

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

County Orange	Facility Type <input checked="" type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: Charles House/Winmore Census: 5 / 6
Visit Date and day of the week Tuesday, March 31, 2015	Time spent in facility 0 hours 45 minutes	Arrival time 3:00 pm
Name of person(s) with whom exit interview was held: Administrator		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: Four Committee Members		
Number of residents who received personal visits from committee members (4)		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) : N/A	Staffing information clearly posted? N/A	

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	1. All residents appeared clean and were well-dressed. 3. Three staff members were present and interacting caringly with residents throughout the visit.
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?	No	
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. Winmore is a very new facility with nice finishes and a modern feel and appearance throughout. Each resident has his/her own private room. The several committee members observed were decorated in a very personalized manner. 10. A closet containing an oxygen tank was unlocked. Stairs leading to the unused upper level were not locked.
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?	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	
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	<p>15a. Although the visit occurred during downtime, a very robust calendar, prepared by the Charles House's Program/Activity Director, was present.</p> <p>17. Residents were served carrots, celery and hummus as a snack during the visit, along with a cup of tea. It was not apparent that they had a choice at the time, though they may have input in the overall menu.</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?	No	
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?	Yes	
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?	No	
20. Does the facility have a functioning: Resident's Council? Family Council?	N/A N/A	

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><u>New areas of concern:</u></p> <ul style="list-style-type: none"> • Unlocked access to stairway, supply closet, door leading to patio and external gate <p><u>Past areas of concern:</u></p> <ul style="list-style-type: none"> • None (first visit) 	<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>The committee met with administrator who oversees both Winmore and the Yorktown family care homes. This was the committee's first visit to this home and we were given a thorough tour. It is brand new and very homelike. The residents seemed pleased with their living environment. In addition to the administrator, two other staff members were present. They were both very engaged with residents; one was preparing and serving snacks. The committee noted a couple areas of concern and discussed them with the administrator. Regarding the unlocked stairs and closet we were advised that no resident had attempted to access either door and, thus, it was not perceived to be a problem. Nevertheless, we were told that they would be locked in the future. The external gates latching mechanism had been placed on the outside of the gate, a step we were told was taken to prevent residents from easily opening it. This seemed like a reasonable precaution, particularly given that this is not a "locked unit/facility". Overall, the visit was very positive. The physical plant is nearly impeccable, and the staff were engaged and caring.</p>