

YJP

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### Community Advisory Committee Quarterly/Annual Visitation Report

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| County<br><b>Henderson</b>  | Facility Type: <input type="checkbox"/> Family Care Home<br><input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home<br><input type="checkbox"/> Combination Home | Facility Name<br>The Landings at Mills River |
| Visit date<br><b>12/6/2018</b>  | Time Spent in Facility<br>Hr. <b>50</b> Min  | Arrival Time<br><b>10</b> Am    PM           |
| Name of person Exit Interview was held with <u>Melanie Smith, Assistant Director</u> (Name & Title)<br>Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admin <input type="checkbox"/> SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep  |  |  |
| Committee Members Present:<br><b>L.Kosowsky, C.McCurdy, L.Herget, S.Rodriguez</b>   |  | Report completed by:<br><b>S. Rodriguez</b>  |
| Number of Residents who received personal visits from committee members: <b>8-10</b>  |  |  |
| Resident Rights Information is clearly visible.<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | Ombudsman contact information is correct and clearly posted.<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |  |
| The most recent survey was readily accessible.<br><input type="checkbox"/> Yes <input type="checkbox"/> No<br><i>(Required for Nursing Homes Only)</i>  | Staffing information is posted.<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   |  |
| <b>Resident Profile</b>   | <b>Comments and Other Observations</b>   |  |
| <ol style="list-style-type: none"> <li>1. Do the residents appear neat, clean and odor free? <input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</li> <li>2. Did residents say they receive assistance with personal care activities, ex. <i>brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i><br/><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</li> <li>3. Did you see or hear residents being encouraged to participate in their care by staff members?    <input type="checkbox"/> Yes   <input checked="" type="checkbox"/> No</li> <li>4. Were residents interacting w/ staff, other residents &amp; visitors? <input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</li> <li>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</li> <li>6. Did you observe restraints in use?<br/><input type="checkbox"/> Yes   <input checked="" type="checkbox"/> No</li> <li>7. If so, did you ask staff about the facility's restraint policies?   <input type="checkbox"/> Yes   <input type="checkbox"/> No</li> </ol> | Sanitation ratings: facility 99.0 Dining room 98.5   |  |



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| Areas of Concern   | Exit Summary  |
|--|---|
| <p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>None at this time.</p> | <p>Discuss items from "<b>Areas of Concern</b>" Section as well as any changes observed during the visit.</p> <p>This was a first visit to this new facility, that opened in August 2018. The current census is 14 residents in the Assisted Living section and 14 residents in the Memory Care section. Total capacity is 65.</p> <p>The facility was extremely clean, and seemed very spacious, with many amenities.</p> <p>Per assistant director, staffing is at the required level and they anticipate adding 10 additional staff per month as the census increases. They receive referrals for residents from local SNFs and the hospital, and also advertise on Facebook.</p> <p>They are preparing for the imminent snowstorm this coming weekend, and have a generator. The local fire department will visit later in the day to discuss emergency plans for the weekend. Emergency drills are a part of new staff orientation.</p> <p>The facility has just taken delivery of a passenger van so that residents can be taken out. Family members take residents to their medical appointments.</p> <p><u>Ombudsman information needs to be updated.</u></p> |

