

Community Advisory Committee Quarterly/Annual Visitation Report

County		☐ Family Care Home	Facility Name	
Buncombe	☐ Adult Care Ho☐ Combination I	ome 🛮 Nursing Home Home	Emerald Ridge	
Visit date	Time Spent in Fa	cility	Arrival Time	
5-7-18	1 Hr. 45		9:30 Am PM	
Name of person Exit Interviev			(Name & Title)	
Interview was held ☑ In-Person ☐ Phone ☐ Admin ☐ SIC (Supervisor in Charge) ☒ Other Staff Rep				
Committee Members Present:			Report completed by:	
Maria Hines, Stephan Ihde and Judy McI			JMcD	
Number of Residents who received personal visits from committee members:				
Resident Rights Information is clearly visible.		Ombudsman contact posted.	information is correct and clearly	
	✓ Yes ☐ No			
The most recent survey was readily accessible. ☑ Yes ☐ No		Staffing information is po	osted. No	
(Required for Nursing Homes		E3 100	L 140	
Resident Prof	ile	Comments a	and Other Observations	
 Do the residents appear neat, clean and odor free? ☑ Yes ☐ No Did residents say they receive assistance with personal care activities, ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? ☑ Yes ☐ No Did you see or hear residents being encouraged to participate in their care by staff members? ☑ Yes ☐ No Were residents interacting w/ staff, other residents & visitors? ☑ Yes ☐ No Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? ☑ Yes ☐ No Did you observe restraints in use? ☐ Yes ☑ No If so, did you ask staff about the facility's restraint policies? ☐ Yes ☐ No 		a few were still in n been their preferen	night-clothes which may have nce.	

Community Advisory Committee Quarterly/Annual Visitation Report

Resident Living Accommodations	Comments and Other Observations
	Stuffed animals, pictures and bookcases
8. Did residents describe their living	promote diministration and promote distributions
environment as homelike? ✓ Yes No	
9. Did you notice unpleasant odors in	
commonly used areas? Yes No	
10. Did you see items that could cause harm	Clutter at end of C Hall
or be hazardous?	
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 &	
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	
Residential Services	Comments and Other Observations
	Noodle hall was being enjoyed by several
 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 	Noodle ball was being enjoyed by several residents. Some other residents who were interviewed, but not at the activity, could have also enjoyed it.
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	residents. Some other residents who were interviewed, but not at the activity, could have
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	residents. Some other residents who were interviewed, but not at the activity, could have
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	residents. Some other residents who were interviewed, but not at the activity, could have
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	residents. Some other residents who were interviewed, but not at the activity, could have
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	residents. Some other residents who were interviewed, but not at the activity, could have
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	residents. Some other residents who were interviewed, but not at the activity, could have

Community Advisory Committee Quarterly/Annual Visitation Report

Areas of Concern	Exit Summary
Are there resident issues or topics that need	Discuss items from "Areas of Concern" Section as well
follow-up or review at a later time or during	as any changes observed during the visit.
the next visit?	Adm. listened to concerns and she is aware of
Jukebox not in use anywhere Locked Unit:	these issues and is working on solutions.
- needs more CD's. Old Gospel- 1 resident needs Just Press Play!	DON noticed the clutter on C Hall and plans to address this issue.
- No "Store Closed" sign on Exit	She took notes about our concerns. A man on
- Totally bare walls in hall - no visual stimulation	the locked until who was OVERstimulated by the music also had been taking the pictures off the
- Clock in Dining Rm set to wrong time	walls.
Weekend staffing	
	KUDOS: The noodle/Balloon activity was
	enjoyed by those who were playing!!