

Community Advisory Committee Quarterly/Annual Visitation Report

County: <u>Buncombe</u>	Facility Type:	Facility Name: <u>Emerald Ridge</u>
Visit Date: <u>5/22/15</u>	<input type="checkbox"/> Adult Care Home <input checked="" type="checkbox"/> Combination Home <input type="checkbox"/> Family Care Home <input type="checkbox"/> Nursing Home	Arrival Time: <u>10</u> : <u>00</u> (am) pm
Time Spent in Facility: <u>2</u> hr <u>30</u> min		Interview was held: <u>In-Person</u>
Name of Person Exit Interview was held with: <u>2 hrs.</u>		

Name: John Quintier & Robt. Venable (DS) Phone: _____

Title: Check Box Admn. SIC (Supervisor in Charge) Other staff

Committee Members Present: Eleanor, Sharaine Webster & Judy McDonough Report Completed by: Jmck

Number of Residents who received personal visits from committee members: 5+6+6 (17)

Resident Rights Information is clearly visible. Yes No

Ombudsman contact information is correct and clearly posted. Yes No needs replacement

The most recent survey was readily accessible. Yes No

(Required for Nursing Homes Only) Staffing information is ~~posted~~ available Yes 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, Ex. <u>brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</u> <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. Do 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	Comments & Other Observations
8. Did residents describe their living environment as homelike? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	D/A
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 [] Inside only [] Both Inside and Outside.	
13. Were residents able to reach their call bells with ease? <input checked="" type="checkbox"/> Yes <input 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	

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	<p>— one complaint of "no taste"</p>
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 checked="" 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	

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.

Food Issues -

NO taste
Same thing over & over
(knows about alternate)
too much bread on chick fingers
Breakfast is cold. Wants 2nd
cup of coffee.

- Dietician will talk
to 2 folks
- frozen
- Spices will be available
on tables

5 missing

- will put in locked drawers
resident keeper

2 of don't get baths often enough - said over
a week / went washcloth towel in B.R.

- Podiatrist has her on list.

Diabetic needs toenails cut

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Top Copy is for the Regional Ombudsman's Record. Bottom Copy is for the CAC's Records.

DHHS DOA-022/2004

Adm. took notes &
will look int all areas
mentioned

Kudos:

New Signage on locked unit - Eg,
on Exit door - "Store Closed"
"Please come back tomorrow"

Sign-out residents | Do not assist w/o
asking 1st.

"No complaints. They are good to you here."
S.G.
Old Conf. Rm now Phys. Therapy unit.
RN went to ck. on resident as soon as I
asked about a resident

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DHHS DOA-022/2004

MD comes 2x/wk.
Staff is very happy with new Adm.!