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Community Advisory Committee Quarterly/Annual Visitation Report

County Henderson	Facility Type: <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input checked="" type="checkbox"/> Combination Home	Facility Name Henderson's Assisted Living
Visit date November 29, 2018	Time Spent in Facility 1 Hr. Min	Arrival Time 10 Am PM
Name of person Exit Interview was held with <u>Crystal Robinson</u> (Name & Title)		
Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admin <input type="checkbox"/> SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep		
Committee Members Present: Charlie McCurdy, Sue Warden, Sandra Rodriguez, Lynn Herget		Report completed by: Lynn Herget
Number of Residents who received personal visits from committee members: <u>10</u>		
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 type="checkbox"/> Yes <input type="checkbox"/> No (Required for Nursing Homes Only)	Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Resident Profile	Comments and Other Observations	
<ol style="list-style-type: none"> Do the residents appear neat, clean and odor free? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Did residents say they receive assistance with personal care activities, ex. <i>brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 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 Were residents interacting w/ staff, other residents & visitors? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 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 Did you observe restraints in use? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If so, did you ask staff about the facility's restraint policies? <input type="checkbox"/> Yes <input type="checkbox"/> No 	<ol style="list-style-type: none"> Small, family-owned facility, with recent change of Director. Crystal Robinson, long-time employee, now in charge. She has made several positive changes, including repair and update of resident rooms. Facility holds 26 residents when full, but currently only 22 are living there while they are working on rooms, one at a time. This allows them to move residents temporarily, while work is being done. Witnessed staff ask resident to help put up Christmas decoration. Witnessed resident approach staff with concern about her roommate who was just transported to hospital by EMS. Medical assistant reassured her that her roommate would be OK. <p>Sanitation Rating 98.0 Building 970</p>	

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Resident Living Accommodations	Comments and Other Observations
<p>8. Did residents describe their living environment as homelike? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>9. Did you notice unpleasant odors in commonly used areas? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>10. Did you see items that could cause harm or be hazardous? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>11. Did residents feel their living areas were too noisy? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>12. Does the facility accommodate smokers? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>12a. Where? <input checked="" type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside & Outside.</p> <p>13. Were residents able to reach their call bells with ease? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>14. Did staff answer call bells in a timely & courteous manner? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>14a. If no, did you share this with the administrative staff? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>8.) Resident rooms were for 2-4 people, leaving little space for personal items. Most rooms had only single beds and small chest of drawers. That being said, the residents did use their available space to display pictures and personal items. Beds were covered with bedding of their choice.</p> <p>10.) Dining area and halls were clear of clutter.</p> <p>12.) Smokers are allowed to go out back onto a covered porch designated as a smoking area whenever they wanted. Unfortunately, roof has leaked for some time. It is also quite breezy. DON states that area is on their "to do" list.</p> <p>13.) Call bells were not readily available, but policy states that staff are required make rounds on resident rooms every 20 minutes. <i>per staff.</i></p>
Residential Services	Comments and Other Observations
<p>15. Were residents asked their preferences or opinions about the activities planned for them at the facility? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>16a. Can residents access their monthly needs funds at their convenience? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>17. Are residents asked their preferences about meal & snack choices? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>17a. Are they given a choice about where they prefer to dine? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>18. Do residents have privacy in making and receiving phone calls? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>19. Is there evidence of community involvement from other civic, volunteer or religious groups? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>20. Does the facility have a Resident's Council? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Family Council? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>15.) Activities based on participation. DON states they "start the day off with Hugs & Greetings, which everybody likes."</p> <p>16.) DON reports that most residents are given their monthly allowance on a regular date. Those that are unable to manage their own money, have it kept for them to use when they need something. There is a Dollar Store across the street.</p> <p>17.) Residents are offered snacks 3x/day. Other snacks are available if someone needs something at odd time. Meals are served in the dining room.</p> <p>18.) At this time, there is a phone situated in the common area, in a corner, away from others. DON reports that most residents feel comfortable using that one, but states that she does allow them to come and use phone in her office for additional privacy.</p> <p>19.) A morning bible study is offered, but was not well attended. Only 1 resident at bible study today.</p>

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Areas of Concern	Exit Summary
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>Residents had no complaints about the way they were cared for.</p> <p>The smokers would like to have the roof repaired in the smoker's area, to keep them dry.</p>	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p> <p>While facility has made obvious progress, we did have a few concerns about resident privacy. The shower room door did not close completely and there were no privacy screens or curtains between residents' beds.</p>