

# Community Advisory Committee Quarterly/Annual Visitation Report

County: <b>Buncombe</b>		Facility Type - <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Family Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home		Facility Name: <b>Hickory Glen at Ardenwood</b>	
Visit Date: <b>3/27/15</b>	Time Spent in Facility: <b>35</b> hr <b>35</b> min		Arrival Time: <b>10:10</b> am		
Name of Person Exit Interview was held with: <b>Ms. MARGARET DAVIS</b>			Interview was held: <input checked="" type="checkbox"/> In-Person		
Phone	Admn.	SIC (Supervisor in Charge)	Other staff		
Rep: <b>MARLEEN DAVIS</b>		(Name & Title): <b>ADMINISTRATOR</b>			
Committee Members Present: <b>PEGGY YOUNG, KATHLEEN TAYLOR</b>			Report Completed by: <b>KATHLEEN TAYLOR</b>		
Number of Residents who received personal visits from committee members: <b>5-4</b>					
Resident Rights Information is clearly visible.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Ombudsman contact information is correct and clearly posted.	
The most recent survey was readily accessible. <i>(Required for Nursing Homes Only)</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No		Staffing information is posted.	

### Resident Profile

1. Do the residents appear neat, clean and odor free?  Yes  No
2. 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
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

### Comments & Other Observations

RESIDENTS WERE NEATLY DRESSED & WELL CARED FOR. ACTIVITIES WERE WELL ATTENDED.

### Resident Living Accommodations

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
- 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

ONE RESIDENT'S BEDROOM HAD NOTICEABLE URINE ODOR. ADMINISTRATOR WAS MADE AWARE & REQUESTED THAT RESIDENT WAS RESISTANT TO CARE & PROMPTS TO

### Resident Services

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

### Comments & Other Observations

ONE RESIDENT REPORTED SATISFACTION WITH TRANSITION TO GROUP LIVING & STAFF INTERACTION. USE bathroom particularly at night. SEVERAL ATTEMPTS WITH DIFFERENT STAFF OTHER WERE NECESSARY.

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.

**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.

Follow up on orders.

DISCUSSED AREAS MENTIONED.  
SATISFACTION WITH TRANSITION  
WAS SHOWN.