

Community Advisory Committee Quarterly/Annual Visitation Report

CA

County: Transylvania		Facility Type:				Facility Name: The Oaks <i>Brevard</i>								
		<input type="checkbox"/>	Adult Care Home	<input type="checkbox"/>	Family Care Home									
		<input checked="" type="checkbox"/>	Combination Home	<input type="checkbox"/>	Nursing Home									
Visit Date	06 04 2019	Time Spent in Facility		1	hr	20	min	Arrival Time	12	:	0		am	Pm
Person Exit Interview was held with: Justin Morrison								Interview was held		In-Person or Phone (Circle) in person				
Justin Morrison		<input checked="" type="checkbox"/>	SIC (Supervisor in Charge -		Other Staff: (Name & Title)									
Committee Members Present: Emily Ullmer and Donna Raspa								Report Completed by: Donna Raspa						

Number of Residents who received personal visits from committee members: 30 +

Resident Rights Information is clearly visible.	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	Ombudsman contact information is correct and clearly posted	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	--	--	---

Posted but not correct

The most recent survey was readily accessible. (Required for Nursing Homes Only)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	Staffing information is posted.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	--	--	---

Resident Profile

Comments & Other Observations

- | | | | | |
|---|-------------------------------------|-----|-------------------------------------|----|
| 1. Do the residents appear neat, clean and odor free? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 2. Did residents say they receive assistance with personal care activities, <i>Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i> | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 3. Did you see or hear residents being encouraged to participate in their care by staff members? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 4. Were residents interacting w/ staff, other residents & visitors? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| 6. Did you observe restraints in use? | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |
| 7. If so, did you ask staff about the facility's restraint policies? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |

For the most part, residents were neatly groomed. One resident appeared to have a slight odor.

Those that are able to care for themselves do so; others said they had help, when needed.

Some, but not all staff.

Resident Living Accommodations				Comments & Other Observations	
8. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	There was an odor on one of the halls that we could not identify.
9. Did you notice unpleasant odors in commonly used areas?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
10. Did you see items that could cause harm or be hazardous?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	
11. Did residents feel their living areas were too noisy?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	
12. Does the facility accommodate smokers?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	
12a. Where? <input type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside and Outside.					
13. Were residents able to reach their call bells with ease?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	While at The Oaks, we did not observe any call bells in use. Residents said it sometimes takes a while for bells to be answered.
14. Did staff answer call bells in a timely & courteous manner?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
14a. If no, did you share this with the administrative staff?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Resident Services				Comments & Other Observations	
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	Residents were happy with the meals and said snackswere goven ehn requested.
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
16a. Can residents access their monthly needs funds at their convenience?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
17. Are residents asked their preferences about meal & snack choices?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	
17a. Are they given a choice about where they prefer to dine?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
18. Do residents have privacy in making and receiving phone calls?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
20. Does the Facility have a Resident's Council?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	

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?

1 – Understaffed. Mr. Morrison said he is having difficulty filling positions; however, there have been no instances of below state requirements in staffing. The Memory Care unit has had difficulty staffing of late. Folks are moved from other areas/duties to cover. The facility has slowed acceptances due to staffing issues.

Currently, there are 90 beds out of 120 that are filled. There is a discipline policy in effect for those who are tardy or call out.

2 – Prior to entering a room, staff informed CAC members that the gentleman, in the room, was in isolation. However, no sign was posted. When this was brought to Mr. Morrison's attention, he was unaware of anyone in isolation.

3- Area between Rehab unit and Memory Care is still under construction. Mr Morrison stated the contractor walked off the job and it will be completed by staff at The Oaks.

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

Staffing issues

Isolation ploicy.

This Document is a **PUBLIC RECORD**. **Do not identify any Resident(s) by name or inference on this form.** **Top Copy** is for the Regional Ombudsman's Record. **Bottom Copy** is for the CAC's Records.
DHHS DOA-022/2004

