Community Advisory Committee Quarterly/Annual Visitation Report

County	Facility Type - ☒ Family Care Home ☐ Adult Care Home ☐ Nursing Home ☐ Combination Home	Facility Name
Buncombe		Serenity Hearts 234
Visit Date 7/2/15	Time Spent in Facility hrs 20 min	Arrival Time am pm 2:20

Name of Person Exit Interview was held with Tony – would give his last name (Name & Title) – Substitute SIC

Interview was held ☒ In-Person ☐ Phone ☐ Administrator ☒ SIC (Supervisor in Charge) Other Staff Rep

Committee Members Present: Barbara Mayer, John Bernhardt

Report Completed by: Claudia Sherry

Number of Residents who received personal visits from committee members:

Resident Rights Information is clearly visible. ☒ Yes ☐ No

Ombudsman contact information is correct and clearly posted. ☒ Yes ☐ No

The most recent survey was readily accessible. ☐ Yes ☐ No *(Required for Nursing Homes Only)*

Staffing information is posted. ☒ Yes ☐ No

Resident Profile	Comments & Other Observations
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 – Did not observe 6. Did you observe restraints in use? ☐ Yes ☒ No 7. If so, did you ask staff about the facility's restraint policies? ☐ Yes ☐ No	

Resident Living Accommodations	Comments & Other Observations
8. Did residents describe their living environment as homelike? ☒ Yes ☐ No – Talked with 2 of 6 residents 9. Did you notice unpleasant odors in commonly used areas? ☒ Yes ☐ No – In handicapped bathroom, it was not clean 10. Did you see items that could cause harm or be hazardous? ☒ Yes ☐ No → See back of page 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 & Outside. 13. Were residents able to reach their call bells with ease? q Yes ☐ No → Did not observe 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 – One talked about occasionally playing games. Games are posted on activity calendar. 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 – Yes. Some residents off campus today 20. Does the facility have a Resident's Council? ☐ Yes ☒ No Family Council? ☐ Yes ☐ No – Did not ask	

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?	OVER →

#23 cont.

Resident Accommodations:

#10 - Several maintenance projects underway, but not sure how quickly they are getting done: One resident's door was off + lying on its side in his room. Same room didn't have screen on window (+ there is a long drop to the back yard). Old dishwasher sitting in dining rm; told new one being installed.

With a substitute SIC there during our visit (who wouldn't give us his last name) it was dissicult to get an accurate redding of how quickly these items are being addressed.