

Long Term Care Ombudsman Report

Orangeburg Nursing Home

June- July 2007

The Regional Long Term Care Ombudsman continues to monitor the care and services provided by Orangeburg Nursing Home located at 755 Whitman Street, SE; Orangeburg, SC. Visits were made to the facility on the following days:

Monday, July 2, 2007; 3:00pm- 4:30pm
Tuesday, July 10, 2007; 11:25am- 1:00pm
Thursday, July 19, 2007; 11:00am- 12:50pm
Friday, July 27, 2007; 11:00am- 12:15pm

During this monitoring period, the facility began using a new pharmacy and new medication packaging system. The new pharmacy is Health Quest Pharmacy from Mt. Pleasant and the dispensing system is the OPUS system where all medications are in two week supplies and are packaged in color coded boxes based on the time of administration. Once the cap is opened in the box, it can not be put back on, so there is better accounting for a pill being given and no problems with pills falling out of the bubble packs as has happened in the past. There were also ordering and refilling issues with the previous provider that prompted the change to the two week system. The new system was implemented on July 6, 2007. Follow up visits revealed that staff are adjusting to the new system and that there had only been a few color coding issues from the company and one issue of cart organization.

The facility added a new food vendor. In addition to Sysco, ONH now buys some foods from US Foods. The dietary manager is trying to find new products in response to consumer preferences reported to her.

The Long Term Care Ombudsman met with the president of the Resident Council during the visit on July 10, 2007 and provided her and other residents and the activity director information about the National Residents' Rights Week challenge issued by NCCNHR. Residents were encouraged to submit essays, poems or photos that portrayed their idea of quality care.

The Long Term Care Ombudsman reviewed the facility's disaster plan noting the facilities to which residents would be sent in the event of a mandatory evacuation due to weather or other disaster. ONH has agreements only with other Orangeburg area facilities to temporarily house their residents. Likewise, the only current agreements in place for ONH to be the sheltering facility are with other Orangeburg area facilities. Following an event where ONH was the sheltering facility for nursing home residents evacuated from their facility, ONH's disaster committee reviewed the plan and added additional equipment (portable privacy partitions) to better meet resident needs being sheltered in their facility. At this time, American Heritage is under agreement to provide transportation during an evacuation.

The Long Term Care Ombudsman inquired about the facility's contracts with area hospice agencies and was told that there are contracts with only three hospice providers. Currently, only three residents are on hospice services, and they are all using the same hospice, Tri County Hospice.

The Orangeburg Nursing Home continues to operate well. Staff are experienced and able to meet the needs of the residents of the facility. There has been no change in the staff's ability to meet their residents' needs since the owners of this facility initiated bankruptcy proceedings.

No complaints have been filed against Orangeburg Nursing Home during this review period.

Total Time spent on site:	6 hours 10 minutes
Total time in travel:	10 hours
Total miles traveled:	536 miles (four visits at 134 miles each)
Total time on ONH :	18 hours 15 minutes