

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

County ORANGE	Facility Type <input type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input checked="" type="checkbox"/> Nursing Home	Facility Name: Brookshire 12 of 17 assisted living beds Census: 76 of 80 nursing beds
Visit Date and day of the week Tuesday, August 18, 2015	Time spent in facility 90 minutes	Arrival time 2:00 pm
Name of person(s) with whom exit interview was held Administrator		Interview was held in person - yes
Committee members present: Three Committee Members		
Number of residents who received personal visits from committee members 10 residents & 2 family members		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 Yes (Required for NHs only – record date of most recent survey posted) : 3/13/15	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	
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	10 – An unattended vacuum, being used to clean the AC system, was sitting in the middle of a room. No resident was in the room at the time.
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	13 – One resident's call bell was in his cupboard. It was unclear whether he had put it there himself to protect it from being "stolen"
10c. Were rooms containing hazardous materials locked?	Yes	
11. Did residents feel their living areas were kept at a reasonable noise level?	Yes	14 – Residents said for the most part responses were timely. 1 resident
12. Does the facility accommodate smokers?	No	
12a. Where? (Outside / inside / both)	N/A	
13. Were residents able to reach their call bells with ease?	No*	
14. Did staff answer call bells in a timely & courteous manner?	Yes*	

14a. If no, did you share this with the administrative staff?	Yes	stated she was not helped out of bed before noon. We were told she often declines offers for assistance earlier in the day.
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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*	15 – 2 residents responded no to this inquiry, although the administrator says all are asked quarterly. Unclear whether this didn't happen or residents did not remember it happening. 15a – The calendar was missing from one resident's bulletin board but there was one on her roommate's board. Brookshire is instituting a new system where they hope to be able to have a Brookshire channel on the TV that would include information about Brookshire including the activities schedule. One resident was exhausted from PT, and said that she hoped that ice cream from the ice cream social could be brought to her room. According to the administrator, ice cream is taken around in cups afterward to residents.
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	
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?	Yes No	

Areas of Concern	Exit Summary
Are there resident issues or topics that need follow-up or review at a later time or during the next visit? None	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Give summary of visit with Administrator or Supervisor-In-Charge. Does the facility have needs that the committee or community could help address? Family members stated that they were very pleased with the care that Brookshire provides their mother. Administrator stated that Brookshire is expanding its billing capacity by providing outpatient PT, OT and ST to residents who have transitioned home. They are also collaborating with the new UNC Healthcare facility in Hillsborough to accommodate short term rehab for patients having hip and knee replacements. The Duke Cardiology team comes to Brookshire to assess and treat discharged Duke patients who have cardiac symptoms in an effort to prevent Emergency Room visit and possible rehospitalization. Additionally, a Brookshire staff member visits prospective residents in the hospital prior to their discharge to Brookshire to provide a smoother transition.