

Community Advisory Committee Quarterly/Annual Visitation Report

County: Swain	Facility Type:			Facility Name: Asheville Health Care Center 1984 US 70 Highway, Swannanoa											
	<input type="checkbox"/> Adult Care Home	<input type="checkbox"/> Family Care Home													
	<input type="checkbox"/> Combination Home	<input checked="" type="checkbox"/> Nursing Home													
Visit Date 05/08/2015	Time Spent in Facility			1	hr	00	min	Arrival Time	11:	:	3	:	x	am	pr
Person Exit Interview was held with: Jonathan Caudill New Administrator								Interview was held		In-Person or Phone (Circle) in person					

Administrator XX	SIC (Supervisor in Charge)	Other Staff: (Name & Title)
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Committee Members Present: John Bernhardt, Margaret Davis, O.E. Starnes	Report Completed by: Margaret Davis
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Number of Residents who received personal visits from committee members: 20

Resident Rights Information are 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 checked="" type="checkbox"/> Y <input type="checkbox"/> N	Staffing information is posted. <input 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	<p>Odors in East Wing - smells of urine - advised administrator.</p> <p>Several dining room staff members were interacting with residents in dining room. A lack of staff in dining area was a concern during visit in February. There were a number of staff with residents during this visit. We advised new Administrator of our concern about staff/resident ratio during our last visit. Problem seems improved.</p>
2. Did residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? <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?	<input type="checkbox"/>	Yes	<input checked="" 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 checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
12a. Where? [<input checked="" 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 type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
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 type="checkbox"/>	Yes	<input type="checkbox"/>	No

Facility is physically clean, smells of urine in the east wing.

Last visit noted the vacuum cleaner was very loud - did not notice this time.

One resident complained of being unable to reach call bell on many occasions - Administrator advised.

Some residents were asked about response time to call bells - still a wait for some - advised Admin.

Resident Services

Comments & Other Observations

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
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 checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
17a. Are they given a choice about where they prefer to dine?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
18. Do residents have privacy in making and receiving phone calls?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	<input 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

Activities are posted in large print and individually in each room. The calendars in the rooms lack large print, one resident indicated being unable to read the small print on calendar.

Residents spoke highly of Rehab. staff. Kyle was interacting with two residents. They spoke highly of him.

Areas of Concern

Exit Summary

- **Odors in East Wing - will re-check on next visit**
- **Call bells - response time**
- **The activities calendar in the rooms are in very small print - There are large calendars in the hallways. - Asked Administrator if the calendars can be in a larger font in the rooms**
- **One resident wanted the birdfeeder facing his outside window fixed - advised administrator**