

Quarterly/Annual Visitation Report

County HENDERSON	Facility Type - <input checked="" type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home	Facility Name FLETCHER VIEW INN
Visit Date 6 / 1 / 2015	Time Spent in Facility 1 hr 1 min	Arrival Time 3:30 PM <input type="checkbox"/> am <input checked="" type="checkbox"/> pm
Name of Person Exit Interview was held with DAVID STRANG		Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone
<input checked="" type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor In Charge) <input checked="" type="checkbox"/> Other Staff Rep SHELLY ARRIGONI		(Name & Title)
Committee Members Present: BERNIE BRODSKY, CALVIN TITUS, KATHLEEN DUNN, AUBREY CARRUTH		Report Completed by: AUBREY CARRUTH
Number of Residents who received personal visits from committee members: 5		
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. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(Required for Nursing Homes Only)</i>		Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Resident Profile	Comments & Other Observations
<ol style="list-style-type: none"> 1. Do the residents appear neat, clean and odor free? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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? <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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No 	<p>THIS FACILITY REPRESENTS THE QUINTESSENTIAL EXAMPLE OF THE EDEN ALTERNATIVE CONCEPT, WITH ITS PRIMARY FOCUS ON ELIMINATING THE INSTITUTIONALIZED ASPECTS OF TODAY'S ELDER CARE.</p> <hr/> <p>• AVAILABLE BEDS = 6 Occupied: 6</p>

Resident Living Accommodations	Comments & Other Observations
<ol style="list-style-type: none"> 8. Did residents describe their living environment as homelike? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 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 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 & 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 checked="" 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 	<p>FLETCHER VIEW INN, WITH ITS FREEDOMS, OPTIONS, AND ABSENCE OF COERCION, ALONG WITH A CONSISTENTLY CALM, SERENE ENVIRONMENT, MAKE IT A MORE RATIONAL MODEL FOR FUTURE ELDER CARE.</p> <hr/> <p>• SANITATION SCORE: 100%</p>

Resident Services	Comments & Other Observations
<ol style="list-style-type: none"> 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 checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No 20. Does the facility have a Resident's Council? <input type="checkbox"/> Yes <input type="checkbox"/> No Family Council? <input type="checkbox"/> Yes <input type="checkbox"/> No 	<p>MR. STRANG TAKES PRIDE IN THE INN'S FOOD SERVICE, QUALITY AND ITS HEALTH ASPECTS. HIS EXPERIENCE INCLUDED "FACILITY & Food Service Director" AT CRESCENT VIEW.</p> <p>• GIVENS ESTATE (MEMORY CARE) PROVIDES "IN-HOUSE" SERVICES AT FLETCHER VIEW.</p>

Areas of Concern	Exit Summary
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p>	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p>

Brodsky asked about showing complaint DVD to CAC