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Community Advisory Committee Quarterly/Annual Visitation Report

Facility Type: Adult Care Home Family Care Home Nursing Home

Facility Name: Golden Living

Date: 8-1-14 Time Spent in Facility: 1 hr 30 min Arrival Time: 3:00 pm

Name of Person Exit Interview was held with: Carol Milliken (DON) Interview was held In-Person

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

Committee Members Present: Lorraine Webster Report Completed by: Judy McDonough

Number of Residents who received personal visits from committee members: 0 + 4 = 10

Resident Rights Information is clearly visible. Yes No

Ombudsman contact information is correct and clearly posted. Yes No

Most recent survey was readily accessible. Yes No

(Required for Nursing Homes Only) 11/24/14 - not the new one

Staffing information is posted. but not correct Yes No

Resident Profile

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

Do residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? Yes No

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

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

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

Do you observe restraints in use? Yes No

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

Comments & Other Observations

Staff shortage made it so ~~hard~~ as to get agent changed as after as necessary

Resident Living Accommodations

Do residents describe their living environment as homelike? Yes No

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

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

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

Does the facility accommodate smokers? Yes No

Where? Outside only [] Inside only [] Both Inside and Outside.

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

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

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

Comments & Other Observations

not very "home-like" hall near adm. off.

1 hall better than other

Resident Services

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

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

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

Were residents asked their preferences about meal & snack preferences? Yes No

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

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

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

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

Comments & Other Observations

Staff shortage required resident to eat in their room

Areas of Concern

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.

Staff shortage 1:15

- ~~pad changing~~ toileting not as soon as needed
- Residents couldn't eat in D.R. Adm!

ANOTHER Interim. Adm!

Lack of Continuity of Administration

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.

DHHS DOA-022/2004

Housekeeping not up to par (in bathrooms & floor & T.P.)

No Staff incentives

Low morale

Kudos:

Electronically equipped Pharmacy

"Welcome Back" party for Elaine

- well-attended

Beauty Shop is in use, but still used for storage

Amber

Brenda Gentry - staff say she's a Real Asset (Assist. DON)

Even tho overworked, staff liked their job working with the elderly.