

Community Advisory Committee Quarterly/Annual Visitation Report



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|---------------------|------------|------------------------|--|------------------|----|---|-----|--------------|---|---|----|--|---|----|--|----|
| County: Buncombe | | Facility Type: | | | | Facility Name: The Oaks at Sweeten Creek | | | | | | | | | | |
| | | Adult Care Home | | Family Care Home | | | | | | | | | | | | |
| | | Combination Home | | Nursing Home | | | | | | | | | | | | |
| Visit Date | 11/16/2017 | Time Spent in Facility | | 2 | hr | | min | Arrival Time | 9 | : | 45 | | x | am | | pm |

| | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--------------------|--|-----------------------------|--|
| Person Exit Interview was held with: Cathy Phillips, Administrator | | | | | | | | Interview was held | | In-Person or Phone (Circle) | |
|---|--|--|--|--|--|--|--|--------------------|--|-----------------------------|--|

| | | | | | | | | | |
|-----|--|---|--|----------------------------|--|-----------------------------|--|--|--|
| Adm | | x | | SIC (Supervisor in Charge) | | Other Staff: (Name & Title) | | | |
|-----|--|---|--|----------------------------|--|-----------------------------|--|--|--|

| | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|
| Committee Members Present: Susan Schiemer, Patti Turbyfill | | | | | | | | Report Completed by: Susan Schiemer | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|

Number of Residents who received personal visits from committee members: 6

| | | | | | | | |
|---|--|--|--|---|--|--|--|
| Resident Rights Information is clearly visible. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | Ombudsman contact information is correct and clearly posted. Posted but outdated info. Updated poster emailed to Administrator. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
|---|--|--|--|---|--|--|--|

| | | | | | | | |
|--|--|--|--|---|--|--|--|
| The most recent survey was readily accessible. (Required for Nursing Homes Only) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | Staffing information is posted. In hall near nursing station. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
|--|--|--|--|---|--|--|--|

Resident Profile

Comments & Other Observations

| | | | | |
|--|-------------------------------------|-----|-------------------------------------|----|
| 1. Do the residents appear neat, clean and odor free? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 2. Did residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 3. Did you see or hear residents being encouraged to participate in their care by staff members? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 4. Were residents interacting w/ staff, other residents & visitors? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 6. Did you observe restraints in use? | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |
| 7. If so, did you ask staff about the facility's restraint policies? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |

Not observed this visit.

Resident Living Accommodations Observations

Comments & Other

| | | | | |
|---|--------------------------|-----|-------------------------------------|----|
| 8. Did residents describe their living environment as homelike? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 9. Did you notice unpleasant odors in commonly used areas? | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |

Not observed this visit.

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

Fewer call bells and overhead announcements compared to last visit.

Resident Services

Comments & Other Observations

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?

Yes No

Spoke with Activity Director while examining activity calendar. Butter Bean Auction is well attended and enjoyed.

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

Snack cart made from old medicine cart, allows items to be secured. A staff member takes responsibility for cart each day. For example \$1.00 gets 10 bags of chips.

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

Small private room with phone, desk and chair

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?

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.

Staff retention was discussed with new Administrator. She stated that there are sign-on bonuses for CNAs, LPNs and RNs.

This Document is a PUBLIC RECORD. Do not identify any Resident(s) by name or inference on this form.

Top Copy is for the Regional Ombudsman's Record. Bottom Copy is for the CAC's Records.