

APR

# Community Advisory Committee Quarterly/Annual Visitation Report

<b>County:</b> Buncombe		<b>Facility Type:</b>			<b>Facility Name:</b>				
		Adult Care Home		Family Care Home	NC State Veterans Nursing Home				
		Combination Home	X	Nursing Home					

<b>Visit Date</b>	8/15/17	<b>Time Spent in Facility</b>	1	hr		min	<b>Arrival Time</b>	3	:	05			am	X	pm
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<b>Person Exit Interview was held with:</b> Justin Morrison, Administrator							<b>Interview was held</b>	X	<b>In-Person</b>
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<b>Adm</b>	X	<b>SIC (Supervisor in Charge)</b>		<b>Other Staff: (Name &amp; Title)</b>	
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<b>Committee Members Present:</b> John Bernhardt, Diane Duermit	<b>Report Completed by:</b> John Bernhardt
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Number of Residents who received personal visits from committee members: 3

<b>Resident Rights Information is clearly visible.</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<b>Ombudsman contact information is correct and clearly posted.</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>The most recent survey was readily accessible. (Required for Nursing Homes Only)</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<b>Staffing information is posted.</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Resident Profile					Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Residents are all veterans, A few females, a few African Americans. Curently 97 beds out of 100 are occupied. There is a long waiting list for admission, about 200 on the priority list based on a number of criteria. The locked dementia unit is very much in demand. It is a rare opportunity and also very well run.
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 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 type="checkbox"/>	Yes	<input type="checkbox"/>	No	
4. Were residents interacting w/ staff, other residents & visitors?	<input type="checkbox"/>	Yes	<input checked="" 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 type="checkbox"/>	Yes	<input type="checkbox"/>	No	

Resident Living Accommodations Observations					Comments & Other
8. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Residents and facility are clean. Everyone has a private room, bathroom, natural wood flooring, nice furnishings. Each of the four wings has a large room to gather in, with TV
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?

Yes  No

11. Did residents feel their living areas were too noisy?

Yes  No

12. Does the facility accommodate smokers?

Yes  No

12a. 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?

Yes  No

14a. If no, did you share this with the administrative staff?

Yes  No

and tables to play games. Therapy includes a heated salt-water pool with a floor that can be raised or lowered as the resident needs. Overall, the state made a great effort to provide outstanding accommodations for its veterans.

**Resident Services**

**Comments & 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

Many activities are scheduled (some going tomorrow to a baseball game) and each wing offers the opportunity for games and mixing. However few participate in the activities, games or socializing. They just stay in their room with their TV. In service and at the VA hospital the norm is being a team but here it's isolation. That is their choice and the facility tries hard to involve them but it is not good for depression. The dementia unit however gets everyone out of his room into the gathering space. Individualized music therapy is being used and helps with mood or behavioral problems.

A visitor came whose father died two days ago. When we said we were sorry, he said the good thing was that his father was there. It had been wonderful for him being there.

**Areas of Concern**

**Exit Summary**

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

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

**Top Copy** is for the Regional Ombudsman's Record. **Bottom Copy** is for the CAC's Records.