Community Advisory Committee Quarterly/Annual Visitation Report

County		☐ Family Care Home	Facility Name Brooks-Howell		
Buncombe	☐ Adult Care Ho	me 🗵 Nursing Home	Brooks-Howell		
	☐ Combination I	Home			
Visit date 8/27/18	Time Spent in Fa	çility	Arrival Time 9:30 Am		
	1 Hr. 14	· Min	9:30 _{Am}	PM	
Name of person Exit Interview	w was held with $\stackrel{ extsf{C}}{=}$	arole Gilham	(/	Name & Title)	
Interview was held ☐ In-Person ☐ Phone ☒ Admin ☐ SIC (Supervisor in Charge) ☐ Other Staff Rep					
Committee Members Presen Maria Hines, Stephan Idr	t:	Donouish	Report complete	ed by:	
_					
Number of Residents who re	Number of Residents who received personal visits from committee members: 7				
Resident Rights Information is clearly visible.		Ombudsman contact	information is cor	rect and clearly	
⊠ Yes □ No		posted. 🛛 Ye			
The most recent survey was readily accessible.		Staffing information is po			
☐ Yes ☐ No (Required for Nursing Homes Only)		⊠ Yes	□ No		
(Required for Nursing Homes Only) Resident Profile		Comments	and Other Obse	rvations	
Resident i for	iic .	Everyone was up a		i vacions	
Do the residents appear neat, clean and		Everyone mae ap	aria aroccoa.		
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 thei	· · ·				
⊠ Yes □ No	. c, cg. accc.				
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?					
6. Did you observe restraints in use?					
☐ Yes ☒ No					
7. If so, did you ask staff about the facility's					
restraint policies? 🛘 Ye					

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Resident Living Accommodations	Comments and Other Observations
	not "describe it" but nmany personal momentos
 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 ☐ 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 	no one was in bed! DNA
administrative stair: Li Tes Li No	
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	Discuss items from "Areas of Concern" Section as well		
follow-up or review at a later time or during the next visit?	as any changes observed during the visit. The CEO has resigned. Adm. took notes/ facility does not accept		
A major concern for both our team and the facility is LOW CENSUS.	Medicaid which may contribute to low census/ we discussed music in addition to TV.		
Facility seems almost too quiet; sleepy residents were just sitting in front of TV's in 3 areas.			
KUDOS: Friendly staff/ Super clean/ Beds made			
"Oh, I don't think they need to change anything." 11 participated in Chairacise			