

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 type="checkbox"/> Combination Home	Facility Name CAROLINA RESERVE HENDERSONVILLE
Visit Date JUNE 14 2018	Time Spent in Facility hr 45 min	Arrival Time 10:AM <input checked="" type="checkbox"/> am <input type="checkbox"/> pm
Name of Person Exit Interview was held with SHEILA GALLOWAY		Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor in Charge)
Other Staff Rep MAINTENANCE PERSON (Name & Title)		
Committee Members Present: LARRY KOSOWSKY, TOM KEATING		Report Completed by: TOM KEATING, VOLUNTEER
Number of Residents who received personal visits from committee members: 2		
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 (Required for Nursing Homes Only)		Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Resident Profile

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

Comments & Other Observations

SANITATION 98.0 & 97.0
4 STAR RATING

FRESHLY PAINTED ROOMS
& SOME CARPETS CLEANED.
BRIGHT & WELCOMING!

Resident Living Accommodations

- Did residents describe their living environment as homelike? Yes No
- Did you notice unpleasant odors in commonly used areas? Yes No
- Did you see items that could cause harm or be hazardous? Yes No
- Did residents feel their living areas were too noisy? Yes No
- Does the facility accommodate smokers? Yes No
- 12a. Where? Outside only Inside only Both Inside & Outside.
- Were residents able to reach their call bells with ease? Yes No
- 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

MUSIC & EXERCISE
ACTIVITY GOING ON AS
WE ENTERED THE FACILITY

MEANS POSTED THROUGHOUT
- 3 WEEK MENU CYCLE

Resident Services

- Were residents asked their preferences or opinions about the activities planned for them at the facility? Yes No
- 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 - ALTERNATE CHOICE PROVIDED
- 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

VERY ACTIVE - BEACH
BALL EXERCISES IN
PROGRESS & CHAIR EXERCISES

MOST OF THE RESIDENTS
WERE PARTICIPATING!

Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?
**SLIGHT URINE ODOR IN
MEMORY CARE UNIT**

Exit Summary

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.
**MS. GALLOWAY IS THE
NEWLY APPOINTED ED.**