Community Advisory Committee Quarterly/Annual Visitation Report

Cou	unty	Facility Type: [☐ Family Care Home	Facility Name Accordius Health		
Buncombe		☐ Adult Care Ho	me 🗵 Nursing Home	Accordius Health		
		☐ Combination I				
Visit date Time Spent in Face 8/27/18		•	Arrival Time 10:58 Am 11:55 PM			
П.		Min	1			
Naı	Name of person Exit Interview was held with Katelyn Gonzalez (Name & Title)					
	Interview was held ☐ In-Person ☐ Phone ☒ Admin ☐ SIC (Supervisor in Charge) ☐ Other Staff Rep					
	nmittee Members Present ria Hines, Stephan Idh			Report completed by: JMCD		
Nu	mber of Residents who red	ceived personal vis				
Resident Rights Information is clearly visible.			Ombudsman contact	information is correct and clearly		
☐ Yes		posted. \square Ye				
The	e most recent survey was read ☑ Yes ☐ No		Staffing information is po	osted. □ No		
	Required for Nursing Homes		L Yes	□ NO		
	Resident Prof		Comments	and Other Observations		
		-	Many were still in b			
1.	Do the residents appear r	neat, clean and	nightclothes			
	odor free? ⊠ Yes □ No					
2.	Did residents say they red	ceive assistance				
	with personal care activit	ies, ex. brushing				
	their teeth, combing their	hair, inserting				
	dentures or cleaning their	r eyeglasses?				
	∑ Yes □ No					
3.	Did you see or hear reside	-				
	encouraged to participate	•				
		s 🗆 No				
4.	8 , ,					
	residents & visitors?					
5.	Did staff respond to or in					
	residents who had difficu	•				
	communicating or making	-				
6	known verbally? Ye					
6.	Did you observe restraint ☐ Yes ☒ No	s iii user				
7	If so, did you ask staff ab	out the facility's				
7.		•				
	restraint policies? Ye	2 INO				

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Resident Living Accommodations	Comments and 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? 	All hallways had obstructions, one as many as 7: lift, seat, laundry cart, tray table, shelves and bed
☑ 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	One resident complained it took up tp 25 min. for a response, another said the bathroom bell was answered too slowly
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 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 20. Does the facility have a Resident's Council? ☑ Yes ☐ No Family Council? ☑ Yes ☐ No	

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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? Hallway clutter needs to be addressed. Roommate compatibility was discussed. One resident needs to see doctor re upcoming surgery. Many still in nightclothes past 11 AM. One CNA mentioned they are short-staffed. Kudos: 5 were enjoying singing with an outsside group "Happy, treated like a King" Lots of housekeeping staff.	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Company changed hands and name mon 8/1. Current Adm. is serving mhermlast week. Everyone is happy they have upgraded the Solarium TV and all are excited they will get a van!