Community Advisory Committee Quarterly/Annual Visitation Report

County:	Facility Type:	Facility Name:
Henderson	X Adult Care Home; Family Care Home; Combination Home; Nursing Home	Spring Arbor East & West

Visit Date	1 14 16	Time Spent in Facility	1 hr min	Arrival Time	10 : 00 am

Person Exit Interview was held with: David Fardulis – Director for both at present. A regional director is helping with administration several days a week.

Interview was held: In-Person

Adm	X	Supervisor in Charge	X	Other Staff: (Name & Title)	

Committee Members Present: Heidi Davis, Marilyn Haynes, Larry Kosowsky, Carol Ward

Report Completed by: Carol Ward

Number of Residents who received personal visits from committee members: 7

Resident Rights Information is clearly visible.	X Yes	No	Ombudsman contact information is correct & clearly posted.	Yes	X No
The most recent survey was readily accessible. *(Nursing Homes Only)*	Yes	No	Staffing information is posted.	X Yes	No

Resident Profile

	Yes	No
1. Do the residents appear neat, clean and odor free?	X	
2. Did residents say they receive assistance with personal care activities. *Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?*		
3. Did you see or hear residents being encouraged to participate in their care by staff members?	X	
4. Were residents interacting w/ staff, other residents & visitors?	X	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	X	
6. Did you observe restraints in use?		X
7. If so, did you ask staff about the facility's restraint policies?		

Comments & Other Observations

East: 98 on both facility & dietary. The Cottage (memory care unit) was at current capacity with 22 residents - 17 female, 5 male. Assisted living census 52 of 61. All areas were clean, attractively decorated. Residents appeared well groomed; no complaints reported by the residents interviewed. Several were quite complimentary of the facility.

West: scores 98 facility & 95 dietary. Census 46 of 48. Also very clean & attractive surroundings; no problems noted.

Posted activities are varied & include programs by church groups as well as professional musicians.

Resident Living Accommodations

	Yes	No
8. Did residents describe their living environment as homelike?	X	
9. Did you notice unpleasant odors in commonly used areas?		X
10. Did you see items that could cause harm or be hazardous?		X
11. Did residents feel their living areas were too noisy?		X
12. Does the facility accommodate smokers?	X	
12a. Where? [x] Outside only [ ] Inside only [ ] Both Inside and Outside.		
13. Were residents able to reach their call bells with ease?	X	
14. Did staff answer call bells in a timely & courteous manner?	X	
14a. If no, did you share this with the administrative staff?		

Comments & Other Observations

Flat screen monitors in hallways display daily menus, activities, weather info & seasonal, holiday, or entertaining items.

Resident Services

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	X Yes	No
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	X Yes	No
16a. Can residents access their monthly needs funds at their convenience?	Yes	No
17. Are residents asked their preferences about meal & snack choices?	X Yes	No
17a. Are they given a choice about where they prefer to dine?	X Yes	No
18. Do residents have privacy in making and receiving phone calls?	X Yes	No
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	X Yes	No
20. Does the Facility have a Resident's Council?	X Yes	No

Comments & Other Observations

Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?

Exit Summary

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