

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

County: Orange	Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: Crescent Green Assisted Living Community Census: 104/120
Visit Date and day of the week Wednesday, September 19, 2012	Time spent in facility 1 hours 15 minutes	Arrival time 3:45 pm
Name of person(s) with whom exit interview was held Supervisor in Charge		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members ~10		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? No	

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	2. One resident, who recently moved from a SNF, thought she could be receiving more assistance. 4. Several staff members were observed assisting residents and exchanging pleasantries. 5a. Many staff wore professional name tags, however, some staff did not.
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	9. Unlike prior visits, there were some unpleasant odors noticed in the facility, though it also appeared staff was attempting to remedy some of this issue. The carpet was being removed from one room that had a bad odor. 10b. Renovations to bathrooms continue to appear ongoing. 10c. Several rooms, including the beauty salon supply closet and a hall housekeeping closet, were unlocked, which could be hazardous.
9. Did you notice unpleasant odors?	Yes	
10. Did you see items that could cause harm or be hazardous?	No	
10a. Were unattended med carts locked?	N/A	
10b. Were bathrooms clean, odor-free and free from hazards?	Yes	
10c. Were rooms containing hazardous materials locked?	No	
11. Did residents feel their living areas were kept at a reasonable noise level?	Yes	
12. Does the facility accommodate smokers?	Yes	
12a. Where? (Outside / inside / both)	Outside	
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	

		12. Smokers continue to use an area at the rear of the facility, far away from the main entrance. As noted previously, the administration has made a decision not to ban smoking.

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

Facility / date: Crescent Green 09/19/12
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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	15a & b. The activities calendar posted for the date of visit had nothing scheduled after 10am, though other days did. Correspondingly, no formal activity was underway. Several residents interviewed expressed their pleasure with the activities. The facility continues to use individual sheets of paper (for each day of the week) with a better description of activities and printed in color. This small touch is far less institutional. 17b. Every resident interviewed expressed considerable satisfaction with the food. 18. Many residents had mobile phones, and although the only facility phone is a pay phone near the front entryway, there were no resident complaints. 20. Not inquired during this visit.
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?	No	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Yes	
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)	Yes	
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	
17c. Is fresh ice water available and provided to residents?	N/A	
18. Do residents have privacy in making and receiving phone calls?	No	
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?	N/A N/A	

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?	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?
Primary area of concern: The persistence of the bed bug issue is unclear. CAC was informed that residents are sometimes taken to the dining room well before meals are actually served and, thus, are required to just sit there for some time before they receive their food.	<hr/> <p>Neither the facility owner, nor the facility Acting Administrator were present. The Supervisor in Charge was very willing to meet with CAC members and was receptive of our comments.</p> <p>Discussion with both residents and staff proved that the bed bugs situation is improving. One resident stated that there</p>

Residents may be made to wait for pick-up for extended periods of time following MD appointments, etc. due to large volume of appointments throughout Orange and Durham Counties.

As per prior reports, we reiterate that this facility is too large for there not to be a standardized call bell system in place. Installation of such a system would be a great asset to this facility, particularly if they are admitting residents formerly living in skilled nursing homes, who may require more assistance.

The facility should continue to monitor the accessibility to certain rooms, including the beauty salon when not in use, and other housekeeping closets, etc. Most residents are mobile, thus making entry into accessible places likely. "Staff only" and other closets should be secured.

continued to be an issue on the 300 hall; however, the staff member interviewed claimed that the problem had been resolved. In either case, the scope of the problem seems greatly reduced. CAC will inquire of administration next quarter for a clearer understanding of the status of this situation.

CAC expressed concern about "downtime" of residents in the dining room. We suggested possibly providing a simple activity for residents who had to sit there for an extended time prior to eating. CAC will follow up on this issue during next visit.

The facility had, apparently recently admitted a considerable number of residents from other facilities that had recently closed. Some were from skilled nursing facilities and some required outside medical services (e.g. dialysis). Crescent Green recognizes they have a lot of demands on their transport. One suggestion, expressed by a resident, was that the staff could do a better job letting the residents know the drive's schedule. Even just knowing in advance that they'll have to wait would be better than just wondering.

Activities at this facility, despite the noted absence of a formal program while the CAC visited, continue to be on a positive trajectory. The Activity Director continues to receive praise from numerous residents.

As stated in the prior report, the overall improvement of this facility in terms of appearance and apparent patient satisfaction is evident. With continued renovation activity underway, it seems that ownership and administration continue to strive to improve operations. Positive comments about staff were made by multiple interviewees. CAC is optimistic that positive trends will continue.