

# Community Advisory Committee Quarterly/Annual Visitation Report

County: *Henderson*

Facility Type:  
 Adult Care Home  
 Family Care Home (Rest)  
 Combination Home  
 Nursing Home

Facility Name: *The Cullough's Rest Home*

Visit Date: *3-7-19* Time Spent in Facility: *40* hr *0* min Arrival Time: *12:00* am  pm  
 Name of Person Exit Interview was held with: *no one available* Interview was held In-Person

Interviewer: *Joe Best SIC* Phone: *828-693-7976*  
 Role:  Admn.  SIC (Supervisor in Charge) *Joe* Other staff

Committee Members Present: *Ron Howard, Jacky Bonpane, Kitty Dunn* Report Completed by: *Ron Howard*

Number of Residents who received personal visits from committee members: *10*

Resident Rights Information is clearly visible.  Yes  No  
 Ombudsman contact information is correct and clearly posted. *needs updating*  Yes  No  
 The most recent survey was readily accessible.  Yes  No  
 Staffing information is posted.  Yes  No  
*(required for Nursing Homes Only)*

**Resident Profile**

Do the residents appear neat, clean and odor free?  Yes  No  
 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  
 Did you see or hear residents being encouraged to participate in their care by staff members?  Yes  No  
 Were residents interacting w/ staff, other residents & visitors?  Yes  No  
 Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?  Yes  No  
 Did you observe restraints in use?  Yes  No  
 If so, did you ask staff about the facility's restraint policies?  Yes  No

Comments & Other Observations  
*Only 1 staff at the facility when we were there. He was shooting smoking lunch.  
 no staff available not with staff  
 NA - Residents are independent*

**Resident Living Accommodations**

3. 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 and 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  
*all residents told us they are happy at the facility, they like the food, they have a large TV in living room, they said staff are very nice. we noticed new flooring throughout, new paint, 2 new toilets  
 NA all independent + very small facility*

**Resident Services**

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?  Yes  No *not by staff*  
 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

Comments & Other Observations  
*but residents said they plan own activities  
 we heard no complaints, only positive comments.  
 2 days after our visit I talked to Joyce, Assistant Administrator. She told me about all the renovations and cleaning completed over past few weeks. she said residents never complain and are happy. Her goal is to improve the appearance of the facility and make all needed repairs.  
 - Joyce said she meets residents daily.*

*noticed DNR "poster" on resident's door other name. contacted Cori.*