

Community Advisory Committee Quarterly/Annual Visitation Report

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| County <i>Transylvania</i> | Facility Type - <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home | Facility Name <i>Cedar Mountain House</i> |
| Visit Date <i>2-21-19</i> | Time Spent in Facility <i>0 hr 50 min</i> | Arrival Time <i>4:10</i> <input type="checkbox"/> am <input checked="" type="checkbox"/> pm |
| Name of Person Exit Interview was held with <i>Cari Keegan, administrator</i> | | Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor in Charge) |
| Committee Members Present: <i>Heather Stewart, Emily Ullmer</i> | | Report Completed by: <i>Emily Ullmer</i> |

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| Number of Residents who received personal visits from committee members: <i>15</i> | Ombudsman contact information is correct and clearly posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Resident Rights Information is clearly visible. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| The most recent survey was readily accessible. <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(Required for Nursing Homes Only)</i> | |

Resident Profile

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
6. Did you observe restraints in use? Yes No
7. If so, did you ask staff about the facility's restraint policies? Yes No

Comments & Other Observations

Everyone was neat & clean. One man was in his room not wearing pants and had a blanket over his lap. No restraints seen. A dozen residents were lined up in hallway waiting for dinner.

Resident Living Accommodations

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

Comments & Other Observations

Call bells were in reach, except for one resident who was sitting in recliner but she said she could get up to reach hers. One resident said it takes 15 minutes on average for call light to be answered, and someone else said 10 minutes.

Resident Services

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

Comments & Other Observations

The activities director recently had an extended illness & there was no one to fill her place. A few activities still occurred. One resident wants more hands on crafts & baking. Another resident wants more religious activities. One resident said they eat in their room if they are sick but they prefer you go to the dining room. Another resident is having trouble eating tough meats that are served and she said there aren't enough alternatives served.

Areas of Concern

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

Call light answer times

Exit Summary

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

Call light times addressed and activities