

**UNITED STATES BANKRUPTCY COURT
DISTRICT OF SOUTH CAROLINA**

In re:

Dorch Community Care Center LLC,

Debtor.

Case No. 16-04486-jw
Chapter 11

PATIENT CARE OMBUDSMAN INITIAL REPORT DATED 1/9/2017

On following page

Bankruptcy Facility Monitoring Plan

Visit Date: 12/19/2016 Region: Santee-Lynches AAA Facility
Name: Dorch Residential Care Facility County: Clarendon
Today's Census: 13 Number of Residents Interviewed: 10

A monitoring visit was made to the facility on December 19, 2016. During the visit, ten residents were interviewed. Five of the residents said the facility staff is responsive to assistance requests. Three residents reported that the facility staff does not respond in a reasonable timeframe. Two of residents did not appear to understand the questions asked. Staff were also interviewed and asked about resident care and facility operations.

1. Staffing:

Number of Staff interviewed: 5
Number of Staff on duty this shift: 4

Interviewed: Roxie Dorch, Administration
Delisa McAllister, Administrator
Mr. Dorch, Owner
One male and one female staff

Staffing appears to be stable at this time. Administrators state there are nine other workers in addition to them for a total of twelve staff.

Recent changes: One staffer resigned in November and another staff member is on extended leave. Administrators state they have hired three additional staff.

Facility has reported they are maintaining contracts with US Foods and Omnicare Pharmacy. Owner, Mr. Dorch stated that he also makes food purchases at the Shaw Airforce Base Commissary.

2. Food Service:

The overall census from the residents was that the meals being provided are adequate and several residents often request second servings.

The constant availability of snacks is noted to be questionable. The majority of the residents stated snacks are available: "sometimes", "kind of", and "once in a while". Several residents interviewed stated that the provided meals were okay and expressed no desire to make changes. However, a few residents are unhappy with the meals and desire change. The following statements were made in regards to meals being served:

- Thrown together
- Food is terrible and lacks protein
- Limit the rice (always served)
- Larger portions
- Toast (mornings)

During this visit a local church, Union United Methodist Church provided and served the lunchtime meal. The church also presented each resident with several holiday gifts. The menu consisted of perlo rice (with ham and chicken), macaroni and cheese, corn casserole, rolls, pound cake, banana pudding and iced tea. The residents were delighted and very appreciative.

3. Medications:

Eight of the ten residents interviewed reported receiving all daily prescribed medication. One resident stated that he/she takes what they (staff) give. A resident reported being given three pills and was supposed to receive six. Staff also reportedly told the resident that a medication (Tylenol) was unavailable; although, another staff member provided the supposedly unavailable medication.

4. Medical Visits:

Residents stated that the facility staff is slow to schedule requested/needed medical and/or dental appointments. The residents also state appointments are being missed or rescheduled due to late arrivals or no one to transport.

5. Transportation:

Facility is noted to provide transportation for residents mainly to appointments and occasionally to the store.

6. Daily AOL Assistance:

Eight of the ten residents interviewed are independent of ADLs. The ADL dependent resident reports that staff provides hands-on assistance when needed, with the exception of one (2rd/3rd shift) staff member.

There are no reported problems with provided care at this time. No issues noted in regards to hygiene supplies.

7. Laundry:

In general residents are receiving their laundered items; however facility periodically does not have laundry detergent available.

8. Residents' Rights:

One of the ten residents interviewed reported that their right to privacy and decision making is not being respected by the facility staff.

The majority of residents stated they do not receive mail at the facility. Of the few that receive mail, one noted their mail is opened when he/she receives it.

The residents whose funds are managed by the facility reported that Mr. Dorch and/or Roxie Dorch distribute their personal needs allowance monthly. The residents who maintain control of their own finances stated that Mr. Dorch provides transportation to their financial institution.

Residents verified accessibility to phone usage.

9. Complaints:

Resident: #1

Resident would like for the facility schedule medical and dental appointments.

Action:

Addressed request with Administration, Roxie Dorch.

Currently working (Roxie) to find affordable dental services due to previous quote given to resident is in excess of \$5,000.

Per Roxie Dorch, a medical appointment is scheduled with Dr. Sy in January.

Note: Contact was made with facility staff on December 29, 2016 to validate/confirm the appointment time. Staff at the facility stated there was no appointment scheduled for the resident.

Resident: #2

The resident is being charged for phone usage.

Action:

Costs are for long distance calls. The facility has a policy in place where residents are responsible for the cost of long distance calls.

Facility will also inquire about resident's eligibility for Medicaid's free cell phone program.

Resident: #3

Resident is allergic to her medication

Resident does not have any undergarments (bras/panties).

Facility owes her money and cigarettes.

Action:

Complaints were addressed with Roxie Dorch

(1) Roxie said she is currently working to have resident seen as a walk-in. It is noted that physician only takes walk-ins on certain days of the week.

(2) Resident is reported to have undergarments and they are observed in her laundry according to Roxie.

(3) Per facility, resident has not received funds from Social Security; funds are reported as still pending.

Resident: #4

Resident wants a new wheelchair and winter clothes.

Action:

Per administrative staff, the resident is unable to obtain a wheelchair through Medicare due to receiving one within the last five years. Roxie states resident has personal funds; however, DSS is not releasing the funds to her at this time. Facility is noted as working to have funds released to the resident in order to purchase wheelchair and other desired items.

DORCH RESIDENTIAL CARE FACILITY

Resident: #5

Resident has not received his personal needs allowance.

Action:

Per Administrator/Consultant (Delisa), the facility received funds 12/19/2016 for November and December; nothing for October. Staff state Mr. Dorch has previously given resident money.

The Regional Long Term Care Ombudsman will continue to follow up and confirm issues regarding appointments, monies and other unresolved issues.

Sheila Brooks, MSW

Sheila Brooks, MSW
Regional Long Term Care Ombudsman

Reviewed by:

D. Dale Watson

Dale Watson
State Long Term Care Ombudsman

Submitted: January 9, 2017