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# Community Advisory Committee Quarterly/Annual Visitation Report

Facility Name: Buncombe

Facility Type:	
Adult Care Home	<input checked="" type="checkbox"/> Family Care Home
Combination Home	Nursing Home

Facility Name: Black Mountain Neurological Treatment Center

Arrival Time: 1: 45 am  pm

Date: March 28, 2014

Time Spent in Facility: 1 hr 30 min

Name of Person Exit Interview was held with: \_\_\_\_\_

Interview was held:  In-Person

Phone: 669-3100

Facility Director: Laurie Hollingsworth

Other staff: \_\_\_\_\_

Committee Members Present: LISA PARR & RUTH PRICE

Report Completed by: Lisa Parr

Number of Residents who received personal visits from committee members: 4

Resident Rights Information is clearly visible.  Yes  No

Ombudsman contact information is correct and clearly posted. New flier provided  Yes  No

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

Staffing information is posted.  Yes  No

### Resident Profile

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

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

Did you see or hear residents being encouraged to participate in their care by staff members?  Yes  No

Were residents interacting w/ staff, other residents & visitors?  Yes  No

Did residents respond to or interact with residents who had difficulty communicating or making their needs known verbally?  Yes  No

Did you observe restraints in use?  Yes  No

If so, did you ask staff about the facility's restraint policies?  Yes  No

**Comments & Other Observations**

Observed residents receiving assistance

would like to see individualized activities for those who can participate. Received encouraging report about use of recreational staff members and volunteers.

Discussed low level of restraint use.

### Resident Living Accommodations

Did residents describe their living environment as homelike?  Yes  No

Did you notice unpleasant odors in commonly used areas?  Yes  No

1. Did you see items that could cause harm or be hazardous?  Yes  No

2. Did residents feel their living areas were too noisy?  Yes  No

2a. Does the facility accommodate smokers? ONE SMOKER  Yes  No

2a. Where?  Outside only  Inside only  Both Inside and Outside.

3. Were residents able to reach their call bells with ease?  Yes  No

3a. Did staff answer call bells in a timely & courteous manner?  Yes  No

3a. If no, did you share this with the administrative staff?  Yes  No

**Comments & Other Observations**

Although not noted by residents, committee members noted a lack of homelike environment.

Discussed continuing renovation.

odor noted in sunroom on Gravelly 3

Facility will soon be smoke-free (>7/1)

use of call bells was not observed. many residents were visible to staff except in some side rooms.

### Resident Services

5. Were residents asked their preferences or opinions about the activities planned for them at the facility?  Yes  No

6. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?  Yes  No

6a. Can residents access their monthly needs funds at their convenience?  Yes  No

7. Are residents asked their preferences about meal & snack choices?  Yes  No

7a. Are they given a choice about where they prefer to dine?  Yes  No

8. Do residents have privacy in making and receiving phone calls?  Yes  No

9. Is there evidence of community involvement from other civic, volunteer or religious groups?  Yes  No

10. Does the Facility have a Resident's Council?  Yes  No

**Comments & Other Observations**

Appreciate use of Warren Wilson Adult Development class students involvement with residents. (not observed, reported) Will provide information about "Memory and Music" when available (see reverse)

Discussed Human Rights Advocacy Council and Residents Council; Foundation, and Community Involvement are extensive.

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?

Alive Inside has purchased 10-15 IPDDs to be implemented by Student Service Learning / Adult Development class volunteers. Would like updates on efforts with activities such as this. Will also be interested in effort to "re-look" at "Eden-type" efforts to create more homelike environment.

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

Other:

Appreciate staff interactions and responsiveness to patient needs.

Staff has obvious sense of pride and compassion toward residents.

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