

Community Advisory Committee Quarterly/Annual Visitation Report

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|-----------------------------|-------------|---------------------------------------|--|------------------|----|---------------------|----------|---|--|--|--|--|----|-------------------------------------|----|
| County: Buncombe | | Facility Type: | | | | Chunn's Cove | | | | | | | | | |
| | | Adult Care Home | | Family Care Home | | | | | | | | | | | |
| | | Combination Home | | Nursing Home | | | | | | | | | | | |
| Visit Date 4/3/17 | Chun's Cove | Time Spent in Facility minutes | | h | 35 | min | 12:00 pm | : | | | | | am | <input checked="" type="checkbox"/> | pm |

| | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|---------------------------|--|---------------------------------------|--|
| Person Exit Interview was help held with Nancy Rathbone | | | | | | | | Interview was held | | (xIn-Person) or Phone (Circle) | |
|--|--|--|--|--|--|--|--|---------------------------|--|---------------------------------------|--|

| | | | | | | | |
|----------------|--|-----------------------------------|--|--|--|--|--|
| Nancy Rathbone | | SIC (Supervisor in Charge) | | Other Staff: (Name & Title) | | | |
|----------------|--|-----------------------------------|--|--|--|--|--|

| | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|
| Committee Members Present: Don Streb, Paula Garber | | | | | | Report Completed by: Don Streb | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|

Number of Residents who received personal visits from committee members:

| | | | | | | | | | |
|--|-------------------------------------|---|--------------------------|---|---|-------------------------------------|-----|--------------------------|----|
| Resident Rights Information is clearly visible. | <input checked="" type="checkbox"/> | Y | <input type="checkbox"/> | N | Ombudsman contact information is correct and clearly posted. | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
|--|-------------------------------------|---|--------------------------|---|---|-------------------------------------|-----|--------------------------|----|

| | | | | | | | | | |
|---|-------------------------------------|---|--------------------------|---|--|-------------------------------------|-----|--------------------------|----|
| The most recent survey was readily accessible. (Required for Nursing Homes Only) | <input checked="" type="checkbox"/> | Y | <input type="checkbox"/> | N | Staffing information is posted. | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
|---|-------------------------------------|---|--------------------------|---|--|-------------------------------------|-----|--------------------------|----|

| | |
|--------------------------------------|-----------------------------|
| Resident Profile Observations | Comments & Other |
|--------------------------------------|-----------------------------|

| | | | | | |
|---|-------------------------------------|-----|--------------------------|----|--|
| 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. Did 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 checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
|-------------------------------------|-----|--------------------------|----|

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Resident Living Accommodations Observations

Comments & Other

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

Resident Services

Comments & Other Observations

| | | | | |
|---|-------------------------------------|-----|--------------------------|----|
| Are residents asked their preferences or opinions about the activities planned for them at the facility? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 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 |
| Can residents access their monthly needs funds at their convenience? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Are residents asked their preferences about meal & | | | | |

ack choices?

| | | | |
|---|-----|--|----|
| x | Yes | | No |
|---|-----|--|----|

Are they given a choice about where they prefer to dine?

| | | | |
|---|-----|--|----|
| x | Yes | | No |
|---|-----|--|----|

residents have privacy in making and receiving phone calls?

| | | | |
|---|-----|--|----|
| | | | |
| x | Yes | | No |

Is there evidence of community involvement from either civic, volunteer or religious groups?

| | | | |
|---|-----|--|----|
| | | | |
| x | Yes | | No |

Does the Facility have a Resident's Council?

| | | | |
|---|-----|--|----|
| x | 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?

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

56 out of max of 63

Shower in first hall needs grouting around light switch. Light not working in shower area.

Area around toilet needs grouting

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