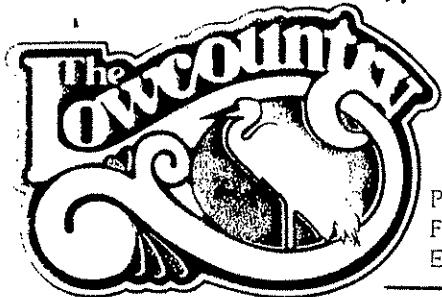


11039-08

J.P. 11/12/08
SAM 11/18/08



Lowcountry Council of Governments

Not enough staff

Phone (843) 726-5536
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Email: office@lowcountrycog.org

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Office at Point South: I-95 Exit 33 at US Hwy. 17

Lowcountry Regional Development Corporation • Lowcountry Area Agency on Aging • Lowcountry Workforce Investment Area
Lowcountry Regional HOME Consortium

November 10, 2008

CONFIDENTIAL

Ms. LeeAnne Newton, Administrator
Veterans Victory House
2461 Sidneys Road
Walterboro, SC 29488

RE: Group

Dear Ms. Newton:

Pursuant to the authority granted by S.C. Code Ann (Supp. 1993) §43-38-20 et. seq., and a contract with the S.C. Lieutenant Governor's Office on Aging, Long Term Care Ombudsman Program, this investigator, [REDACTED] visited your facility on September 26, 2008 in order to investigate a complaint filed on behalf of a group of residents at your facility. The investigation included staff interviews, observations and documentation reviews. The complaint and findings are as follows:

Complaint #1: Resident-to-resident physical or sexual abuse

The allegation is "There are residents that beat other residents."

Findings

This Ombudsman does not investigate resident-to-resident abuse. However, in stating the complaint to you, this ombudsman was informed that an altercation did occur on September 11, 2008 between two residents in the Currey Pavilion. This ombudsman was told, "a caregiver was doing rounds and saw one resident hitting another with [REDACTED] cane. A second caregiver was called in and the cane was taken away." As a result of the incident, one of the residents involved was transported to the [REDACTED] for treatment and returned to the facility on September 12. The physician and responsible parties were notified.

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Complaint #2: Personal hygiene (includes nail care & oral hygiene) and adequacy of dressing & grooming

The allegation is "Residents sit around in soiled diapers."

Findings:

During the visit to your facility on September 26, this ombudsman visited the Currey, Elliott and Williams Pavilions. Several residents were observed. None of the residents observed were sitting around in "soiled diapers." This ombudsman was informed by staff that residents are checked every two hours for "soiled diapers" unless there is an indication that they need to be checked and/or changed more often.

There is not a preponderance of evidence to substantiate the allegation, "Residents sit around in soiled diapers."

Complaint #3: Shortage of staff

The allegation is "There is a shortage of staff."

Findings:

This ombudsman reviewed a random sampling of the Daily Nursing Staffing Reports and Summary Sheets for Departments dated 8/29, 9/5, 9/6, 9/7, 9/13 and 9/15 in an effort to substantiate whether or not there was a shortage of staff as alleged by the complainant. During a review of the Daily Nursing Staffing Reports, this ombudsman found the following:

9-5-08, Unit E-Currey, 1st shift: 1 LPN - 52 residents

9-5-08, Unit E-Currey, 3rd shift: 0 LPNs - 52 residents

9-15-08, Unit E-Currey, 1st shift: 1 LPN - 51 residents

There is a preponderance of evidence to substantiate, during the period of time reviewed by this ombudsman, the allegation, "There is a shortage of staff."

Recommendation: Adhere to SC DHEC Regulation Number 61-17 Standards for Licensing Nursing Homes, Section 606 A. (1.), (2.), (3.), and B. (1.)

Complaint #4: Staff unresponsive, unavailable

The allegation is "The phone on the dementia wing goes unanswered."

Findings:

This ombudsman interviewed the unit manager for the Currey Pavilion regarding the policy for answering the phone. This ombudsman was told that in the absence of the ward clerk, the secretary answers the phone. At other times, the nurses or resident care technicians answer the phones. Telephone calls made to the Currey Pavilion by this ombudsman have been answered in a timely manner.

There was not a preponderance of evidence to substantiate the allegation, "The phone on the dementia wing goes unanswered."

If you have any questions regarding the contents of this letter, please contact me.

Sincerely,

[REDACTED]
[REDACTED]

Long Term Care Ombudsman

cc: SCDHEC – Health Licensing

gmc

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