

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

County: Orange	Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home	Facility Name: Carol Woods
Visit Date and day of the week Thursday March 12, 2015	Time spent in facility 1 hour	Arrival time 11:00 am
Name of person(s) with whom exit interview was held: Exec. Administrator		Interview was held in person Census: bldg. 5: 28/30; bldg. 6: 8/12; Bldg. 7: 10/12
Committee members present: Three Committee Members		
Number of residents who received personal visits from committee members : 11		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	

<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?	Yes	2. Residents reported good to excellent care received from staff. One resident reported that as the number of assisted living residents increased in recent months, there were some shortfalls in care provided to residents. However, she said that with increased staffing, the quality of care she receives now is again very good.  4. Several residents were observed interacting with staff, who provided care with empathy and patience.
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)		

<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?	N/A	8: All three buildings appeared in good order, well-furnished and comfortable. A large fish tank was populated with small, multicolored and lively fish. The residents' rooms into which visitors were invited were all neat, clean, and comfortable.  10a. One unattended med cart was checked, and it was locked.  10b. The general bath and shower rooms in the 600 and 700 buildings were clean.  10c. The housekeeping closets, containing cleaning materials, in the 600 and 700 buildings were found to be locked.
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?	N/A	
10b. Were bathrooms clean, odor-free and free from hazards?	Yes	
10c. Were rooms containing hazardous materials locked?	N/A	
11. Did residents feel their living areas were kept at a reasonable noise level?	N/A	
12. Does the facility accommodate smokers?	N/A	
12a. Where? (Outside / inside / both)		
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 equals not applicable, not asked, not observed

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Yes	<p>15. The Director of Activities was interviewed, and she reported that a program for assisted living residents, labeled "Life Enrichment, includes exercise sessions, poetry presentations, and other activities that are well attended.</p> <p>15a. &amp; 15b. Assisted Living residents may, and often do, attend activities scheduled at a central Carol Woods location for all Carol Woods residents. The general Carol Woods activities calendar showed that an activity was taking place during the time of our visit. The calendar also showed a concert scheduled for the afternoon of our visit, and a presentation by a former State Senator for that evening.</p> <p>17., 17a. &amp; 17b. Residents interviewed said that the food and dining are good, although one resident said that the quality of meals for assisted living residents can be improved.</p> <p>19. Several Church and other community groups regularly visit assisted living residents at Carol Woods, and the facility provides transportation for assisted living residents to go out into the community for suitable activities.</p>
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 See note	
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	
17c. Is fresh ice water available and provided to residents?	N/A	
18. Do residents have privacy in making and receiving phone calls?	N/A	
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? Yes Family Council? Yes		
<b>Areas of Concern</b>	<b>Exit Summary</b>	
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>Assisted living resident care at Carol Woods was once again found to be quite good. The assisted living buildings were clean, well decorated and furnished, and comfortable, and activities and food were good.</p>	<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> <p>The visit team shared their findings and observations with the Executive Administrator. She said that the Charles House initiative is progressing well and it is scheduled for opening this summer. A "Labyrinth Garden, next to building 6 is in the process of construction.</p> <hr/>	