



March 23, 2017

Lisa Lucas
582 MayRoyal Drive
Aiken, South Carolina 29801

Dear Ms. Lucas,

Pursuant to the authority granted by South Carolina Code (Ann. 1992) §43-38-10 et. Seq. and (Ann. 1993) §43-35-5 et. Seq, I investigated complaints filed on behalf of Leon "Eddie" Wooley, a resident of PruittHealth of Aiken.

You will find attached a copy of the letter to the facility administrator documenting the complaints and my findings which closes this investigation. If you have questions, please call me at 803-508-7056.

Sincerely,

Susan H. Garen
Regional LTC Ombudsman

Attachment

NOTICE: THIS IS CONFIDENTIAL INFORMATION FROM THE RECORDS OF THE SOUTH CAROLINA LIEUTENANT GOVERNOR'S OFFICE ON AGING. OUR AUTHORIZATION TO RELEASE THIS INFORMATION TO YOU DOES NOT IMPLY PERMISSION TO FURTHER DISCLOSE THIS INFORMATION EVEN WITHIN YOUR OWN ORGANIZATION. RE-RELEASE OF THIS INFORMATION SHOULD BE GOVERNED BY YOUR OWN CONFIDENTIALITY STANDARDS, CONTRACTUAL RELATIONSHIPS AND ANY APPLICABLE STATUTES AND REGULATIONS.

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March 23, 2017

Nick Guzman, Administrator
PruittHealth of Aiken
Post Office Box 475
Aiken, South Carolina 29802

RE: LTC Ombudsman Case # 05-17-2513- Leon Wooley

Dear Mr. Guzman,

Pursuant to the authority granted by South Carolina Code (Ann. 1992) §43-38-10 et. Seq. and (Ann. 1993) §43-35-5 et. Seq, I investigated complaints filed on behalf of Leon "Eddie" Wooley, a resident of the facility. The investigation included a review of his record, interviews with staff and visiting with Mr. Wooley. The complaints filed and the findings of each are as follows:

Complaint: Care: Symptoms unattended, no notice to others of changes in condition.
The complainant states that Mr. Wooley's scrotum was bleeding and that staff were not taking any action to address the issue or comply with the responsible party's request to have him sent to the emergency room.

Finding: Care: Symptoms unattended, no notice to others of changes in condition.
The complaint that staff failed to take action regarding Mr. Wooley's bleeding scrotum is not verified due to a lack of evidence. While it was reported that Mr. Wooley's scrotum was red following a shower on February 6, there was no report of his scrotum bleeding then or the next day when a request was made that he be sent to a local emergency room for care.

Complaint: Care: Personal hygiene (includes nail care and oral hygiene) and adequacy of dressing and grooming. The complainant states that Mr. Wooley was found extensively soiled with dried feces stuck to his genitals and buttocks on February 6, 2017.

Finding: Care: Personal hygiene (includes nail care and oral hygiene) and adequacy of dressing and grooming. The complaint that Mr. Wooley was found to have dried feces on him on February 6, 2017 is verified based on the statements of two people involved in giving Mr. Wooley a shower. While witness statements vary as to the amount of dried feces present, both noted the presence of dried feces which indicates a lack of oversight or assistance by staff when the resident uses the bathroom.

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Complaint: **Autonomy, Choice, Preference, Exercise of Rights, Privacy: Dignity, respect, staff attitudes.** The complainant alleges that staff were rude and not helpful to Mr. Wooley and his family member when his needs were brought to their attention.

Finding: **Autonomy, Choice, Preference, Exercise of Rights, Privacy: Dignity, respect, staff attitudes.** The complaint that staff were rude and not helpful to Mr. Wooley or his family member is not verified due to a lack of evidence.

The above listed complaints conclude those that were filed on behalf of Mr. Wooley. I am pleased to hear during follow up in the weeks since my visit that Mr. Wooley is doing well. If you have any questions, please call me at 803-508-7056.

Sincerely,



Susan H. Garen
Regional LTC Ombudsman

Cc: Lisa Lucas, Responsible Party

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