

Community Advisory Committee Quarterly/Annual Visitation Report

County: Suncombe		Facility Type:				Facility Name: Givens Highland Farms - 200 Tabernacle Road, Black Mountain							
		<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 1/24/16	Time Spent in Facility		1	hr		min	Arrival Time	11	:		<input checked="" type="checkbox"/> am		pr
Person Exit Interview was held with: Linda Statton RN							Interview was held		In-Person or Phone (Circle) in person				

	SIC (Supervisor in Charge)	Other Staff: (Name & Title)	
--	-----------------------------------	--	--

Committee Members Present: Margaret Davis, John Bernhardt, O.E. Starnes, Diana Glass	Report Completed by: Margaret Davis
--	---

Number of Residents who received personal visits from committee members: 18			
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"/> Y	<input type="checkbox"/> N	<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 checked="" type="checkbox"/> Y	<input type="checkbox"/> N	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Resident Profile	Yes	No	Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A number of residents were engaged in an activity program and seemed to be enjoying the activity. There were two assistant activities staff present for the residents. A number of staff members approached us during our visit to introduce themselves. We appreciate the interaction as it indicates staff are aware of visitors in the building. Thank you Sharon from dining services, Laura Activities, Amanda from Admissions, Jim - nursing staff and social worker (male - forgot his name - sorry).
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"/>	<input type="checkbox"/>	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4. Were residents interacting w/ staff, other residents & visitors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6. Did you observe restraints in use?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
7. If so, did you ask staff about the facility's restraint policies?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Resident Living Accommodations	Comments & Other
---------------------------------------	-----------------------------

Observations

9. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
10. Did you notice unpleasant odors in commonly used areas?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
11. Did you see items that could cause harm or be hazardous?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
12. Does the facility accommodate smokers?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
12a. Where? <input 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 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 checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

Several staff present on this day, including many interns from local colleges.

The dining room and services are most impressive. Each resident has an individual card on his/her table indicating food likes/dislikes, allergies, preferences of coffee tea, etc. The entire dining area is welcoming with a daily menu posted in large print and table cloths on each table.

The activities department goes above and beyond with issuing the daily chronicle which is a short newspaper, which residents commented on enjoying.

Resident Services

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 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

Comments & Other Observations

.

A resident was having a birthday surprise party and a staff member brought her dog to the party and the dog sang (howled) happy birthday (really)!!!!

All residents have a "bio" statement posted on their door. Nice!

Someone mentioned staff shortage continues to be an issue - however on this day it was not apparent. (lots of staff and interns)

We asked Ms. Blackwell about voting availability for residents. Activities is overseeing.

Areas of Concern

Exit Summary

Great facility visit. Thank you all (staff) for your dedication and hard work.