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Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe	**Facility Type:** [ ] Adult Care Home [ ] Family Care Home [ ] Combination Home [✓] Nursing Home		**Facility Name:** The Laurels of Greentree Ridge
Visit Date 12/4/15	**Time Spent in Facility** 1 hr 30 min	**Arrival Time** 1 : 30 am [✓] pm	
Name of Person Exit Interview was held with:		**Interview was held** [✓] In-Person	
Name: Jessica Houser		**Phone:**	
Title: Check Box [✓] Admn.	[ ] SIC (Supervisor in Charge)	[ ] Other staff	
Committee Members Present: Kate Elliott, Sonya Friedrich		**Report Completed by:** Sonya	

Number of Residents who received personal visits from committee members: 11

Resident Rights Information is clearly visible.	[✓] Yes [ ] No	**Ombudsman contact information is correct and clearly posted.**	[✓] Yes [ ] No
The most recent survey was readily accessible. ***(Required for Nursing Homes Only)***	[✓] Yes [ ] No	**Staffing information is posted.**	[✓] Yes [ ] No

Resident Profile			Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	[✓] Yes	[ ] No	
2. 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	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	[✓] Yes	[ ] No	
4. Were residents interacting w/ staff, other residents & visitors?	[ ] Yes	[ ] No	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	[ ] Yes	[ ] No	
6. Did you observe restraints in use?	[ ] Yes	[✓] No	
7. If so, did you ask staff about the facility's restraint policies?	[ ] Yes	[ ] No	

Resident Living Accommodations			Comments & Other Observations
8. Did residents describe their living environment as homelike?	[ ] Yes	[ ] No	
9. Did you notice unpleasant odors in commonly used areas?	[ ] Yes	[ ] No	
10. Did you see items that could cause harm or be hazardous?	[ ] Yes	[✓] No	
11. Did residents feel their living areas were too noisy?	[ ] Yes	[ ] No	
12. Does the facility accommodate smokers?	[ ] Yes	[✓] No	
12a. Where? [ ] Outside only [ ] Inside only [ ] Both Inside and Outside.			
13. Were residents able to reach their call bells with ease?	[ ] Yes	[ ] No	
14. Did staff answer call bells in a timely & courteous manner?	[ ] Yes	[ ] No	
14a. If no, did you share this with the administrative staff?	[ ] Yes	[ ] No	

Resident Services			Comments & Other Observations
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	[✓] Yes	[ ] No	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	[ ] Yes	[ ] No	
16a. Can residents access their monthly needs funds at their convenience?	[ ] Yes	[ ] No	
17. Are residents asked their preferences about meal & snack choices?	[✓] Yes	[ ] No	
17a. Are they given a choice about where they prefer to dine?	[✓] Yes	[ ] No	
18. Do residents have privacy in making and receiving phone calls?	[✓] Yes	[ ] No	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	[✓] Yes	[ ] No	
20. Does the Facility have a Resident's Council?	[✓] Yes	[ ] No	

Areas of Concern	Exit Summary
re there resident issues or topics that need follow-up or review at a later time or during ıe next visit?	Discuss items from ***"Areas of Concern"*** Section as well as any changes observed during the visit.
Getting + Keeping CNAs has become more of a problem the last few years. In most cases the CNAs work only as long as it takes them to advance to LPNs or RNs.	Jessica mentioned the problems of CNAs moving on up to other positions since it has meant more of a turnover in CNAs. As with most facilities there is a relatively high ratio of dementia in the population + new CNAs just aren't equipped to cope with troubled residents/guests. They are trying to give more instruction to the new CNAs in their orientations,

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