

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

County ORANGE	Facility Type Family Care Home X Adult Care Home Nursing Home	Facility Name: Brookdale Meadowmont (formerly Carolina House) Census: Total capacity: 55; Total no. of residents: 47; Memory Care Unit capacity: 13; residents in Unit: 10
Visit Date and day of the week Thursday, May 28, 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. Prior to exit interview, committee members also met briefly with the Health & Wellness Director, and Business Office Coordinator		Interview was held in person; Yes
Committee members present: Four Committee Members		
Number of residents who received personal visits from committee members 12		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. The residents interviewed by visit team members said the care they receive is generally good or very good. However, a couple of these residents said that staff is sometimes unavailable or overloaded and unable to attend to their needs for assistance in a timely way. 5 & 13. While the visit team was present, one resident on the third floor was calling loudly for help. Staff was not present to respond. One of our visitors responded, bringing a walker to the resident. The resident apparently was unaware of the call bell near her bed.
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. – 9, & 10b.. The facility was clean, neat, and seemed very comfortable. Resident rooms into which visit team members were invited were neat and clean. However, one resident's room had a urine odor. In the exit interview, the Executive Director said this was due to a couch in the room. They had attempted to clean the sofa, but without success. The family has been
9. Did you notice unpleasant odors?	No/Yes*	
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?	Yes/No*	asked to remove the sofa. 10a. & 10c. Several unattended med carts were checked and were found to be locked. The rooms containing hazardous materials that were checked were found to be locked 13., 14., 14A. See comments above for # 5, & exit interview comments.
14. Did staff answer call bells in a timely & courteous manner	Yes/No	
14a. If no, did you share this with the administrative staff?	Yes	

*** 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, which occurs daily, was just starting when the visit team was present. About 6 to 7 residents were participating. From 2 to 10 residents attend this daily class. The activities calendar was full. Residents in the Memory Care Unit were gathered together in a group, and staff were interacting with some of them. Other residents were dozing. 17. – 17b. Several residents interviewed said that the food and meals are not good, and this has been a continuing problem for some time. 19. Several local ministers or churches continue to hold services at Brookdale.
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"> Food, meals, & dining experiences need to be improved. Executive Director is working on this. Availability and responsiveness of staff to help residents is generally good. However, interviews with residents suggest some improvements can and should be made. Call bells. Staff should work to make sure all residents with call bells know how to access and use them. Criteria & procedure for moving a resident from assisted living to the Memory Care Unit 	<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 Brookdale Meadowmont is now fully staffed and staff at all levels is working hard to improve resident care and services. She said that she is now personally involved in improving the meals and dining. The discussion also addressed resident use of call bells and the criteria and process involved in moving a resident from assisted living to the Memory Care Unit. The committee commended her for the cleanliness, neatness, and comfort of the facility and the time and hard work she has devoted to making improvements.</p>

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