

**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: Crescent Green Assisted Living Community  Census: <b>86/120</b>
Visit Date and day of the week <b>Wednesday, March 18, 2015</b>	Time spent in facility <b>1 hours 0 minutes</b>	Arrival time <b>3:00 pm</b>
Name of person(s) with whom exit interview was held <b>Resident Care Coordinator</b>		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: Three Committee Members		
Number of residents who received personal visits from committee members ( <b>15</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 (Required for NHs only – record date of most recent survey posted) : <b>N/A</b>	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>	1. Overall, yes, though several residents' clothing appeared somewhat soiled.  4. Staff was observed passing out snacks to residents and communicating with them during this process. No tension or violence was observed during this visit, nor was there any discussion of such by residents (whom the committee sought out for an update).  5a. Name tag use continues to be sporadic at best.
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>Yes</b>	
5a. Did staff members wear nametags that are easily read by residents and visitors?	<b>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>Yes</b>	8. Many residents described that they felt at home in the facility.
9. Did you notice unpleasant odors?	<b>No</b>	
10. Did you see items that could cause harm or be hazardous?	<b>Yes</b>	10., 10c. At least 3 supply closets were unlocked and could contain potentially harmful materials. The Committee informed administrator during exit interview about this issue.
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>No</b>	
11. Did residents feel their living areas were kept at a reasonable noise level?	<b>No</b>	11. One resident complained that the facility is always noisy. Committee noted that noise from common areas is present; however, this was an isolated complaint.
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>	

		12. The facility does accommodate smokers; however, ownership/admin. continue to evaluate options for banning it completely.
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\*\*\* 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	15a/b. The activity calendar consists of individual sheets of paper for each day. As has been noted previously, no activities are scheduled beyond 1:30 PM. This is apparently a function of the activity director's work schedule.  17b. Reviews of food were mixed; however, this is a typical occurrence.
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)	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.)	N/A	
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?	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 No	

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> <hr/> <p><b><u>New and/or Persistent issues:</u></b></p> <ul style="list-style-type: none"> <li>• Unlocked storage/electrical rooms</li> <li>• Adequacy of meal portions</li> <li>• Pain management</li> <li>• Handicap accessibility</li> <li>• Noise levels</li> </ul> <p><b><u>Past areas of concern:</u></b></p> <ul style="list-style-type: none"> <li>• Tension/violence between residents</li> <li>• Questionable nighttime occurrences/activity</li> <li>• Smoking ban implications</li> <li>• Limited activities schedule</li> <li>• Unlocked storage/electrical rooms</li> <li>• Resident Bill of Rights not present</li> <li>• Call bells</li> <li>• Nametag use</li> </ul>	<p>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> <hr/> <p><b>Prior to exit the committee spoke with the resident care coordinator (RCC). We reported that the visit was quite positive overall. The committee was pleased with the condition of the physical plant and apparent efforts to continue to improve it. On this visit, many residents reported favorable opinions of life at the facility (e.g., food, activities, camaraderie, etc.), others had mixed feelings, and as is typical, others had complaints, which were discussed with the RCC. The committee was advised that one resident who expressed that she was in pain following surgery was being evaluated by a physician and receiving treatment. Another resident expressed interest in</b></p>

getting out of the facility for the day to work outdoors, which the administration would like to accommodate, but cannot due to the resident's current physical condition. RCC also indicated that he would look into one resident's concern that food portions were inadequate and that second helpings were not permitted.

The committee advised Mr. Chambers that several utility closets/electrical rooms were unlocked. He indicated that he would speak with maintenance to ensure proper procedure is followed. This is now a persistent issue, having been noted on back-to-back visits.

**Discussion of past areas of concern:**

Several residents mentioned that prior-reported questionable late-night activities seemed to have subsided. RCC indicated that he and the owners arranged for the Carrboro PD to patrol and monitor the facility.

The facility continues to struggle with banning smoking, but still desires to implement this policy.

The committee discussed concern that activities ended in the early afternoon and advised that this is a function of the activity director's work schedule.

The Resident Bill of Rights posters were observed in at least two locations.

The call-bell issue appears to be intractable with ownership, who has no plans to implement a facility-wide system (opting instead for bedside tap-style bells).