



Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe		Facility Type:			Facility Name:											
		Adult Care Home		Family Care Home	NC State Veterans Nursing Home											
		Combination Home	X	Nursing Home												
Visit Date	1/29/18	Time Spent in Facility			hr	40	min	Arrival Time	4	:	10			am	X	pm
Person Exit Interview was held with:								Interview was held		X	In-Person					

Tonia Holderman, Director of Admissions

Adm	SIC (Supervisor in Charge)	Other Staff: (Name & Title)
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Committee Members Present: John Bernhardt, Diane Duermit	Report Completed by: John Bernhardt
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Number of Residents who received personal visits from committee members: 3

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

Resident Profile	Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	Residents must be veterans. Most are men but there are a few women. Cookies and coffee are available in the lobby and some residents go there often, where they interact with staff at the desk.
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?	
4. Were residents interacting w/ staff, other residents & visitors?	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	
6. Did you observe restraints in use?	
7. If so, did you ask staff about the facility's restraint policies?	

Resident Living Accommodations Observations	Comments & Other
8. Did residents describe their living environment as homelike?	Rooms are private, large and well furnished. Residents enjoy this luxury so much they spend little time in the common areas with other residents or participate in activities.
9. Did you notice unpleasant odors in commonly used areas?	

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 and 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

Resident Services

Comments & Other Observations

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?

Yes No

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

They are encouraged to eat in the dining room or their wing, for social interaction, but can choose to eat in their rooms.

Trips are taken into town but they also enjoy going to the "Pub" for snacks (no alcohol) and visiting with staff, considered an activity.

Activities are announced on the public address system, but on a visit the team did not hear an announcement that an activity was about to begin.

There is a residents' council with residents who are serious about making suggestions, though these may not get any action.

Areas of Concern

Exit Summary

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