



Community Advisory Committee Quarterly/Annual Visitation Report



County: Buncombe	Facility Type:				Facility Name:							
	<input checked="" type="checkbox"/> Adult Care Home	<input type="checkbox"/> Family Care Home			Crossings							
	<input type="checkbox"/> Combination Home	<input type="checkbox"/> Nursing Home										
Visit date 12/12/2018	Time Spent in Facility	1	hr	20					min	Arrival Time	1	:

Person Exit Interview was held with: **Ann Watts** Interview was held Yes (In-Person)or Phone (Circle)

Ann Watts	SIC (Supervisor in Charge)	Other Staff: (Name & Title) Spoke to several
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Committee Members Present: Judy DeWitt Susan Stuart	Report Completed by: Judy Dewitt
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Number of Residents who received personal visits from committee members: **7**

Resident Rights Information is clearly visible. Y N

Ombudsman contact information is correct and clearly posted. Yes No

The most recent survey was readily accessible. (Required for Nursing Homes Only) Y N

Staffing information is posted. Yes No

Resident Profile	Comments & Other Observations
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<p>1. Do the residents appear neat, clean and odor free? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>2. Did residents say they receive assistance with personal care activities, <i>Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>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</p> <p>4. Were residents interacting w/ staff, other residents & visitors? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>6. Did you observe restraints in use? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>7. If so, did you ask staff about the facility's restraint policies? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Places very clean and no odors.</p> <p>Several residents spoke to us . All spoke highly of the new administrator, Ann Watts.Staff also very please with her.</p> <p>Did not see any residents having any difficulty</p>
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Resident Living Accommodations

Comments & Other Observations

- 8. Did residents describe their living 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 or be hazardous? Yes No
- 11. Did residents feel their living areas were too noisy? Yes No
- 12. Does the facility accommodate smokers?
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?
If no, did you share this with the administrative staff? Yes No

2 call bells 2nd one in bathroom

Resident Services

CommentsX& 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?
Can residents access their monthly needs funds at their convenience? Yes No
- 17. Are residents asked their preferences about meal & snack choices?
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

Many activities available

Residents have their own money

Choices at every meal.

They have their own phones

Monthly meetings held.

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. No

Atmosphere is very good now with new administrator. Were told by both staff members and residents that they are very pleased with new administrator and glad to get rid of last one. Everyone that we talked to was very friendly and helpful.

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

