



Community Advisory Committee Quarterly/Annual Visitation Report

Carrati				
County		☐ Family Care Home	Facility Name	
HENDERSON	□ Adult Care Ho □ Combination	ome	THE LANDINGS AT MILL RIVER	
Visit date	Time Spent in Fa	Time Spent in Facility		
3/12/2019	1 Hr.	0 Min	Am ·	1:05 _{PM}
Name of person Exit Interviev				lame & Title)
Interview was held ☑ In-Person ☐ Phone ☐ Admin ☐ SIC (Supervisor in Charge) ☐ Other Staff Rep				
Committee Members Present L. HERGET, C. MCCUR	:		Report completed by: S.RODRIGUEZ	
Number of Residents who red	sits from committee me	mbers: 11		
Resident Rights Information is	clearly visible.	Ombudsman contact		ect and clearly
⊠ Yes □ No		posted.		cct and clearly
The most recent survey was readily accessible.		Staffing information is posted.		
☐ Yes ☐ No		☐ Yes	☐ No	
(Required for Nursing Homes Resident Prof				
Resident Prof	ile	Comments a	and Other Observ	vations
1 Do the residents annually and				
Do the residents appear neat, clean and odor free? ☑ Yes □ No				
odor free? ☑ Yes ☐ No 2. Did residents say they receive assistance				
with personal care activiti				
their teeth, combing their				
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				
restraint policies?				

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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	No smokers are admitted to the Memory Care unit. Smokers on the AL unit smoke outdoors in an enclosed patio area.
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	No call bells activated during our visit. When talking with residents, they had not used their calls bells at all and could not report on response times.
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 	Per the assistant director, this facility is private pay and the residents/residents' POAs manage their finances.
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?	
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	residents/residents' POAs manage their finances.
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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?	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.
Continued incorrect contact information for Ombudsman.	Facility is at ~50% capacity with 14 in Memory Care and 18 in Assisted Living, of whom 3 are currently at a SNF. We were only able to speak with 2 residents on the AL side as the remainder had just left on an outing to the Baked Pie shop in the facility's new van. Staff-resident interactions on the Memory Care unit were respectful and caring.