

# Community Advisory Committee Quarterly/Annual Visitation Report

County <b>HENDERSON</b>				Facility Type -		Family Care Home		Mountain View Assisted Living 260 Centerway Dr Hendersonville Nc 28792						
				<input checked="" type="checkbox"/> Adult Care Home		Nursing Home								
				<input type="checkbox"/> Combination Home										
Visit Date	5	21	2015	Time Spent in Facility		hr	45	min	Arrival Time	10	15		am	pm
Name of Person Exit Interview was held with				Bertha SIC				Interview was held		In-Person				
Phone	828 692 9960		Admn.	SIC (Supervisor in Charge)		Other staff								

Rep \_\_\_\_\_

Committee Members Present: Dee Hill, Larry Kosowsky, Michele Longthon, Nancy Sloan, and Carl Ward  
Report Completed by: Dee Hill

Number of Residents who received personal visits from committee members: 10

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.  Yes  No      Staffing information is posted.  Yes  No  
*(Required for Nursing Homes Only)*

Resident Profile	Comments & Other Observations
<p>1. Do the residents appear neat, clean and odor free? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>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 type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>3. Did you see or hear residents being encouraged to participate in their care by staff members? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>4. Were residents interacting w/ staff, other residents &amp; visitors? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>6. Did you observe restraints in use? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>7. If so, did you ask staff about the facility's restraint policies? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Resident were neat, well kept, and active.</p>

Resident Living Accommodations	Comments & Other Observations
<p>8. Did residents describe their living environment as homelike? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>9. Did you notice unpleasant odors in commonly used areas? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>10. Did you see items that could cause harm or be hazardous? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>11. Did residents feel their living areas were too noisy? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>12. Does the facility accommodate smokers? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>12a. Where? [ ] Outside only [ X ] Inside only [ ] Both Inside and Outside.</p> <p>13. Were residents able to reach their call bells with ease? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>14. Did staff answer call bells in a timely &amp; courteous manner? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>14a. If no, did you share this with the administrative staff? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Spaceage living area, bright and airy. Movie was playing on the big screen TV. Theater seating offered comfortable seating, and dozing. A water cooler was ready available for residents. Fish Auarium was in the living room, for residents enjoyment.</p>

Resident Services	Comments & Other Observations
<p>15. Were residents asked their preferences or opinions about the activities planned for them at the facility? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>16a. Can residents access their monthly needs funds at their convenience? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>17. Are residents asked their preferences about meal &amp; snack choices? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>17a. Are they given a choice about where they prefer to dine? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>18. Do residents have privacy in making and receiving phone calls? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>19. Is there evidence of community involvement from other civic, volunteer or religious groups? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>20. Does the Facility have a Resident's Council? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>This is Special Care Unit. However the residents were friendly, engaging, and interacted with us and staff. Staff was attentive to residents needs.</p>

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**Top Copy** is for the Regional Ombudsman's Record. **Bottom Copy** is for the CAC's Records.



**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.

No Concerns for follow up.

See Below

Census 20 out of 26  
Sanitation 97 and 97

The Committee is made up of 20 plus member. Members are divided into three (3) teams, each averaging about eight (8) members. Lindsay Cooper, DDS Social Work, was on site at the facility during our visit. She was most helpful, in addressing questions.

This was the first visit, for our team to this facility.

Upon entering the facility, several residents were setting in the living room. Some were enjoying TV; while others were dozing. They all appeared to be enjoying the TV, or dozing.

This being a Special Care Unit, we were unable to ask direct questions to the residents. However, the residents were friendly, and engaging. One resident accompanied us on our visit

Informational signage was visible for staff and residents.

A covered smoking area is available outside in a secured fenced area. A Small white Chapel located in the secured fenced area offers resident a peaceful place.

Individual resident rooms were decorated to reflect the residents. One room was all pink and another all camo.

This is an older facility. It was clean, rooms were big, and the residents appeared to be well cared for. The shower room was opened, and newly tiled. It was very pretty and very well done to meet the resident's needs.

Two residents were in the beauty shop getting their hair fixed. While the facility is an older facility, it was clean, and homey.

During our visit, two residents were sitting at tables in the dining area. We noticed water was dripping off of one of the tables on to the floor. We made staff aware of the spill, and immediately it was taken care of.

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needs poster