

**COMMUNITY ADVISORY COMMITTEE QUARTERLY VISITATION REPORT**

County Buncombe	Date 9/8/15	Facility Name Brookdale Asheville Overlook
Number of Residents Visited: 3	Length of Visit: ___ hour ___ min	Facility Type <input checked="" type="checkbox"/> Adult Care Home (ACH) <input type="checkbox"/> Family Care Home (FCH) <input type="checkbox"/> Nursing Home (NF)
Report Completed by: Peggy Franc		
Other Members Present: Bob Tomasulo		

Exit Review Conducted With: Chris Morrisette		Title: ED
Posted	Residents Rights	Ombudsman Contact
Yes	Y	Y
No		

RLTCO Office Use Only:

Reviewed

Entered in ODIS

cc: Facility

cc: DSS (ACH only)

WHAT RESIDENTS REPORT DURING INTERVIEW	YES	NO	ADDITIONAL INFORMATION
Are you aware you have rights as a resident here?	X		
Do you feel treated with respect, consideration, dignity, and privacy as a resident here?	X		
Are you able to make complaints/suggestions without fear of retaliation?	X		
Are you free from mental and physical abuse?	X		
Do you know what to do if you are mistreated here?	X		
Is your personal/medical information kept confidential?	X		
Are you asked for input with planned activities?	X		
Do you enjoy the activities offered by the facility?	X		
Is your personal care provided in a way you like?	X		
Do you receive a response to your requests?	X		
Can you access your personal needs funds when requested? If no, why?	X		
Does the home encouraged personalization of your room?	X		
Do you feel safe and secure here?	X		
Do you feel the home is too noisy? If so, when and where?		X	
Are you permitted to smoke here? If so, are you aware of the smoking policy?	X		
Can you reach the call bell?	X		
Does staff answer your call bell timely?	X		
Do they ask what you prefer to eat?	X		
Do you get to seat where you like during meals?	X		

WHAT CAC MEMBERS OBSERVE	Yes	No	OBSERVATIONS
Residents appear neat, clean and odor free?	X		
Residents are up and out of bed/room and socializing?	X		
Staff interact respectfully with residents who have difficulty communicating or making needs known.	X		
Call bells/lights appear to be accessible and answered timely.	X		
Staff support residents' right to privacy and dignity.	X		

AREAS OF CONCERN	EXIT REVIEW SUMMARY
While some resident rooms are being updated, overall the entire facility is looking "tired". The common areas need painting and the carpeting needs to be replaced. The outside is being nicely maintained.	Summarize exit review. Note issues requiring follow-up. Issue: _____ Follow-up by date: _____ By whom: _____