

# Community Advisory Committee Quarterly/Annual Visitation Report

<b>Golden Living Center</b>  <i>Henderson</i>	Facility Type -			Family Care Home	1510 Hebron Street Hendersonville, North Carolina 28739			
		Adult Care Home	<b>x</b>	<b>Nursing Home</b>				
		Combination Home						

Vis	ite	<b>1</b>	<b>9</b>	<b>2014</b>	Time Spent in Facility	<b>1</b>	hr	<b>20</b>	min	Arrival Time	<b>10</b>	<b>00</b>	<b>Am</b>
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Name of Person Exit Interview was held with										Interview was held		<b>X</b>	In-Person
Phone	Admn.	SIC (Supervisor in Charge)			Other staff								

828.693.8461

<b>Committee Member Present: Dauna Donato, Nancy Sloan, Nancy Maravilla, Michele Longthon, Pat Brogan, Dee Hill</b>	<b>Report Completed by: Dee Hill</b>
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Number of Residents who received personal visits from committee members: **Several**

Resident Rights Information is clearly visible.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Ombudsman contact information is correct and clearly posted.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The most recent survey was readily accessible. <i>(Required for Nursing Homes Only)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Staffing information is posted.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

1. Do the residents appear neat, clean and odor free? <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Did residents say they receive assistance with personal care activities, <i>Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i> <input 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 type="checkbox"/> Yes <input type="checkbox"/> No 4. Were residents interacting w/ staff, other residents & visitors? <input 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 type="checkbox"/> Yes <input type="checkbox"/> No 6. Did you observe restraints in use? <input type="checkbox"/> Yes <input type="checkbox"/> No 7. If you did you ask staff about the facility's restraint policies? <input type="checkbox"/> Yes <input type="checkbox"/> No	Cenus: 97/150 Including 21/26 in the Secured Unit. Due to busted pipes, one hall was closed and residents had been relocated to other rooms in the facility. Residents were quite and most of them were still in bed.
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8. Did residents describe their living environment as homelike? <input type="checkbox"/> Yes <input type="checkbox"/> No 9. Did you notice unpleasant odors in commonly used areas? <input type="checkbox"/> Yes <input type="checkbox"/> No 10. Did you see items that could cause harm or be hazardous? <input type="checkbox"/> Yes <input type="checkbox"/> No 11. Did residents feel their living areas were too noisy? <input type="checkbox"/> Yes <input 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 type="checkbox"/> Yes <input type="checkbox"/> No 14. Did staff answer call bells in a timely & courteous manner? <input 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	One resident commented that the staff was really nice, the food was good, and they loved living there. She spoke highly of the staff, and how they assisted the residents.
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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 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 16a. Can residents access their monthly needs funds at their convenience? <input type="checkbox"/> Yes <input type="checkbox"/> No 17. Are residents asked their preferences about meal & snack choices? <input 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 type="checkbox"/> Yes <input type="checkbox"/> No 19. Is there evidence of community involvement from other civic, vo or religious groups? <input type="checkbox"/> Yes <input type="checkbox"/> No 20. Does the Facility have a Resident's Council? <input type="checkbox"/> Yes <input type="checkbox"/> No	
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This Document is a **PUBLIC RECORD**. Do not identify any Resident(s) by name or inference on this form.  
**Top Copy** is for the Regional Ombudsman's Record. **Bottom Copy** is for the CAC's Records.

Are there resident issues or topics that need follow-up or review at a later time or during the next visit? **NONE NOTED**

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

Items discussed during our in-person exit interview with Mr. Johnston

- West Wing Computer used for recording meds, was visible to the public, a committee member could actually read the chart. Mr. Johnston, said he would make sure staff was aware of our concern, and he thought the screen would have timed out on its own.
- ADE machine is checked monthly,
- West Wing, nurse's station was unattended, and resident's charts were accessible. Mr. Johnston said he would address the issue with staff, but felt someone had stepped out, because nurse's stations normally have someone there at all times.
- We noticed more odors than normal, however, house keeping was making rounds, maintenance was addressing broken pipe issues, and we were told earlier by maintenance that things were a little out of normal, due to the broken pipe issue.
- This facility is without a full time director/administrator. Mr. Johnston assured us that he would be there until the right fit between person and facility was matched. He arrived at the facility on October 18<sup>th</sup>, and he has no set date for leaving. Again he stressed the the right person/right fit.

**Follow-up**, I verified on 3-11-2014, via telephone, if Mr. Johnston was still there. He is not. Cathy Phillips is the new Director, and she has been there about a month.

- Menus are posted throughout the facility. They appear to provide a well balance meal for residents.

*Kathy Phillips*