

## Community Advisory Committee Quarterly/Annual Visitation Report

<b>County:</b> Swain	<b>Facility Type:</b>			<b>Facility Name:</b>									
	<input type="checkbox"/> Adult Care Home	<input type="checkbox"/> Family Care Home		NC State Veterans Nursing Home - Black Mountain - 62 Lake Eden Road, Black Mountain,									
	<input checked="" type="checkbox"/> Combination Home	<input checked="" type="checkbox"/> Nursing Home											
<b>Visit Date</b> 11/16/2015	<b>Time Spent in Facility</b>		1	hr	30	min	<b>Arrival Time</b>	11	:			<input checked="" type="checkbox"/> am	<input type="checkbox"/> pm

Person Exit Interview was held with: Kathryn West Administrator	Interview was held	In-Person or Phone (Circle) in person
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Administrator	SIC (Supervisor in Charge)	Other Staff: (Name & Title)
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Committee Members Present: John Bernhardt, O.E. Starnes, Margaret Davis	Report Completed by: Margaret Davis
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Number of Residents who received personal visits from committee members: 11

Resident Rights Information are clearly visible. <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Ombudsman contact information is correct and clearly posted. <input type="checkbox"/> Yes <input type="checkbox"/> No
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The most recent survey was readily accessible. (Required for Nursing Homes Only) <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Will check next visit <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Staffing information is posted.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Resident Profile	Yes	No	Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Very pleasant environment.  Yes - observed.  Concerns of A unit being isolated due to nursing station being moved from area.  A Chaplin has been assigned to the facility program. This is a resource that administration has been seeking and (according to Admin) staff and residents are pleased to offer this resource.
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 Observations				Comments & Other	
9. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Resident commented the desire for more 1:1 resident interaction which is sometimes minimal and needs improvement. Admin. advised.  ***See 2 notes below "Unanswered call bells
9). 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 type="checkbox"/>	Yes	<input 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 checked="" type="checkbox"/>	No	
14a. If no, did you share this with the administrative staff?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Resident Services				Comments & Other Observations	
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	Acitivites calendars are posted in each room and in two central locations - print is large and readable. Will check next visit to understand if weekend activities are vibrant.  Did not ask - will do so next visit  Resident council is active - notice of meeting are displayed  Most recent survey is displayed for public
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	
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?

**Exit summary** - continue to monitor call bell response  
Check Ombuds. contact info to ensure up to date  
Check to see if "communication plan (2-way radios have been added for call bell and emergency resident care)  
Check to see if Unit A is still described by family as "isolated" due to the move of the nursing station

**Unanswered call bells:**

CAC, Margaret Davis reports the following:

In an interview with a resident on Unit B-unit, resident commented ringing the call bell at 4:30 a.m. on 9/15/2015. Resident said the need to use bathroom was urgent. Resident said nurse came in and said; "You know I'm here by myself." Resident reports the female nurse walked out of the room and did not immediately help him to the bathroom. Resident did not want to be identified. Administration advised and will follow up

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

**Unanswered call bells:**

CAC, O.E. Starnes reports the following:

Upon arriving in the A unit to begin my tour I observed a resident in his bed, door open, crying out for help and for a nurse. I checked to make sure he had not fallen or was injured and set off to find a staff member for assistance. I could not find any visible staff and returned to the resident's room, tried to help him press his call button to which he was unable to do, I manually pulled the emergency cord located in the resident's bathroom, and continued my search for a staff member. I located a person in pink scrubs and asked for help, she responded by turning off the emergency alarm, told the patient she would get a nurse and left. I continued my work feeling the situation was being addressed.

As I was returning from my tour to the end of unit A I decided to check on the resident, he was yelling for help, said he could not get out of bed and really needed to go to the bathroom. I again informed him I would search for help. Found another staff member, this time in blue scrubs, she responded to the resident and told him that she needed to get another nurse to help her and left again. Still no aid or relief has been given to the resident to this point and he is still calling for help. When the second staff member left for help she went down the unit in the same direction I went in search for help the first time and shortly returned saying she could not find anyone and was setting off in the other direction to continue her search. I noticed she had a radio connected to her scrubs and asked if she could not radio call for help and she responded that it would be just as quick if she continued her walking search - she did not radio call for help. About a minute later she returned with additional staff to assist the resident. Administrator advised of the above concern.

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