

**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: 40 residents, of which 9 are in memory care unit. There are 45 single rooms; Facility can accommodate up to 60 residents
Visit Date and day of the week March 12, 2015, Thursday	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; Executive Director, Health & Wellness Director; Health & Wellness Coordinator, and Business Office Coordinator		Interview was held in person: Yes
Committee members present: Three 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? Yes	
Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	3. & 4. In the Memory Care unit, an exercise program was in process during visit. Six residents were involved, and a staff member was encouraging the residents to participate. 5. & 5a Throughout the facility, staff were observed interacting in helpful and courteous ways with residents. 1.-5a. Two residents said that resident care sometimes suffers due to staffing shortages. Also, one resident reported being threatened by another resident, who the first resident said needs to be in the Memory Care Unit. See the Exit Interview below.
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. – 14. The common areas (front foyer, sitting rooms, dining room, etc.) were neat, clean, and comfortable. 8. The doors to five residents' rooms in Memory Care Unit were open, and
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	the' rooms were all neat, clean, and the residents' beds made. 10a. Unattended med cart in Memory Care unit was locked, as was unattended med cart on second floor.
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	

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?		15., 15a. & 15b. Three activities were scheduled for the day of the visit: One that was to start at 11:00 a. m. had not yet commenced. At 1:30, a talk on "Health" was scheduled. A "Book Sharing" was scheduled for 4:00 p. m.
15a. Was a current activity calendar posted in the facility?		
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Yes	17., 17a., & 17b. One resident said that there was a disagreement between two food preparation staff members, which affected food preparation and some meals.
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"> Staff courtesy, effectiveness, and good morale were referred to by residents and observed by the visit team. Food service staff need to work together effectively to insure good meals and dining experiences. Adequacy of staff. Does the facility have enough staff working to meet resident needs at all times? Several residents raised this point with visiting team members, although the Executive Director says that the facility is now adequately staffed. 	<p>In the exit interview, the visit team met with the facility executive director. The committee discussed whether staffing was adequate. Despite the comments from several residents, the executive director said that Carolina House is fully or close to fully staffed. Finally, she reported that the facility is strengthening its activities program for residents and will shortly begin a major capital renovation program to make physical improvements to the facility.</p>