

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

County ORANGE	Facility Type Family Care Home X Adult Care Home Nursing Home	Facility Name: Brookdale Meadowmont Census: Total capacity: 55 – 65, depending on whether one or two residents occupy a room; Total no. of residents: 41; Memory Care Unit: capacity:13; # of residents: 8.
Visit Date and day of the week Thursday, August 13, 2015	Time spent in facility One hour 15 minutes	Arrival time 10:00 a. m.
Name of person(s) with whom exit interview was held Executive Director.		Interview was held in person; Yes
Committee members present: Three Committee Members		
Number of residents who received personal visits from committee members 11 including 2 residents in the memory care unit		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 NA (Required for NHs only – record date of most recent survey posted) : NA	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. -5. In the memory care unit, most of the 8 residents were gathered together in a central sitting area, and 3 staff members were working with them. The group had just finished an exercise program, and staff were about to take a couple of the memory care residents to the mall.
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	2.-5. In assisted living on the second and third floors, visit team members observed staff interacting positively with and helping residents. Residents interviewed said that staff was responsive to calls for assistance and that the care provided to them was good or very good.
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. – 9, & 10b.. Brookdale was clean and neat. Residents interviewed said that they felt very comfortable living there. Resident rooms into which visit team members were invited were also neat and clean, with beds well made. 10a.. No unattended med carts were observed by visit team members. 10c. An electric closet on the second
9. Did you notice unpleasant odors?	No	
10. Did you see items that could cause harm or be hazardous?	Yes	
10a. Were unattended med carts locked?	Yes 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?	N/A	
12a. Where? (Outside / inside / both)	N/A	

13. Were residents able to reach their call bells with ease?	N/A	floor was unlocked, and in the laundry room on the third floor, a storage room with hazardous materials was open. The latter was due to repair work in process for a water leak. Still, when unattended, that storage room should be kept closed and locked.
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?	Yes	15. - 15b. An exercise program was in progress on the third floor during the visit. Four residents were participating. A one-mile neighborhood walk by several residents and staff preceded the exercise. The activities calendar for the day also showed book club and crossword puzzle meetings and a music program for the day. 17.-17b. While food and dining have generally improved, it is up and down. One new resident said the food is good but not what she expected. Another resident said that the food is "ify".
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)?	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
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <ol style="list-style-type: none"> Keeping rooms with hazardous materials or electric equipment locked. Continuing to improve food and dining. A significant number of new direct care staff and other staff have been hired over the last four or five months. Working with such staff to enable them to become more effective in serving residents is important. 	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Give summary of visit with Administrator or Supervisor-In-Charge. Does the facility have needs that the committee or community could help address?</p> <p>The visit team had a good exit interview with the Executive Director. She said that Brookdale is now fully staffed. She noted that while food and dining quality have generally improved in recent months, more needs to be done, and she has been personally involved in this effort. She said that she would take steps to make sure that rooms or closets with hazardous materials or electric equipment remain locked when unattended.</p>