

Please make
6 copies

Community Advisory Committee Quarterly/Annual Visitation Report

County: <i>Buncombe</i>		Facility Type:		Facility Name: <i>The Oaks at Sweeten Creek</i>	
		<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: <i>8/26/2014</i>	Time Spent in Facility: <i>2</i> hr <i>30</i> min	Arrival Time: <i>3</i> : <i>30</i> am <input checked="" type="checkbox"/> pm			
Name of Person Exit Interview was held with: <i>Bethany Baynard, Adm. Elaine Case, DON</i>			Interview was held: <input checked="" type="checkbox"/> In-Person		
Name: <i>Bethany Baynard, Adm. Elaine Case, DON</i>		Phone:			
Title: Check Box <input checked="" type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor in Charge) <input type="checkbox"/> Other staff					
Committee Members Present: <i>Ellen Baker, Sonya Friedrich</i>				Report Completed by: <i>Sonya</i>	
Number of Residents who received personal visits from committee members: <i>6</i>					

Resident Rights Information is clearly visible. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Ombudsman contact information is correct and clearly posted. <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"/> Yes <input type="checkbox"/> No	Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Resident Profile

- Do the residents appear neat, clean and odor free? Yes No
- 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
- Did you see or hear residents being encouraged to participate in their care by staff members? Yes No
- Were residents interacting w/ staff, other residents & visitors? Yes No
- Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? Yes No
- Did you observe restraints in use? Yes No
- If so, did you ask staff about the facility's restraint policies? Yes No

Comments & Other Observations

Resident Living Accommodations

- Did residents describe their living environment as homelike? Yes No
- Did you notice unpleasant odors in commonly used areas? Yes No
- Did you see items that could cause harm or be hazardous? Yes No
- Did residents feel their living areas were too noisy? Yes No
- Does the facility accommodate smokers? Yes No
- 12a. Where? Outside only Inside only Both Inside and Outside.
- Were residents able to reach their call bells with ease? Yes No
- 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

Comments & Other Observations

Observed one light + bell going for quite awhile but was considered in the 5-min. window

Resident Services

- Were residents asked their preferences or opinions about the activities planned for them at the facility? Yes No
- 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
- 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
- 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
- Does the Facility have a Resident's Council? Yes No

Comments & Other Observations

in hall 300 a new phone room has been setup for private calls after the last small closet is now an office

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.

There was a short new survey paper in the binder. There had been a complaint but the state survey team had found no deficiencies.

There have been 2 or 3 interim administrators over the last several months, but Betty will be the permanent adm along with Elaine Case as DON. Our interviews with residents were mostly positive and they have taken the changes in stride since the general

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feeling was that day to day activities were going well

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