1 original & 3 copies

Community Advisory Committee Quarterly/Annual Visitation Report

County:	Facility Type:	Facility Name:
Henderson	Adult Care Home [ ] Family Care Home [ ] Combination Home [x] Nursing Home	Universal Health & Rehab

Visit Date	Time Spent in Facility	Arrival Time
4 18 2014	2 hr min	10 : 30 Am [x]

Name of Person Exit Interview was held with: Interview was held [x] In-Person

Name: Sue Robinson — Phone: 828-654-9060

Title: Check Box [x] Admn. [ ] SIC (Supervisor in Charge) [ ] Other staff

Committee Members Present: Kandy Rice, Aubrey Carrutth,RuthRosauer,Bernie Brodsky,Martha Sacks

Report Completed by: Kandy Rice

Number of Residents who received personal visits from committee members:14

Resident Rights Information is clearly visible.	[x] Yes	[ ] No	Ombudsman contact information is correct and clearly posted.	[x] Yes	[ ] No
The most recent survey was readily accessible. *(Required for Nursing Homes Only)*	[x] 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?*	[x]	[ ]
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?	[x]	[ ]

Comments & Other Observations

This facility is very clean and very bright. There were no compaints about staff or care from any residents or visitors.

There are no residents with restraints.

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? [ ] 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

The locked dementia unit has now been converted to a reha with all the rooms being private. New paint, new furnishings, a whole new look. There is a private entrance, private dining room , and pivate patio for rehab patients, totally seperate fr the nursing home.

Staffing is good. Sanitation 96.5,;The lower score was due tc cabinet being open. Census is 79 out of 90. The facililty is lo to enlarge the rehab population and has added new equipme along with the new unit.

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

Comments & Other Observations

The activity director adds new events frequently. There was King and Queen Contest in January where the residents, sta and visitors voted for a King and Queen by putting money ar votes in a jar. The money was used for a dinner party for the residents.

There was to be an Easter Egg hunt for Easter. Children anc grandchildren of staff and residents to hunt for the eggs and residents participated in stuffing the eggs and hiding them.

There is a church service every Sunday.

Areas of Concern	Exit Summary
ıre there resident issues or topics that need follow-up or review at a later time or during ıe next visit?	Discuss items from ***"Areas of Concern"*** Section as well a changes observed during the visit.
..ɔ only compaints were about food and usually the same resident complains. Most esidents are happy with the food and the care.	The door the central supply was open and this was reporte Usually it is closed. The concern is that the dementia resid are now with the other residents and one might wander in remove something harmful
	It seems the transition has gone smoothly and a few reside had to be transferedt to other facilities. Most dementia resi are doing ok with support from the psychology staff and physicians.

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.