

Community Advisory Committee Quarterly/Annual Visitation Report

County: Luncombe		Facility Type:				Facility Name: Heather Glen at Ardenwoods									
		<input checked="" type="checkbox"/> Adult Care Home	<input type="checkbox"/>	Family Care Home											
		<input type="checkbox"/> Combination Home	<input type="checkbox"/>	Nursing Home											
Visit Date	6/2 /15	Time Spent in Facility		hr	30	min	Arrival Time	12	:	0			am	<input checked="" type="checkbox"/>	pr
Person Exit Interview was held with: Maureen Davis, Executive Director								Interview was held		In-Person or Phone (Circle) <u>in person</u>					

	SIC (Supervisor in Charge)	Other Staff: (Name & Title)	
Committee Members Present: Bob Tomasulo, Peggy Franc			Report Completed by: Peggy Franc

Number of Residents who received personal visits from committee members: 3

Resident Rights Information is clearly visible.	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Ombudsman contact information is correct and clearly posted.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The most recent survey was readily accessible. (Required for Nursing Homes Only)	<input type="checkbox"/> Y <input type="checkbox"/> N	Staffing information is posted.	<input checked="" type="checkbox"/> Yes <input 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

Resident Living Accommodations Observations	Comments & Other
8. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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

Resident Services

Comments & 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

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?

- One resident complained about the food, particularly that the quality and the variety had declined in recent months. The Director agreed that she was aware of the issue and was addressing this. She advised that the Dining Hall will soon be overhauled with new paint, new flooring and new chairs in addition to a new menu (effective 6/15)

Discuss items from **“Areas of Concern”** Section as well as any changes observed during the visit.

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