

SECOND 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 November 16, 2007 to February 14, 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 forty 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 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 supplies. A resident and staff verbal altercation was investigated and closed as unsubstantiated and withdrawn by the resident.

According to the residents and this program's observations the facility is clean, neat, and orderly. There was a maintenance concern related to a resident breaking all the windows in the residents' common area; 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 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 psychotropic medication. Once the resident shared the concern with the facility, with the assistance of the resident's physician, the concern was resolved.

From November 16, 2007 to February 14, 2008, this program logged in fourteen cases of various concerns. Most concerns were addressed and resolved on site or referred to DHEC-HL for whatever action they deem necessary. This program's advocacy efforts included discharge planning, vocational implementation, and obtaining appropriated clothing. Overall the facility continues to provide for the residents of Myrtlecrest Residential Care.

/s/ Shirley Thomas