medication. For the Metformin Hcl 1000 Mg Tab, 8am doses dated October 4th, 5th, 6th, 10th and 14th and PM doses dated October 1st through 12th and October 14th and 15th, no staff signature to determine if the resident received the medication. As of October 16, 2024, there are no staff signatures to determine if the resident received the medications Omeprazole 40Mg (take 1 Cap daily before meals) and Ondansetron Odt 4 Mg Tab (take 1 daily every morning for nausea). The medication Pravastatin Sodium 40 Mg Tab had no staff signatures for October 1st through 12th and October 14th and 15th to determine if the resident received the medication. The medication Fluticasone Propionate Spray was not on MAR or pill pack (per instructions on box) 2 sprays in each nostril 2x daily as needed, medication with active medications. Medication Order requested for Fluticasone Propionate Spray.

- Per Resident F MAR, there were several medications listed as D/Cd but there was no D/C order, additionally the medications were active in the current pill pack and listed on the MAR. D/C and orders requested for listed medications. Medications include Aspirin 81 Mg Chewable Tab (appeared as a duplicate on MAR). The 8am dose of Aspirin 81 Mg (D/Cd version) on October 4th, 5th, 6th 10th and 14th, there were no staff signatures to determine if the resident received the medication. Haloperidol 5 Mg Tab (appeared as a duplicate on MAR and information is identical) for 8am doses on October 4th, 5th, 6th 10th and 14 of 2024 and on PM dose October 1st through 12th and October 14th and 15th, there was no staff signature to determine if the resident received the medication. Vitamin B-12 1000 MCG Tab (appeared as a duplicate on MAR and information is identical) for 8am doses on October 4th, 5th, 6th, 10th and 14th, there is no staff signature to determine if resident received medication. Vitamin C 500 Mg Tab (appeared as a duplicate on MAR- Duplicate 1) 8am doses on October 4th, 5th, 6th, 10th and 14th of the PM dose October 1st through 12th and October 14th and 15th, there were no staff signatures to determine if resident received medication. Vitamin C 500 Mg Tab (Duplicate 2) for 8am dose on October 4th, 5th, 6th, 10th, 11th, 12th and 14th. For the pm dose, there were no staff signatures for October 1st through

12<sup>th</sup> and October 14<sup>th</sup> through 15<sup>th</sup>. On October 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 10<sup>th</sup> and 14<sup>th</sup> there was no staff signature to determine if resident received medication for the 8am doses of the following medication: Fluticasone Nasal Spr 0.05 %, Vitamin D3 2000 Unit Soft gel, Escitalopram 10 Mg, Ferrous Sulfate 325 Mg Tab, Januvia Tabs 100, Lactulose 10 Gm/15 Mi Solution, Lisinopril 40 Mg Tab, Loratadine 10 Mg tab, Metoclopramide 10 Mg Tab, Metoprolol Succ Er 25 Mg Tab, Pantoprazole Sod Dr 40 Mg Tab, and Pioglitazone Hcl 45 Mg Tab. Also, there are no staff signatures to determine if resident received medication for the 8am doses of Amlodipine Besylate 10 Mg Tab. For the medication Atorvastatin 20 Mg Tab, the 8pm dose for October 1<sup>st</sup> through 12<sup>th</sup> and October 14<sup>th</sup> through 15<sup>th</sup>, there was no staff signature to determine if the resident received the medication. For the medications Metformin Hcl 1000 Mg Tab and Quetiapine Fumarate 400 Mg tab, the 8am and 8pm had no signatures present to confirm Resident F received the medication for the following dates: October 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup> and 14<sup>th</sup>. The PRN medication Naproxen 500 Mg Tablet was not onsite for review. Additionally listed on the MAR is Resident F shower schedule. Resident F is scheduled to receive a shower during the 2<sup>nd</sup> shift on Monday's and Thursday's. There is no documentation/staff signature to verify if shower is received at the listed time.

### **Meals & Food Storage**



### **Resident Records**

- Resident A, B, C, D E and F's updated physical exam was not available for review. Requested: Received for All
- Resident A, B, C, D E and F's updated care plans were not available for review. Requested: Not Received

### **Resident Personal Needs Allowances**

- Resident A, B, C, D E and F's personal fund ledger/quarterly report were not available for review. Request: Received for Residents (A, C and F).

### **Appropriateness of Placement**

- No concerns noted.

## **Personnel Records**

- Current CPR/First Aid card requested for staff (U.D). Requested: Not Received

## **Housekeeping, Maintenance, Furnishings**

- Outside the front entrance, the facility had several spider webs and spiders that needed to be removed.

## **Residents' Activities of Daily Living (ADLs)**

- No concerns noted.

## **Additional Recommendations**

- The Team advised that the residence maintain a temperature between 72-78 degrees. The temperature was 70 degrees on the side with mural of the tiger and butterflies. The temperature was 69 degrees on the side with piano.

**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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## **Disability Rights South Carolina**

*The Protection and Advocacy System for South Carolina*

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