Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe	Facility Type: ✓ Adult Care Home; Family Care Home; Combination Home; Nursing Home	Facility Name: Brookdale - OverLook

Visit Date	11-4-17	Time Spent in Facility	hr	45 min	Arrival Time	11 : 05 ✓ am pm

Person Exit Interview was held with: Jill Barot, Business Office Coordinator	Interview was held	In-Person or Phone (Circle) in person

	SIC (Supervisor in Charge)	Other Staff: (Name & Title)

Committee Members Present: Bennett Lincoff, Peggy Franc	Report Completed by: Peggy Franc

Number of Residents who received personal visits from committee members: 11 + 2 family members

Resident Rights Information is clearly visible.	✓ Y N	**Ombudsman contact information is correct and clearly posted** left correct one	Yes ✓ No
The most recent survey was readily accessible. ***(Required for Nursing Homes Only)***	Y N	**Staffing information is posted.**	✓ Yes No

Resident Profile	Yes	No	Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	✓		
2. Did residents say they receive assistance with personal care activities, *Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?*			One barefoot resident had Long toe nails. Has upcoming podiatrist appointment. Can be non-compliant with staff
3. Did you see or hear residents being encouraged to participate in their care by staff members?		✓	Several staff were on lunch break
4. Were residents interacting w/ staff, other residents & visitors?		✓	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	✓		
6. Did you observe restraints in use?		✓	
7. If so, did you ask staff about the facility's restraint policies?			

Resident Living Accommodations Observations	Yes	No	Comments & Other
8. Did residents describe their living environment as homelike?	✓		

9. Did you notice unpleasant odors in commonly used areas?	[ ] Yes	[✓] No	
10. Did you see items that could cause harm or be hazardous?	[ ] Yes	[✓] No	
11. Did residents feel their living areas were too noisy?	[ ] Yes	[✓] No	
12. Does the facility accommodate smokers?	[ ] Yes	[✓] No	
12a. Where? [ ] Outside only [ ] Inside only [ ] Both Inside and Outside.			
13. Were residents able to reach their call bells with ease?	[✓] Yes	[ ] No	
14. Did staff answer call bells in a timely & courteous manner?	[✓] Yes	[ ] No	
14a. If no, did you share this with the administrative staff?	[ ] Yes	[ ] No	
Resident Services			**Comments & Other Observations**
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	[✓] Yes	[ ] No	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	[✓] Yes	[ ] No	
16a. Can residents access their monthly needs funds at their convenience?	[✓] Yes	[ ] No	
17. Are residents asked their preferences about meal & snack choices?	[✓] Yes	[ ] No	
17a. Are they given a choice about where they prefer to dine?	[✓] Yes	[ ] No	
18. Do residents have privacy in making and receiving phone calls?	[✓] Yes	[ ] No	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	[✓] Yes	[ ] No	
20. Does the Facility have a Resident's Council?	[✓] Yes	[ ] No	

Areas of Concern	**Exit Summary**
Are there resident issues or topics that need follow-up or review at a later time or during the next visit? See attached	Discuss items from ***"Areas of Concern"*** Section as well as any changes observed during the visit.

This facility has undergone many staff changes recently. In addition to a new Executive Director, there is now a new Chef and a new Activities Director. Some residents mentioned lots of staff turnover.

The new Chef is getting mixed reviews. Several residents liked the new menu items and mentioned a greater variety of foods. Others complained the new chef relied too much on starches, on canned fruits and vegetables.

The new Activities Director, who is replacing an extremely popular Activities Director, is apparently quite young and inexperienced but the residents seem willing to give her an opportunity to learn her new job. They are very anxious that she get a license to drive the bus.

That day's activity schedule was not posted but copies of it were readily available in the dining area.