

## FIRST 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 June 25, 2007 to November 16, 2007. 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 forty-one 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 fifteen 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 to the staff's timesheets, staffing requirements are being met for all shifts. According to the residents, there are no concerns and/or complaints related to staff or supplies.

According to the residents and this program's observations the facility is clean, neat, and orderly. There was a maintenance concern related to the lock on a closet door, however this concern was resolved. This program has also observed the serving of several meals. 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.

Per resident and staff interviews, all residents are served by the physician of their choice. (It should be noted Community Residential

Care facilities 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. Concerns noted were related the facility's documentation and it should be noted the concerns had no effect related to the residents care. After this program conducted a mini inservice at the facility, the concern was resolved.

Residents have expressed their concerns related to not receiving mail, personal funds, and smoking. This office addressed all concerns and advocated a resolution on site. However the following allegations were noted and forwarded to DHEC-Health Licensing and/or the Attorney General's Office for whatever action they deem necessary; residents not receiving their personal needs allowances, a medication error, transportation to physician's appointments, and a resident needing his heart fibulator checked. A referral was also forwarded to local law enforcement related to alleged drug related activities taking place at/or around the facility.

Overall the facility continues to provide for the residents of Myrtlecrest Residential Care.

/s/ Shirley Thomas