

**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/Yorktown Census: 6 / 6
Visit Date and day of the week Tuesday, March 31, 2015	Time spent in facility 0 hours 45 minutes	Arrival time 4:00 pm
Name of person(s) with whom exit interview was held: Supervisor		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 (3)		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	3. Staff was politely assisting one resident with her care needs. 4. Staff was readily engaged with residents who were present, chatting, delivering tea (to specific request), etc. 5a. Given small size of the FCH and long-term living situations of most residents, all appeared very familiar with each staff member.
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. The home is very cozy with modern touches and is clearly well-maintained. Residents were enjoying the sunny afternoon in the living room.
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?	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?	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	15. While one resident indicated that activities were not particularly robust, staff offered a detailed description about the full extent of diverse activities that most residents enjoy and participate in. 15b. The committee was advised that the activity scheduled later in the early evening would be taking place as posted. 17a. Although given a choice, residents are encouraged to dine communally. 19. Among others, a Girl Scout Troop assists with outdoor gardening / landscaping activities.
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?	Yes	
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"> • None <p><u>Past areas of concern:</u></p> <ul style="list-style-type: none"> • None known. 	<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 the supervisor who was engaged in various activities during our visit. We reported on the very positive nature of our visit and complimented the staff's tangible commitment to running an impressive operation. Residents seemed quite content and had no real complaints. The physical plant was very homelike and staff incorporated small touches, such as writing the day's menu on the stainless steel refrigerator. This was a nice touch. Staff was also very engaged with the committee, asking questions about our responsibilities and expressing satisfaction with their work.</p>