

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

County: Chatham	Facility Type X Adult Care Home	Facility Name: Chatham Ridge Census: 65
Visit Date and day of the week 6/14/17 Wednesday	1 hour 20 min	Arrival time 12:30
Person(s) with whom exit interview was held Director	Mary Genia Griffin, Executive	Interview was held in person YES

Committee members present: Martha Tollers, Drew Weniger

Number of residents who received personal visits from committee members 14

Resident Rights information is clearly posted? YES	Ombudsman contact information is correct and clearly posted? YES- need to add 'Cox'
The most recent survey was readily accessible (Required for NHs only – record date of most recent survey posted): N/A	Staffing information clearly posted? Yes - In the clinical area of Horizons.

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Y	2. Families of residents stated that there appears to be differences in availability of staff during off-hours, especially in Memory Unit. Other residents appeared cared for. 4. Pleasant day, many residents enjoying outside time. Smoking area is near front door and accessible for handful of residents who smoke. 5a. Some staff wore name badges.
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?	N	
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)	N/A	

Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Y	8. Some residents have their own furnishings. 10. Two residents' rooms had accumulation of personal items overflowing table space. Some unwashed cups interspersed. 13. Call bell identified with orange tape clipped to the bedside. Residents reported that call bells are responded to well.
9. Did you notice unpleasant odors?	N	
10. Did you see items that could cause harm or be hazardous?	Y	
10a. Were unattended med carts locked?	Y	
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	
12a. Where? (Outside / inside / both)	N/A	
13. Were residents able to reach their call bells with ease?	N	
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	

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

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	15. Activities were referenced by several newer residents as a way to meet other residents. Interests are considered at admission and quarterly. 15b. Dream catchers being created. 17b. Residents expressed satisfaction with ability to request alternative meals from menu choices when desired. 19. Yes – there are visitors from groups like Veterans. 20. One resident reported the Resident Council is a ‘sham’ and he does not attend any more.
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	
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	
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. Are they given a choice about where they prefer to dine?	Y	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Y	
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	

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>Discussed sensitivity of reporting family member concern about evening and weekend staffing differences. Executive Director will follow-up.</p>	<p>Discuss items from “Areas of Concern” Section as well as any changes observed during the visit.</p> <p>Family member who desired more responsiveness on weekends and evenings is concerned about retribution for reporting concerns. Did not have specifics of any prior experience, but believed that resident might be “sassed” if they were discovered to be reporting loud music in staff areas at night (concern being that loud music might make it difficult for staff to hear resident’s concerns).</p> <p>Residents may request onsite clinical visit from Doctor’s Make House Calls. Chatham Ridge does contract with Physician’s Home Visits providing service 1 to 2 days a week according the census.</p>