

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

County <b>Orange</b>	Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: <b>The Stratford</b>  Census: <b>72 / 77</b>
Visit Date and day of the week <b>Monday, December 16, 2013</b>	Time spent in facility <b>1hour 30 minutes</b>	Arrival time <b>3:00pm</b>
Name of person(s) with whom exit interview was held <b>Administrator</b>		Interview was held in person: <b>Yes</b>
Committee members present: <b>4 committee members</b>		
Number of residents who received personal visits from committee members <b>20</b>		Report completed by:
Resident Rights information is clearly posted? <b>Yes</b>	Ombudsman contact information is correct and clearly posted: <b>Yes</b>	
The most recent survey was readily accessible <b>NA</b> (Required for NHs only – record date of most recent survey posted) :	Staffing information clearly posted? <b>No</b>	

<b>Resident Profile</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
1. Do the residents appear neat, clean and odor free?	<b>Yes</b>	<b>4. As is customary, numerous residents were in the foyer area of the facility interacting with one and other, as well as with the committee members.</b>  <b>5a. Staff nametags were not in wide use.</b>
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)	<b>Yes</b>	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	<b>Yes</b>	
4. Were residents interacting with staff, other residents & visitors?	<b>Yes</b>	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	<b>No</b>	
5a. Did staff members wear nametags that are easily read by residents and visitors?	<b>Yes/No</b>	
6. Did you observe restraints in use?	<b>No</b>	
7. If so, did you ask staff about the facility's restraint policies? (note: Do not ask about confidential information without consent)	<b>N/A</b>	

<b>Resident Living Accommodations</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
8. Did residents describe their living environment as homelike?	<b>No</b>	<b>8. Numerous residents complained about the presence of cockroaches and the return of bedbugs. Additionally, there were many complaints about the facility's policy of no longer allowing personal food items to be stored in residents' rooms. Also, "memory boxes" outside of resident rooms in memory care unit were well-decorated and added a nice touch.</b>  <b>9. The unpleasant odor near the laundry facility, noted in prior reports, persists.</b>
9. Did you notice unpleasant odors?	<b>Yes</b>	
10. Did you see items that could cause harm or be hazardous?	<b>No</b>	
10a. Were unattended med carts locked?	<b>N/A</b>	
10b. Were bathrooms clean, odor-free and free from hazards?	<b>Yes</b>	
10c. Were rooms containing hazardous materials locked?	<b>Yes</b>	
11. Did residents feel their living areas were kept at a reasonable noise level?	<b>N/A</b>	
12. Does the facility accommodate smokers?	<b>Yes</b>	
12a. Where? (Outside / inside / both)	<b>Outside</b>	
13. Were residents able to reach their call bells with ease?	<b>N/A</b>	
14. Did staff answer call bells in a timely & courteous manner?	<b>N/A</b>	
14a. If no, did you share this with the administrative staff?	<b>N/A</b>	

		<b>10c. One attic access hatch (in a main activity room) was wide open with the ladder leading into it unattended.</b>
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<b>Resident Services</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	<b>Yes</b>	<b>15. Residents provided mixed feedback about the quality of activities and relevance of these activities to their interests.</b>  <b>15a. Scheduled activity was “staff holiday party”, which was happening, but it appeared residents were not included.</b>  <b>16. Food items purchased are not allowed to be kept in residents’ rooms due to insect infestation issue.</b>  <b>17b. With the hiring of a new food services manager, several residents expressed satisfaction with the quality of the food. Others, however, were less satisfied.</b>  <b>17c. Staff was observed giving residents water.</b>
15a. Was a current activity calendar posted in the facility?	<b>Yes</b>	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	<b>Yes</b>	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	<b>Yes</b>	
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)	<b>Yes</b>	
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.)	<b>Yes</b>	
17a. Are they given a choice about where they prefer to dine?	<b>Yes</b>	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	<b>Yes/No</b>	
17c. Is fresh ice water available and provided to residents?	<b>Yes</b>	
18. Do residents have privacy in making and receiving phone calls?	<b>No</b>	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	<b>No</b>	
20. Does the facility have a functioning: Resident’s Council? Family Council?	<b>Yes No</b>	

<b>Areas of Concern</b>	<b>Exit Summary</b>
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?
<p><b><u>Present Areas of Concern:</u></b></p> <ol style="list-style-type: none"> <li><b>Cockroach and bedbug infestation</b></li> <li><b>Restrictions on residents' ability to have food in their rooms</b></li> <li><b>Staff interaction with residents</b></li> <li><b>Nametag use</b></li> </ol> <p><b><u>Past Areas of Concern:</u></b></p> <ol style="list-style-type: none"> <li><b>Condition of Alzheimer's Neighborhood</b></li> <li><b>Cockroach sightings</b></li> <li><b>Nametag use</b></li> </ol> <p><b>In the prior quarterly report the committee identified the above items as the primary area of concern. During the current visit, the committee observed that the condition of the Alzheimer's Neighborhood has improved, primarily with regard to the "Memory Boxes" outside of each resident room. There appears to</b></p>	<p><b>The committee met with the Administrator to discuss our visit, including the issues of cockroach and bedbug infestation and, related thereto, the inability of residents to store food items in their rooms, as well as staff demeanor toward residents with complaints. Apparently, the facility has gone to great lengths to remedy these infestations, but they are struggling to get things under control. According to the administrator, this dual-insect infestation issue is complicated and difficult to get under control, but we were told maximum effort was being taken to eradicate the pests. This is a very serious issue that the committee will continue to monitor.</b></p> <p><b>To the facility’s credit, many residents spoke favorably about the quality of the care they receive; however, there were a few reports of negative resident-staff interaction, particularly regarding complaints (re: food service, etc.), as well as some complaints of care not being provided in</b></p>

have been significant recent effort to utilize these resources. Nearly every box was decorated tastefully with personal items, photographs, etc. to remind residents of their families and past interests. This was a very nice improvement. The committee also notes that the staff in the Alzheimer's Neighborhood was very attentive to the residents and personable with the committee during our visit. Christmas music played in the background; however, the residents were generally disengaged from their surroundings, just sitting in place. No discernible activity was underway.

The problems with insects unfortunately persist and are discussed in the "Exit Summary" section of this document. Likewise, the issue of staff nametag underutilization continues.

a timely fashion. The Administrator advised us that she would discuss proper reactions to residents' complaints with staff. She also informed us that the staffing levels meet requirements and, in the evenings and weekends, exceed mandated levels.