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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: 2/9/15	Time Spent in Facility: 1 hr 20 min	Arrival Time: 3 : 40 am ☑ pm

Name of Person Exit Interview was held with: | Interview was held: ☐ In-Person

Name: Jessica Hauser Administrator | Phone:

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

Committee Members Present: Eleanor Lane, Ellen Baker, Sonya Friedrich | Report Completed by: Sonya

Number of Residents who received personal visits from committee members: 24

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	Mostly, one call bell was ringing at the end of the hall + a staff person came out of one
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	room, looked to see what light was on and went on into another room across the hall.
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
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.
The residents we interviewed were very pleased with the facility & the staff. There was a general acknowledgement that response time was not the best but most understood that there were times it was unavoidable such as after meal times or early mornings and evenings when the staff was stretched to help everyone.	I observed a staff member on Hall 2 walk out of a room, look to see where a call light/bell was ring at the end of the hall and just continued to go into a room across the hall who did not have a light/bell on at the time. Perhaps the attitude of that staff person is the reason that we heard so many comments about the slow response time. It was mentioned in our Exit interview and Jessica said they were operating at the required staff/resident ratio.

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.

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