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

<table>
<thead>
<tr>
<th>County: Chatham</th>
<th>Facility Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family Care Home</td>
</tr>
<tr>
<td></td>
<td>Nursing Home</td>
</tr>
<tr>
<td>Visit Date and day of the week</td>
<td>Time spent in facility</td>
</tr>
<tr>
<td>Wed 12/19/2012</td>
<td>1hr15m</td>
</tr>
<tr>
<td>Person(s) with whom exit interview was held</td>
<td>Interview was held in person</td>
</tr>
<tr>
<td>Administrator</td>
<td>Yes</td>
</tr>
<tr>
<td>Committee members present: Two Committee Members</td>
<td></td>
</tr>
</tbody>
</table>

- Number of residents who received personal visits from committee members: 4
- Resident Rights information is clearly posted? Yes
- Ombudsman contact information is correct and clearly posted? Yes
- The most recent survey was readily accessible? (Required for NHs only – record date of most recent survey posted): NA
- Staffing information clearly posted? Yes

**Resident Profile**

<table>
<thead>
<tr>
<th>Resident Profile</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments/Other Observations (please number comments)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do the residents appear neat, clean and odor free?</td>
<td>Yes</td>
<td></td>
<td></td>
<td>1) Most residents were in chairs in the TV room and most were asleep.</td>
</tr>
<tr>
<td>2. Did residents say they receive assistance with personal care activities? (i.e. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses)</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Did you see or hear residents being encouraged to participate in their care by staff members?</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Were residents interacting with staff, other residents &amp; visitors?</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5a. Did staff members wear nametags that are easily read by residents and visitors?</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Did you observe restraints in use?</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. If so, did you ask staff about the facility’s restraint policies? (note: Do not ask about confidential information without consent)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Resident Living Accommodations**

<table>
<thead>
<tr>
<th>Resident Living Accommodations</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments/Other Observations (please number comments)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Did residents describe their living environment as homelike?</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Did you notice unpleasant odors?</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Did you see items that could cause harm or be hazardous?</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10a. Were unattended med carts locked?</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10b. Were bathrooms clean, odor-free and free from hazards?</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10c. Were rooms containing hazardous materials locked?</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Did residents feel their living areas were kept at a reasonable noise level?</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>12. Does the facility accommodate smokers?</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12a. Where? (Outside / inside / both)</td>
<td>Outside</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Were residents able to reach their call bells with ease?</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>14. Did staff answer call bells in a timely &amp; courteous manner?</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>14a. If no, did you share this with the administrative staff?</td>
<td></td>
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</tbody>
</table>

*** N/A equals not applicable, not asked, not observed

Facility / date: Careview 12/19/12
### Resident Services

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments/Other Observations (please number comments)</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. Were residents asked their preferences or opinions about the</td>
<td></td>
<td></td>
<td>N/A</td>
<td>2) The activity was scheduled for later in the day. Staff stated that most</td>
</tr>
<tr>
<td>activities planned for them at the facility?</td>
<td></td>
<td></td>
<td></td>
<td>residents do not participate in many of the</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>scheduled activities, preferring to</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>watch TV or sleep; most residents are</td>
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<td></td>
<td></td>
<td></td>
<td>in their 70's with some in the 80's and</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>90's.</td>
</tr>
<tr>
<td>15a. Was a current activity calendar posted in the facility?</td>
<td></td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15b. Were activities scheduled to occur at the time of your visit</td>
<td></td>
<td></td>
<td>N/A</td>
<td></td>
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<tr>
<td>actually occurring?</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>16. Do residents have the opportunity to purchase personal items of</td>
<td></td>
<td></td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>their choice using their monthly needs funds?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16a. Can residents access their monthly needs funds at their</td>
<td>Yes</td>
<td></td>
<td></td>
<td>17) A main meal is served and</td>
</tr>
<tr>
<td>convenience? (#16 and 16a pertain only to residents on Medicaid/Special</td>
<td></td>
<td></td>
<td></td>
<td>residents have an option for a lighter style meal</td>
</tr>
<tr>
<td>Assistance. NHs $30 per month. ACHs $66 minus medication co-pay and</td>
<td></td>
<td></td>
<td></td>
<td>if desired. Residents have a</td>
</tr>
<tr>
<td>full cost OTC drugs)</td>
<td></td>
<td></td>
<td></td>
<td>choice of snacks and beverages</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>throughout the day.</td>
</tr>
<tr>
<td>17. Are residents asked their preferences about meal &amp; snack choices?</td>
<td>Yes</td>
<td></td>
<td></td>
<td>17a) Residents are encouraged to eat</td>
</tr>
<tr>
<td>(Adult Care Home residents should receive snacks 3X per day. Nursing</td>
<td></td>
<td></td>
<td></td>
<td>in the dining area for social interaction</td>
</tr>
<tr>
<td>Home residents should be offered snacks at bedtime.)</td>
<td></td>
<td></td>
<td></td>
<td>but can eat in their rooms if they</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>desire.</td>
</tr>
<tr>
<td>17a. Are they given a choice about where they prefer to dine?</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17b. Did residents express positive opinions regarding their dining</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>experience (the food provided)?</td>
<td></td>
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<td></td>
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<tr>
<td>17c. Is fresh ice water available and provided to residents?</td>
<td>Yes</td>
<td></td>
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<tr>
<td>18. Do residents have privacy in making and receiving phone calls?</td>
<td>N/A</td>
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<tr>
<td>19. Is there evidence of community involvement from other civic,</td>
<td>Yes</td>
<td></td>
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<td>volunteer or religious groups?</td>
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<tr>
<td>20. Does the facility have a functioning: Resident’s Council? Family</td>
<td></td>
<td></td>
<td>No</td>
<td></td>
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<tr>
<td>Council?</td>
<td></td>
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</tr>
</tbody>
</table>

### Areas of Concern

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

- Resident participation in planned activities.

### Exit Summary

- Discuss items from “Areas of Concern” Section as well as any changes observed during the visit. Give summary of visit with Administrator or SIC. Does the facility have needs that the committee or community could help address?

- We reviewed our visit with the administrator and noted that most areas were doing well. Our main concern was that most residents appeared to be sleeping or watching TV rather than engaged in any activity. The administrator stated that the residents can't be forced to participate and that they prefer to watch TV or sleep instead. She stated that the most participation is when the community and religious groups come in to do sing-along type activities, typically around holidays.