



## Community Advisory Committee Quarterly/Annual Visitation Report

County Henderson	☑ Adult Care Ho	☐ Family Care Home ome ☐ Nursing Home	Facility Name The Landings at Mills River		
	☐ Combination				
Visit date 12/6/2018	Time Spent in Fa		Arrival Time		
	Hr. 50		10 Am PM		
Name of person Exit Intervie					
Committee Members Presen		Admin USIC (Superviso	or in Charge)		
L.Kosowsky, C.McCurdy,		Report completed by: S. Rodriguez			
Number of Residents who re-	ceived personal vis	sits from committee me	embers: 8-10		
Resident Rights Information i	s clearly visible.	Ombudsman contact information is correct and clearly			
☑ Yes ☐ No	•	posted. ☐ Yes			
The most recent survey was rea		Staffing information is po			
☐ Yes ☐ No (Required for Nursing Homes		⊠ Yes	□ No		
Resident Prof	and the latest and th	Comments :	and Other Observations		
		Sanitation ratings: facility			
1. Do the residents appear	neat, clean and	,	gg		
odor free? ⊠ Yes □ No					
2. Did residents say they receive assistance					
with personal care activit	ies, ex. brushing				
their teeth, combing thei	hair, inserting				
dentures or cleaning thei ☑ Yes □ No	r eyeglasses?				
3. Did you see or hear resid	ents being				
encouraged to participate	•				
	s 🛛 No				
4. Were residents interacting	g w/ staff, other				
residents & visitors? 🛛 🗅			:.		
5. Did staff respond to or in	5. Did staff respond to or interact with				
residents who had difficu	lty				
communicating or making	g their needs				
known verbally? 🛮 🖾 Ye	· · · · · · · · · · · · · · · · · · ·				
6. Did you observe restraint  ☐ Yes ☒ No	s in use?				
7. If so, did you ask staff ab	out the facility's				
restraint policies?   Ye	s 🗆 No				

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Resident Living Accommodations	Comments and Other Observations
<ul> <li>8. Did residents describe their living environment as homelike? ☑ Yes ☐ No</li> <li>9. Did you notice unpleasant odors in</li> </ul>	
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	No smokers seen. There are several outdoor areas at the facility, but we did not confirm where smokers are accommodated.
12a. Where? □ Outside only □ Inside & Outside.  13. Were residents able to reach their call	
bells with ease?   Yes   No  No  Staff answer call bells in a timely & courteous manner?   Yes   No	No call bells activated during the visit.
14a. If no, did you share this with the administrative staff? ☐ Yes ☐ No	
Residential Services	Comments and 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	The activity calendars were slightly different in the two areas of the facility; more activity was seen in the Memory Care unit.
purchase personal items of their choice using their monthly needs funds?  ☐ Yes ☐ No	N/A - this is a private pay facility, per assistant director.
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  Family Council? □ Yes □ No	We did not ask about a Family Council.

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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?  None at this time.	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. 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.  The facility was extremely clean, and seemed very spacious, with many amenities.  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.  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. 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.
	Ombudsman information needs to be updated.

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