

**Community Advisory Committee Quarterly/Annual Visitation Report**

*MC*

*AS*

County <b>Transylvania</b>	Facility Type - <input type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input checked="" type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home	Facility Name <b>Acordius Health</b>
Visit Date <b>11-29-18</b>	Time Spent in Facility <b>1 hr 20 min</b>	Arrival Time <b>1:30</b> <input type="checkbox"/> am <input checked="" type="checkbox"/> pm
Name of Person Exit Interview was held with <b>James</b>		Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor in Charge)
Committee Members Present: <b>Heather Stewart, Donna Raspa, Emily Ullmer</b>		Report Completed by: <b>Emily Ullmer</b>
Number of Residents who received personal visits from committee members: <b>25</b>		

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. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(Required for Nursing Homes Only)</i>	Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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**

*In general, residents were neat + odor free but some greasy hair + food on clothing was observed. One resident said she receives more showers in the summer than winter. Another resident said she only gets help cleaning her dentures if she asks.*

**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 **unknown**
- 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**

*No odors noted. One resident said this facility feels nothing like home. A few residents stated that call bells were not answered in a timely manner. One resident said up to 30 minutes. Another was not put to bed after he used call light + we asked staff for him.*

**Resident Services**

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 **unknown**
- 16a. Can residents access their monthly needs funds at their convenience?  Yes  No **unknown**
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**

*One resident said the religious activities/church service was her favorite. One resident said he was not offered snacks between meals + that the portion size was not large enough.*

**Areas of Concern**

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?  
*continue to monitor call lights*

**Exit Summary**

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.  
*The new scent was pleasant + no odors were noted.*

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.