

Community Advisory Committee Quarterly/Annual Visitation Report

County SUNCOMBE	Facility Type - <input checked="" type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home	Facility Name NORTH RIDGE ASSISTED LIVING # 2
Visit Date 8/14/17	Time Spent in Facility hr 20 min	Arrival Time 12:10 <input type="checkbox"/> am <input checked="" type="checkbox"/> pm
Name of Person Exit Interview was held with TAMMY TATE <small>(Name & Title)</small>		Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor in Charge)
Committee Members Present: SHARON WHITE, MARSHA SAFIAN		Report Completed by: MARSHA SAFIAN
Number of Residents who received personal visits from committee members: 5		
Resident Rights Information is clearly visible. <input type="checkbox"/> Yes <input type="checkbox"/> No		Ombudsman contact information is correct and clearly posted. <input type="checkbox"/> Yes <input type="checkbox"/> No
The most recent survey was readily accessible. <input type="checkbox"/> Yes <input type="checkbox"/> No <small>(Required for Nursing Homes Only)</small>		Staffing information is posted. <input type="checkbox"/> Yes <input type="checkbox"/> No

Resident Profile

Comments & Other Observations

1. Do the residents appear neat, clean and odor free? Yes 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? Yes No
3. Did you see or hear residents being encouraged to participate in their care by staff members? Yes No
4. Were residents interacting w/ staff, other residents & visitors? Yes No
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? Yes No **NOT OBSERVED**
6. Did you observe restraints in use? Yes No
7. If so, did you ask staff about the facility's restraint policies? Yes No

Residents said they were well taken care of. They appeared neat & clean.

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? 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 **NOT OBSERVED**
- 14a. If no, did you share this with the administrative staff? Yes No

The residents said the home was clean & comfortable. They said the food was good.

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 **ONCE A MONTH**
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 **N/A**
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

The home provides transportation to go to the store to get personal items when the ^{residents} get their funds. They had a vegetable garden.

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?

5 RESIDENTS
1 VACANCY
1 RESIDENT IN HOSPITAL
3 MALES 2 FEMALES AGES 50-80

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. THE ADMINISTRATOR SAID THEY HAD JUST DISCOVERED BED BUGS IN THE HOME. THEY HAD CALLED THE EXTERMINATOR. WE DIDN'T GO INTO

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

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

RESIDENTS ON THE PORCH.