

Community Advisory Committee Quarterly/Annual Visitation Report

County: Swain	Facility Type:				Facility Name: The Laurels of Summit Ridge 100 Riceville Road, Asheville									
	<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 11/28/15	Time Spent in Facility			1	hr	15	min	Arrival Time	11	:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> am	<input type="checkbox"/> pm
Person Exit Interview was held with: Administrator; Judy Boyer								Interview was held		In-Person or Phone (Circle) in person				

Administrator XX	SIC (Supervisor in Charge)	Other Staff: (Name & Title)
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Committee Members Present: Margaret Davis, Diana Glass (John Bernhardt and O.E. Starnes were not able to attend visit.)	Report Completed by: Margaret Davis
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Number of Residents who received personal visits from committee members: 10+

Resident Rights Information are clearly visible. <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Ombudsman contact information is correct and clearly posted. up to date <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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The most recent survey was readily accessible. (Required for Nursing Homes Only) did not see will check next time <input type="checkbox"/> Y <input type="checkbox"/> N	Staffing information is posted. Did not observe, will check next visit. <input type="checkbox"/> Yes <input type="checkbox"/> No
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Resident Profile	Comments & Other Observations
1. Do the residents appear neat, clean and odor free? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>Several residents (at least 10) mentioned the great care they receive from the staff. Rehab Management staff, Maintenance and CNA's staff were complimented numerous times by residents.</p> <p>Observations of staff and resident interaction was impressive. Observed several spontaneous fun and humorous interaction occurring between staff and residents. .</p> <p>One resident said; "Judy Boyer and Michela Wilson were "Problem solvers".</p>
2. Did residents say they receive assistance with personal care activities, <i>Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i> <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. Did 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	

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
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 <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 type="checkbox"/>	Yes	<input type="checkbox"/>	No

Dietary Director, received positive mention -food is described by one resident family member as; "fresh, homemade and delicious!"

Retention of CNA's still a problem.

The activities calendar is impressive!

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 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 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

One resident said she loved the pet therapy program.

Dining room issues were discussed last visit. This visit, we found the dining room full of residents. Judy advised that she hired a dining room manager.

Activities calendar indicates outside involvement - pet therapy and calendar events.

Didn't ask about resident council meetings - will ask next time.

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?

- **Next visit check survey, staff ratio and continue monitoring dining room issues.**
- **Check call Bell response time**
- **Turn over of CNA??**
- **Check to see if elevator is working**
- **Check on status of resident council meetings.**

Discuss items from "**Areas of Concern**" Section as well as any changes observed during the visit.

Excellent management continuity - Judy Boyer, Michela Wilson, Mary Jane. Many compliments from residents about CNA's food, and cleanliness of facility.