

*Matthew Cummings
John Miller*

Community Advisory Committee Quarterly/Annual Visitation Report

County <i>Transylvania</i>	Facility Type - <input type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home	Facility Name <i>The Oaks</i>
Visit Date <i>2/18/16</i>	Time Spent in Facility <i>1</i> hr <i>20</i> min	Arrival Time <i>10:00</i> <input checked="" type="checkbox"/> am <input type="checkbox"/> pm

Name of Person Exit Interview was held with *Matthew Cummings* Interview was held In-Person Phone Admn. SIC (Supervisor in Charge)
 Other Staff Rep (Name & Title)

Committee Members Present: *Kristen Armstrong, Kay Hunter* Report Completed by: *Kay Hunter*

Number of Residents who received personal visits from committee members: *20*

Resident Rights Information is clearly visible. Yes No

The most recent survey was readily accessible. Yes No
(Required for Nursing Homes Only)

Ombudsman contact information is correct and clearly posted. Yes No

Staffing information is posted. Yes No

Resident Profile

1. Do the residents appear neat, clean and odor free? Yes 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? Yes No
3. Did you see or hear residents being encouraged to participate in their care by staff members? Yes No
4. Were residents interacting w/ staff, other residents & visitors? Yes No
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? Yes No
6. Did you observe restraints in use? Yes No
7. If so, did you ask staff about the facility's restraint policies? Yes No

Comments & Other Observations

Residents were up & moving around & seemed in good spirits. Appeared clean & in clean clothes. Staff was in & out of rooms & involved w/ residents

Resident Living Accommodations

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

Comments & Other Observations

Resident Services

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

Comments & Other Observations

Have social worker - 5 days/week

Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit? *We arrived at 10:00 & aids were cleaning rooms which made a urine smell in hall until throw away were removed. Smell in corridor*

Exit Summary

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

This Document is a PUBLIC RECORD. Do not identify any Resident(s) by name or inference on this form. *Passive during*
 Top Copy is for the Regional Ombudsman's Record. Bottom Copy is for the CAC's Records. *② Rehab*
③ Memory

Well over majority are in local area

105 residents out of 150