

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

County: Chatham	Facility Type Family Care Home X Adult Care Home Nursing Home	Facility Name: Chatham Ridge Census: 59/91
Visit Date and day of the week Friday December 16, 2016	Time spent in facility 1 hr. 35 min	Arrival time 10:00 am
Person(s) with whom exit interview was held Christian Keungne, Administrator.		Interview was held in person -YES
Committee members present: Drew Weniger, Martha Tollers, Carolyn Townsend		
Number of residents who received personal visits from committee members. 12		
Resident Rights information is clearly posted? YES	Ombudsman contact information is correct and clearly posted? YES	
The most recent survey was readily accessible N/A	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	
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. Many residents had their own furnishings.
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?	N/A	
12a. Where? (Outside / inside / both)	N/A	
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?		

Facility / date: Chatham Ridge 12-16-16

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 Activity Calendar posted in resident's rooms. Noted 10 pnt font difficult to read.
15a. Was a current activity calendar posted in the facility?	Y	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Y	15b. Trip to Carolina Inn 12 days of Christmas Gingerbread house display this morning. Music/singing with Leanie occurred this morning – there were 20+ residents and some family in attendance.
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Y	
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	16. Facility accepts Medicaid.
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	17a. Encourage residents to dine in the dining room. Observe residents eating safely. If unwell the resident may dine in their room.
17a. Are they given a choice about where they prefer to dine?	Y	17c. Ice water served at meals and available upon request.
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Y	19. Leannie a community volunteer comes weekly to play piano, sing and tell stories. Observed visit this day from Chatham veterans meet with veteran residents. (Each month the veterans schedule a visit to a nursing home or assisted living.
17c. Is fresh ice water available and provided to residents?	Y	
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	20. Monthly Resident Council. A food council in conducted quarterly. Family members and friends are invited to quarterly social events usually centered around a meal / cookout - previous day had been the "Holiday Celebration," and during these events the staff may receive additional feedback from friends and family of residents.

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>Observe font size of Activity Schedule.</p>	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p> <p>Discussed potential need for larger font on monthly activity schedule. Suggested one week at a time with large font to ease in reading. The facility has accommodated a few residents and plan to provide Weekly Activity Schedule.</p>