

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

County: Chatham		Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: Chatham Ridge Census: 66/91
Visit Date and day of the week Friday September 16, 2016	Time spent in facility 2 hour – 10 min	Arrival time 12:40 pm	
Person(s) with whom exit interview was held Christian Keungne, Executive Director		Interview was held in person -YES	
Committee members present: Drew Weniger and Carolyn Townsend			
Number of residents who received personal visits from committee members. 7 residents 1 staff			
Resident Rights information is clearly posted? NO		Ombudsman contact information is correct and clearly posted? NO	
The most recent survey was readily accessible		Staffing information clearly posted? NO	
Resident Profile		Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?		Y	3. STAFF ARE VERY HELPFUL
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)		Y	
3. Did you see or hear residents being encouraged to participate in their care by staff members?		Y	
4. Were residents interacting with staff, other residents & visitors?		Y	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?		Y	
5a. Did staff members wear nametags that are easily read by residents and visitors?		Y	
6. Did you observe restraints in use?		N	
7. If so, did you ask staff about the facility's restraint policies? (note: Do not ask about confidential information without consent)			

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

Facility / date: CHATHAM RIDGE 9/16/16

Resident Services	Yes No N/A	Comments/Other Observations (please number comments)
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Y	15a. Calendars in residents rooms, in activity room.
15a. Was a current activity calendar posted in the facility?	Y	15b. Outing to Walmart
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Y	17. Residents make meal choices for the following day either at evening meal or breakfast meal.
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Y	17a. May dine at table for four in dining room or dine in their room.
16a. Can residents access their monthly needs funds at their convenience? (#16 and 16a pertain only to residents on Medicaid/Special Assistance. NHs \$30 per month. ACHs \$66 minus medication co-pay and full cost OTC drugs)	Y	17b. The food is very good.
17. Are residents asked their preferences about meal & snack choices? (Adult Care Home residents should receive snacks 3X per day. Nursing Home residents should be offered snacks at bedtime.)	Y	17c. Fresh water.
17a. Are they given a choice about where they prefer to dine?	Y	18. Horizon unit-in staff office.
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Y	Residents in general population have phone in their room.
17c. Is fresh ice water available and provided to residents?	Y	20. 50% of general population attend the Resident Council.
18. Do residents have privacy in making and receiving phone calls?	Y	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Y	
20. Does the facility have a functioning: Resident's Council? Family Council?	Y/N	

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?	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p> <p>Resident rooms generally neat and attractive. May bring furniture and memorabilia from home. Food and drink left uneaten in resident rooms are removed daily-this for health and safety.</p> <p>Residents who smoke must go outside to smoke.</p>