

Community Advisory Committee Quarterly/Annual Visitation Report

County	Facility Type:	☐ Family Care Home	Facility Name				
Henderson		ome D Nursing Home	The Landings, Mills River				
Visit date	Time Spent in Facility		Arrival Time				
6-18-19	1 Hr. 5 Min		11:15 Am PM				
Name of person Exit Interview	w was held with A	Amy Hamilton, Executive Direc	ctor (Name & Title)				
Interview was held ☑ In-Person □Phone □Admin □SIC (Supervisor in Charge) □ Other Staff Rep							
Committee Members Presen		Report completed by:					
Charlie McCurdy, Sandra Rodriguez	· · · · · · · · · · · · · · · · · · ·	Charlotte (Charlie) McCurdy					
Number of Residents who red		Tr	***************************************				
Resident Rights Information i		Ombudsman contact information is correct and clearly					
The most recent survey was read		posted.					
☐ Yes ☐ No	•	☐ Yes ☐ No					
(Required for Nursing Homes	ACCUPATION AND ADDRESS OF THE PARTY OF THE P						
Resident Prof	ile	Comments :	and Other Observations				
		T					
1. Do the residents appear neat, clean and		-This facility is neat, clean and homey.					
odor free? ☑ Yes ☐ No		- The ombudsman information needs updated.					
2. Did residents say they receive assistance							
with personal care activities, ex. brushing their teeth, combing their hair, inserting		-They have a new director as of March, 2019, she					
dentures or cleaning their eyeglasses?		came over to the Landings from Cherry Springs.					
✓ Yes □ No		- One resident felt like the room was to small					
3. Did you see or hear residents being							
encouraged to participate	,		aid the food is iffy, could be better				
	s 🗆 No	at times and other ti	at times and other times delicious.				
4. Were residents interacting			 The residents were very complimentary about the staff, one told us that they wait on them hand and foot 				
residents & visitors? 🕡							
Did staff respond to or int residents who had difficult		and are always a ste	ep ahead anticipating their needs.				
communicating or making	,	- The activity calend	lars are posted in the resident				
known verbally?		rooms. And also streaming on a screen close to the					
6. Did you observe restraint		dining area.					
☐ Yes ☑ No		- The menus are se	nt to each resident room every				
7. If so, did you ask staff ab	out the facility's	morning so they can choose something else besides					
restraint policies? 🛘 Ye	s 🛮 No	what is planned for the day if they want to.					
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Resident Living Accommodations	Comments and 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 14a. If no, did you share this with the administrative staff? ☐ Yes ☐ No	 One resident was concerned because the door wouldn't lock and that was addressed at the exit meeting. LOCKED UNIT: The residents were neat, clean and well cared for. Some were playing corn hole and seemed to be enjoying themselves. The menu was posted and up to date as well as the activity calendar.
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	- There are lots of cubby hole type rooms that used to have dolls and other things to help the residents entertain themselves. There weren't any of these things in the cubby holes this visit. We asked about this at the exit meeting and were told that the items eventually end up in the resident rooms. Now it is unused space.

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