

# Community Advisory Committee Quarterly/Annual Visitation Report

County: <u>Buncombe</u>	Facility Type:	Facility Name: <u>Brooks-Howell</u>
Visit Date: <u>2/20/17</u>	<input type="checkbox"/> Adult Care Home <input type="checkbox"/> Combination Home <input checked="" type="checkbox"/> Nursing Home <input type="checkbox"/> Family Care Home	Arrival Time: <u>10:00</u> am
Time Spent in Facility: <u>1</u> hr <u>45</u> min	Name of Person Exit Interview was held with:	Interview was held <input checked="" type="checkbox"/> In-Person

Name: Carole Corlham Phone: \_\_\_\_\_

Title:  Check Box  Admn.  SIC (Supervisor in Charge)  Other staff

Committee Members Present: (Ruth Price) Eleanor Lane, Sarah Weiss & Judy McDonough Report Completed by: \_\_\_\_\_

Number of Residents who received personal visits from committee members: (11)

Resident Rights Information is clearly visible.  Yes  No Ombudsman contact information is correct and clearly posted.  Yes  No

The most recent survey was readily accessible.  Yes  No Staffing information is posted. DNA  Yes  No  
(Required for Nursing Homes Only)

### Resident Profile

### Comments & Other Observations

1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2. Did residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3. Did you see or hear residents being encouraged to participate in their care by staff members?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
4. Were residents interacting w/ staff, other residents & visitors?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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
6. Do you observe restraints in use?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7. If so, did you ask staff about the facility's restraint policies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Resident Living Accommodations

### Comments & Other Observations

8. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9. Did you notice unpleasant odors in commonly used areas?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
10. Did you see items that could cause harm or be hazardous?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
11. Did residents feel their living areas were too noisy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12. Does the facility accommodate smokers?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12a. Where? <input type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside and Outside.		
13. Were residents able to reach their call bells with ease?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14. Did staff answer call bells in a timely & courteous manner?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14a. If no, did you share this with the administrative staff?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

wreaths, quilts - all rooms individualized  
 all equipment moved to outside for passage  
 - no one in rm. / I had it on bed  
 DNA (downstairs)

### Resident Services

### Comments & Other Observations

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16a. Can residents access their monthly needs funds at their convenience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
17. Are residents asked their preferences about meal & snack choices?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
17a. Are they given a choice about where they prefer to dine?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
18. Do residents have privacy in making and receiving phone calls?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20. Does the Facility have a Resident's Council?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

- Adm

Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?

Exit Summary

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.

"at times some staff appears to have to work extra hours"  
- concerned about staffing

- flu - some staff worked extra when workers were out with the flu.

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DHHS DOA-022/2004

Kudos

Pool - back open!

"Staff are super human." "patient"

Staff appeared happy to be working here  
all beds made - almost "military style"

Beautiful entryway

Residents may go outside on warm day

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