

## **FOURTH REPORT OF PATIENT CARE OMBUDSMAN CONCERNING MYRTLECREST RESIDENTIAL CARE FACILITY**

The following memo summarizes unannounced weekly site visits to Myrtlecrest Residential Care Facility a 52 bed Community Residential Care facility located at 2802 McCords Ferry Road Eastover, South Carolina 29044 from April 24, 2008 to June 25, 2008. Visits were conducted at various times of the week and day; with duration of one and a half hours to two hours.

Myrtlecrest Residential Care Facility has a current census of thirty two residents. Residents represent various races, age groups, religions, diagnosis, and economic groups. The facility also serves a number of veterans that are served by the Veteran's Hospital.

The facility currently has sixteen employees, excluding the owner and administrator. Staff reports no concerns related to payroll. The facility has ample food and supplies on hand as observed by this program. According the staff's timesheets, staffing requirements are being met for all shifts. According to the residents and staff, there are no concerns and/or complaints related to supplies.

During each unannounced visit a tour of the facility was conducted. Residents, staff, and family members were interviewed. One resident's family member voiced a concern. According to the resident's family member representatives of a mental health agency continuously contacted the family related to securing another placement for the resident; despite numerous requests by the family not to contact as the family had no desire to secure another placement. This concern was referred to the Lt. Governor's Office for investigation. There was also a concern related to the malfunctioning of the facility's well, however after an investigation by DHEC-Health Licensing, the concern was not substantiated.

This program observed the facility to be clean, neat, and orderly. Meals are served according to the posted menus. Residents are served large portions and are able to obtain seconds if desired. Residents state they have no concerns related to meals or the cleanliness of the facility.

This program also observed the residents' participation in several activities to include gospel singing, exercises, arts and crafts, games, and bingo.

Per resident and staff interviews, all residents are served by the physician of their choice. (It should be noted Community Residential Care facility, usually do not employ a Medical Director.) During each visit, this program conducts random documentation reviews to include the residents' medical record and medication administration record. A resident did request assistance related to medication adjustments to the psychotropic medication. Once the resident shared the concern with the facility, with the assistance of the resident's physician, the concern was resolved.

This program continues advocacy efforts, however; the facility continues to provide for the residents of Myrtlecrest Residential Care.

/Shirley Thomas/