

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

County ORANGE	Facility Type Family Care Home X Adult Care Home Nursing Home	Facility Name: Carolina House Census: 47 residents, of which 10 are in memory care unit. Carolina House is licensed for up to 70 residents.
Visit Date and day of the week November 4, 2014 Tuesday	Time spent in facility One hour	Arrival time a little before 10:00 a.m.
Name of person(s) with whom exit interview was held; Administrator of Carolina House		Interview was held in person: Yes
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members: 8		Report completed by:
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) :	Staffing information clearly posted? Yes	
Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	2. All of the residents interviewed said that the staff were both helpful and courteous. One resident said that there have been a couple of occasions when it took staff about 20 minutes to respond to his call for help. This resident and another said that staff appear to be occasionally stretched too far in serving residents. Despite this, one resident said that morale among staff appears to be improving. 5. Visit team members observed a staff member assist a resident to exit the elevator. The staff member was very courteous and effective in providing the help.
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)	Yes	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	
4. Were residents interacting with staff, other residents & visitors?	Yes	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	
5a. Did staff members wear nametags that are easily read by residents and visitors?	Yes	
6. Did you observe restraints in use?	No	
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?	Yes	8. The facility was neat, clean and felt "homelike". Resident rooms into which team members were invited were neat, with beds made, etc. 10c. A closet on the second floor with an "Eye Wash" sign was found to be locked. Staff or residents needing to use the eye wash solution, but without a key to the closet, could not access the solution.
9. Did you notice unpleasant odors?	No	
10. Did you see items that could cause harm or be hazardous?	No	
10a. Were unattended med carts locked?	Yes	
10b. Were bathrooms clean, odor-free and free from hazards?	Yes	
10c. Were rooms containing hazardous materials locked?	Yes	
11. Did residents feel their living areas were kept at a reasonable noise level?	Yes	
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?	N/A	

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: Carolina House, November 4,,2014

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?	Yes	<p>15., 15a., & 15b: As the visit team arrived, a Baptist minister was arriving to hold a religious service for residents in the sitting room off the entry foyer. About 10 residents attended this service. The service occurs every Tuesday morning at 10:00 a. m. The “Activities” calendar was posted, and it showed an active activities program for residents.</p> <p>17. 17a*., & 17b: The residents interviewed gave mixed reviews to the food and meals. It has been of varied quality—sometimes quite good and other times not so good. A resident who has difficulty getting to the dining room is given the option of dining in his/her room.</p> <p>19. For example, several church or religious services are held at Carolina House regularly.</p>
15a. Was a current activity calendar posted in the facility?	Yes	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Yes	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	N/A	
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)	N/A	
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.)	Yes	
17a. Are they given a choice about where they prefer to dine?	Yes*	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Yes/No	
17c. Is fresh ice water available and provided to residents?	N/A	
18. Do residents have privacy in making and receiving phone calls?	Yes	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	
20. Does the facility have a functioning: Resident’s Council? Family Council?	Yes	

Areas of Concern	Exit Summary
<ol style="list-style-type: none"> 1. Staff courtesy, effectiveness, and good morale were referred to by residents and observed by the visit team members. The 3 care staff vacancies (see Exit Summary) on the third shift need to be filled to avoid staff being stretched too thinly. 2. The quality of the food and meals needs to become consistently better 3. The eye wash closet on the second floor was found to be locked. The administrator explained that beside eye wash solution, cleaning materials, some of which are hazardous, are kept in the closet and therefore it is locked. He said that he’ll take steps to resolve the situation, making sure the eye wash solution is accessible while still insuring safety.. 	<p>In the exit interview, the visit team met with the facility administrator. The team commended him for the courteous and generally effective care typically provided to residents by staff, and for the improved morale among staff. He said that there are 3 care staff vacancies on the third shift which he is moving to fill. He said that the Health & Wellness Coordinator position is also vacant, due to a promotion, and he is recruiting to fill that spot. We also discussed the mixed food and meal quality; The administrator is working with the cook staff to improve food quality.</p>