

Community Advisory Committee Quarterly/Annual Visitation Report

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County: Buncombe	Facility Type:		Facility Name: <i>Richmond Hills #3</i>		
	<input checked="" type="checkbox"/> Adult Care Home	<input type="checkbox"/> Family Care Home			
	<input type="checkbox"/> Combination Home	<input type="checkbox"/> Nursing Home			
Visit Date: <i>1/27/18</i>	Time Spent in Facility:	hr: <i>15</i>	min:	Arrival Time: <i>11:15</i>	<input type="checkbox"/> am <input type="checkbox"/> pm

Person Exit interview was held with: *Michaela Menichello, SIC*

Interview was held: In-Person or P (Circle) in pers

SIC (Supervisor in Charge): _____ Other Staff: (Name & Title): _____

Committee Members Present: *Anne Minks, Peggy Franc*

Report Completed by: *Peggy Franc*

Number of Residents who received personal visits from committee members: *4*

Resident Rights Information is clearly visible. Y N

Ombudsman contact information is correct and clearly posted. Yes No

The most recent survey was readily accessible. (Required for Nursing Homes Only) Y N

Staffing information is posted. Yes No

Comments & Other Observations

Resident Profile			
1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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?	<input checked="" 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4. Were residents interacting w/ staff, other residents & visitors?	<input checked="" 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
6. Did you observe restraints in use?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
7. If so, did you ask staff about the facility's restraint policies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Comments & Other Observations

Resident Living Accommodations Observations

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 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

Did not observe
Did not observe

Areas of Concern

Exit Summary

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

One long time resident complained that sometimes unable to chew the food that is served

Facility was very neat + clean

Residents enjoyed their Thanksgiving dinner from Ryan's

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